



Annual Report 2024

The Salvation Army Australia
(Social Fund)



A New Beginning

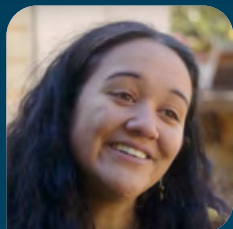


“You cannot warm the hearts of people with God’s love if they have an empty stomach and cold feet.”

– William Booth,
Co-founder of The Salvation Army

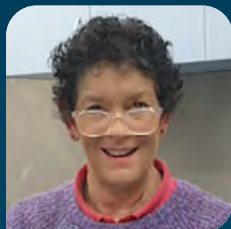
This report covers the social work of The Salvation Army in Australia. This work is also underpinned by 308 corps (churches/faith communities) across Australia.

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Our Mission and Vision



› Brand Image

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

Being there when people need us most

We offer care and compassion as a sacred encounter with transformative potential

CREATING FAITH PATHWAYS

Taking a holistic approach to the human condition that values spirituality

We graciously share the Good News of Jesus and grow in faith together

BUILDING HEALTHY COMMUNITIES

Investing ourselves in relationships that promote mutual flourishing

We find the wholeness God intends for us in community

WORKING FOR JUSTICE

Tackling the social systems that harm creation and strip away human dignity

We join God's work to build a fairer world where all can thrive

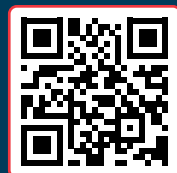
Vision

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.



The Salvation Army Foundations - Our Vision and Mission

This video is part of a short animation series that explains who we are and what we are about as The Salvation Army Australia.



Our Values and Commitment to Inclusion and Reconciliation

Values

Recognising that God is already at work in the world, we value:

INTEGRITY

Being honest and accountable in all we do

RESPECT

Affirming the worth and capacity of all people

COLLABORATION

Creating partnerships in mission

COMPASSION

Hearing and responding to pain with love

DIVERSITY

Embracing difference as a gift

Our commitment to inclusion

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.

As a movement, we believe inclusivity is achieved by treating all people with dignity, compassion



The Salvation Army Foundations - Our Values and Commitment to Inclusion

and respect. We deliver programs with cultural sensitivity and work with diverse groups to best understand their needs. This includes people of all cultures, languages, capacities, sexual orientations, gender identities and/or expressions.

This 2024 National Reconciliation Week theme was 'Now More Than Ever'. Colonel Winsome Merrett, Chief Secretary, reiterated The Salvation Army's ongoing commitment to reconciliation through our Innovate Reconciliation Action Plan. Since its launch in December 2020, the Army has now completed all the 89 deliverables of the plan.



Learn more about our commitment to reconciliation at salvationarmy.org.au/about-us/governance-policy/our-commitment-to-reconciliation/



Message from *The Territorial Commander*

In another tough year for so many Australians, the rallying cry and focus of our movement has been more important than ever. Jesus-centred, Spirit-led, hope revealed – we choose to bring hope to our nation by centring our activity on Jesus and his priorities, being led by his Spirit into new avenues of mission, ministry and service, and reaching those who need our help by whatever means we are able. We do good and believe in full transformation: of body, mind and soul.

The Board has signed off on our spiritual strategy, which is the strategy for the Australia Territory in the days ahead. The strategy focuses on the spiritual life, health and growth of the Territory, which will include all expressions, to live out who we are, in line with the International Mission Statement. We will understand who we are, whose we are, and the mission that we are called to, living like Jesus and for him.

The Board comprises a group of extraordinary people who are professional, gifted and passionate about seeing this movement go forward. I want to thank them for their work, not only on the Board, but also on committees and the many extra meetings they attend to help us in every possible way. They are men and women who are authentic, vulnerable and full of integrity.

As I have travelled to our many different expressions around

Australia, I have seen firsthand how God is at work through the committed members, volunteers and staff of our movement. They are truly hope-bringers, and I give them my thanks and appreciation.

I want to thank also our Chief Secretary, Colonel Winsome Merrett, and her team for their leadership and their untiring work in ensuring that our movement is transparent, diligent and effective in its operations as we seek to live out our mission and values.

I also want to thank the Australian public, along with many businesses and government departments and agencies, who have supported the work of The Salvation Army over the past 12 months. We offer you our sincere gratitude; without you we could not carry on our work of caring and hope-bringing.

I hope that as you peruse this report, you are encouraged by the stories of those who bring hope and those who receive it. God is doing good things as we write our new story with him at the helm.

Bless you.

**Miriam Gluyas (Commissioner)
Territorial Commander, Chair of the Board
Australia Territory**



Message from *The Chief Secretary*

OVERVIEW

SNAPSHOT

LIVING OUR MISSION

CARING FOR PEOPLE

CREATING FAITH PATHWAYS

BUILDING HEALTHY COMMUNITIES

WORKING FOR JUSTICE

THANK YOU AUSTRALIA!

FINANCIAL REPORT

As this 2023-24 Annual Report for the Social Fund is released, I continue to be immensely grateful to those who have made the work of The Salvation Army in Australia possible. The Salvation Army is honoured and humbled by the generous support of businesses, governments and the Australian public as we seek to deliver our mission and fulfil our vision of transforming Australia, one life at a time with the love of Jesus.

In December 2020, The Salvation Army Australia Territory launched its first [Innovate Reconciliation Action Plan \(RAP\)](#), which focused on implementing strategies and initiatives that promote action towards reconciliation as a movement and across our sphere of influence. I am pleased to advise that all 89 deliverables identified in this plan have now been achieved. This RAP will provide a helpful framework and form the foundation for our Stretch RAP to guide our continuing engagement with Aboriginal and Torres Strait Islander peoples and for our promotion of and engagement with reconciliation initiatives.

In August 2023, after 18 months of input from a diverse range of people from across the Salvation Army, a new tagline for The Australian Territory was approved. 'Believe in good' encompasses both the faith of our movement, and the ways in which this faith is put into action through practical expressions of the love of Jesus, doing good in our communities.

The last 12 months have again seen The Salvation Army Emergency Services mobilised across Australia in response to the many emergencies – flood, fire and disasters – experienced in our rural and city environments. As well as prompt initial responses, our teams are providing ongoing

services to communities and individuals struggling through the complex processes of recovery.

I have been privileged over this time to be out and about around our Territory, witnessing first-hand the ways in which God is at work through the mission and operations of The Salvation Army. The commitment of our workers – officers, employees and volunteers – in supporting all Australians through this time of financial and emotional difficulty due to cost-of-living and housing pressures is both encouraging and inspiring.

We celebrate and thank God for 60 years of the Red Shield Appeal, in which Australians unite to provide funds used to support those in need, including the provision of food, safe accommodation, financial assistance, support and counselling, as well as many other services. I am so grateful to all who donate to this appeal. I hope they recognise the wide-reaching impact and the long-term value of their practical compassion.

I want to offer my sincere thanks to our Territorial Commander, Chair of the Board, Commissioner Miriam Gluyas, and our Board members for their ongoing support and guidance.

I offer sincere appreciation to all our personnel: officers, employees and volunteers, who support the work of our movement. And finally, to our generous donors, who recognise the value of our work and make it possible, thank you so much. We are so grateful to you each.

God bless you.

Winsome Merrett (Colonel)

B.Sp.Thy., MA Arts (Theological studies) A.Mus.A

Chief Secretary and Chair of the Executive Mission Council Australia Territory

Our Governance

2023-24 Territory Board

The Board is responsible for providing governance oversight to the Australia Territory in accordance with Australian law, all requirements under International Headquarters' Orders and Regulations, and the principles of theology, mission, integrity and compliance.

The Board is also responsible for strategically positioning the Territory so that it has a sustainable, major influence on Australian society, and to provide advice and assistance to the Trustees.

The Board is chaired by the Territorial Commander and accountable to the General for its responsibilities.

Board membership for the period 1 July 2023 to 30 June 2024 is as listed:

- Commissioner Miriam Gluyas, Chair
- Major Kevin Lumb, Alternate Chair
- Mr Richard Grellman AM, Lead Independent
- Mr Greg Couttas, Chair, Audit and Risk Committee
- Ms Desley Hargreaves PSM, Chair, Quality and Safety Committee
- Ms Felicity Natoli, Chair, Professional Standards Committee
- Mr Adrian Appo OAM
- Colonel Winsome Merrett
- Captain Colin Reynolds
- Captain Leisa Humbley
- Auxiliary-Lieutenant Rosy Keane

In August 2023, the Board travelled to the Victoria Division to visit different expressions of The Salvation Army. In April 2024, the Board visited the Queensland Division.



**Commissioner
Miriam Gluyas** (Chair)



Major Kevin Lumb
(Alternate Chair)



**Mr Richard
Grellman AM**
(Lead Independent)



Mr Greg Couttas
(Chair, Audit and
Risk Committee)



**Ms Desley
Hargreaves PSM**
(Chair, Quality and
Safety Committee)



Ms Felicity Natoli
(Chair, Professional
Standards Committee)



Mr Adrian Appo OAM



**Colonel Winsome
Merrett**



**Captain Colin
Reynolds**



**Captain Leisa
Humbley**



**Auxiliary-Lieutenant
Rosy Keane**



More about The Salvation Army Australia leadership at salvationarmy.org.au/about-us/leadership-and-structure/australian-leadership/

Board Committees

AUDIT AND RISK COMMITTEE

The purpose of this committee is to ensure the integrity of the financial statements, the risk management framework and the system of internal controls, such that these align with The Salvation Army's values and meet its legislative and regulatory obligations.

NOMINATIONS COMMITTEE

The purpose of this committee is to fairly and objectively identify and nominate suitably qualified candidates for appointment to the Board.

PROFESSIONAL STANDARDS COMMITTEE

The purpose of this committee is to define and promote within The Salvation Army a world's best-practice response to allegations of abuse and ensure The Salvation Army is actively enhancing child safety within the Australian community.

QUALITY AND SAFETY COMMITTEE

The purpose of this committee is to define and promote a culture of continuous quality improvement and consumer safety that aligns with The Salvation Army's values and meets its legislative and regulatory obligations.

REMUNERATION COMMITTEE

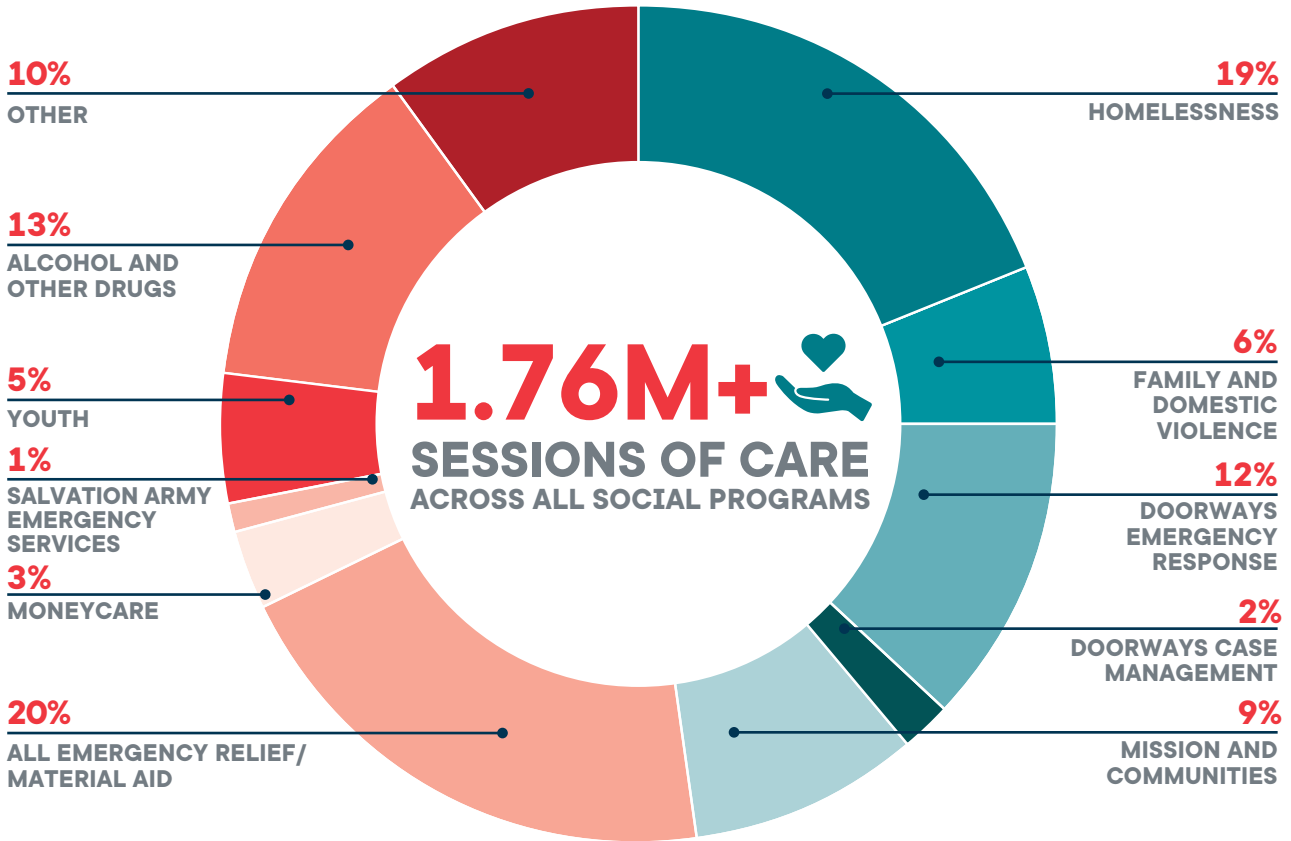
The purpose of this committee is to assist and advise the Board on matters relating to remuneration for employees in senior roles.

SPIRITUAL LIFE COMMITTEE

The purpose of this committee is to improve the depth and breadth of the spiritual life of The Salvation Army in Australia; and to guide the movement so that it operates in accordance with its God-given mission to: "share the love of Jesus by caring for people, creating faith pathways, building healthy communities and working for justice."



The Salvation Army Australia Highlights 2023-24



 **24.3M**
FINANCIAL ASSISTANCE
 PROVIDED IN CASH, GIFT CARDS, VOUCHERS ETC.

250,500+
PEOPLE ASSISTED 
 ACROSS ALL SOCIAL PROGRAMS

 **1.1M+**
NIGHTS OF ACCOMMODATION PROVIDED
 ACROSS ALL SOCIAL PROGRAMS





Community Services

360,000 SESSIONS OF CARE PROVIDED BY MISSION AND COMMUNITY SERVICES

OVER 140,000+ PEOPLE

ASSISTED BY DOORWAYS AND COMMUNITY SERVICES

Family and Domestic Violence (FDV)

NEARLY **12,000** PEOPLE ASSISTED WHO EXPERIENCED FAMILY VIOLENCE

Youth

5000+ YOUNG PEOPLE ASSISTED



Aged Care

3000+ PEOPLE CARED FOR IN RESIDENTIAL AGED CARE FACILITIES



Moneycare

NEARLY **12,000** PEOPLE PROVIDED WITH FINANCIAL COUNSELLING

Homelessness

NEARLY **40,000** PEOPLE ASSISTED AT RISK OR AFFECTED BY HOMELESSNESS

Salvos Stores

SURPLUS GENERATED FOR THE SALVATION ARMY

\$39.5M+

SOCIAL FUND **\$29M+**

WELFARE PROGRAMS **\$2.5M+**

CORPS **\$7.9M+**

Employment Plus CONVERSATION RATE

36%

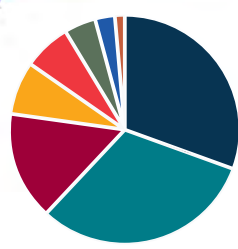
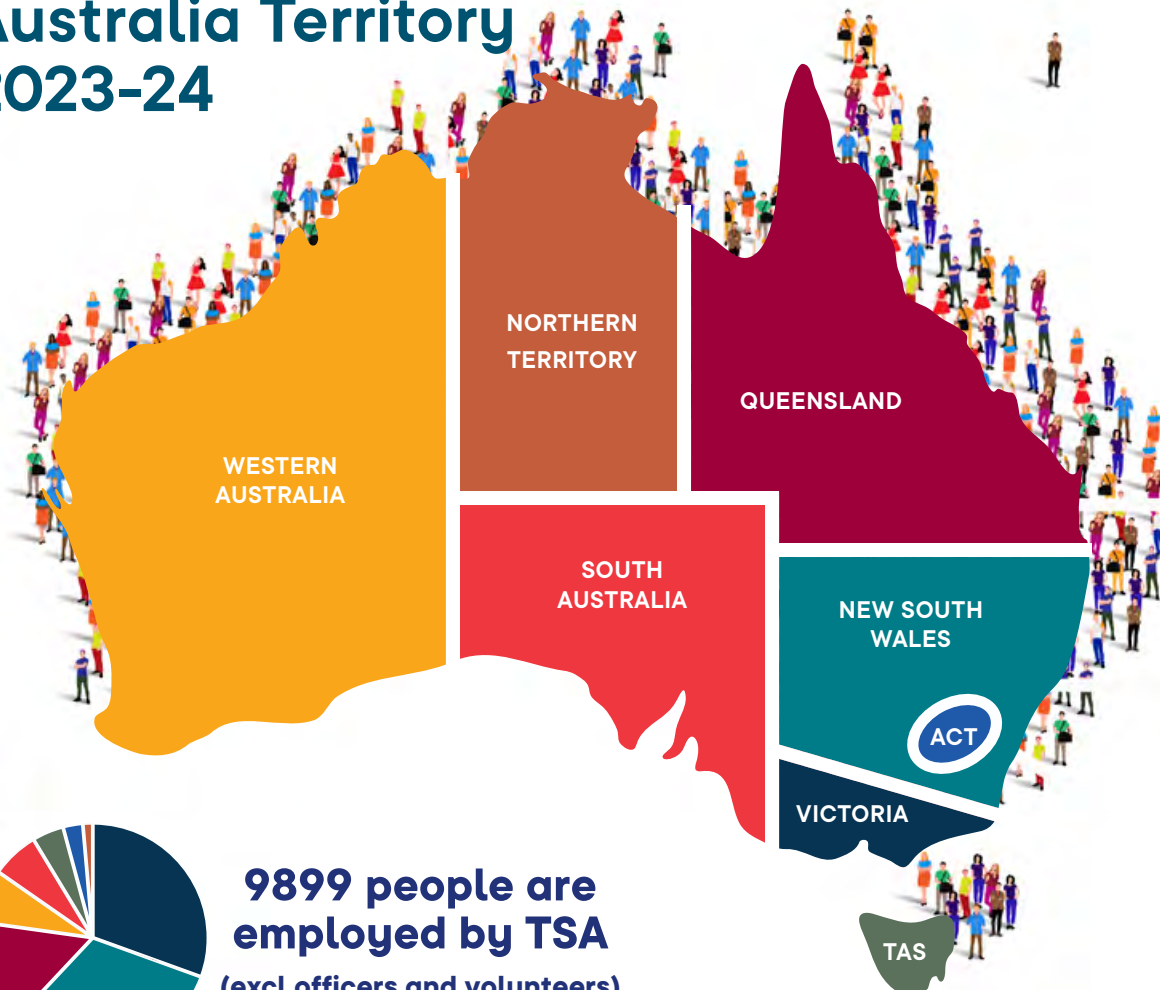
AOD/Gambling

220,000+ SESSIONS OF CARE PROVIDED TO PEOPLE IMPACTED BY ADDICTION TO ALCOHOL AND OTHER ADDICTIONS





Snapshot of Australia Territory 2023-24



9899 people are employed by TSA
(excl officers and volunteers)

VICTORIA	
Employees	3014
Officers*	516
Volunteers^	5755
Total	9285

NEW SOUTH WALES	
Employees	3122
Officers*	464
Volunteers^	5189
Total	8775

QUEENSLAND	
Employees	1525
Officers*	317
Volunteers^	4129
Total	5971

WESTERN AUSTRALIA	
Employees	792
Officers*	110
Volunteers^	2274
Total	3176

SOUTH AUSTRALIA	
Employees	623
Officers*	126
Volunteers^	2145
Total	2894

TASMANIA	
Employees	364
Officers*	31
Volunteers^	648
Total	1043

AUSTRALIAN CAPITAL TERRITORY	
Employees	321
Officers*	32
Volunteers^	268
Total	621

NORTHERN TERRITORY	
Employees	138
Officers*	14
Volunteers^	49
Total	201

*Officers both active and retired
^Numbers based on total average

Living Our Mission

Here, you will find instances of how the mission is put into practice daily by various mission initiatives throughout Australia at a local level. It's important to remember that each mission expression is dedicated to all aspects of the mission, and the examples provided should be seen as representations of each mission intention.





Vision

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

From our corps and faith communities to our social mission programs, mission enterprises and community engagement services,

The Salvation Army is dedicated to sharing the love of Jesus by:

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



Caring for People

The Salvos are there when people need us most, offering empathy and support, which leads to positive change.

The Social Mission programs of The Salvation Army Australia are dedicated to delivering high-quality, non-discriminatory social services as an experience of the love of Jesus in a way that would see them embrace transformation in their lives and experience hope for a brighter future.

Social Mission concentrates on addressing four primary areas of need: minimising the harm caused by alcohol and other drugs, addressing homelessness, supporting individuals affected by family and domestic violence, and empowering and supporting young people.

**The Salvation Army Mission Enterprises deliver mission and use commerce to generate surpluses for other Salvation Army mission expressions or to maximise enterprise sustainability and impact. These enterprises include: • Aged Care • Employment Plus • Salvos Stores • Salvos Funerals • Salvation Army Housing*

Caring for People: *Social Mission*

Family and Domestic Violence

Annie's journey to safety and empowerment

Annie is from a Culturally and Linguistically Diverse (CALD) background, having been brought to Australia by her Australian husband. With no connections or support networks in Australia and unable to speak English, Annie was subjected to multiple forms of domestic violence by her husband, with no one to reach out to.

The domestic violence Annie experienced ranged from coercive control, including threats, social isolation, where she was prevented from leaving the house, and denied English classes. Annie was subjected to ongoing financial, emotional, verbal and physical abuse, where threats of death were inflicted on both Annie and her son Eli.

Thankfully, Annie had the courage to call police, despite her fears, driven by concern for the wellbeing of her child.

Annie was very frightened when she entered Bramwell House crisis accommodation. Her case manager, Sophie, engaged an interpreter and provided intensive support to ensure both Annie and Eli felt safe and

secure. They were linked with culturally specific support and security measures were in place to create a safe environment for them.

With the help of her case manager, Annie accessed financial assistance, legal advice and support, while also receiving referrals for housing. Eli received physical health checks, counselling, and attended a specialist therapeutic program, leading to significant improvements in his social and emotional development.

Annie also began English classes and was supported to access in-reach physical health checks and specialist Family Violence counselling. Eli was supported to attend the local primary school and was also referred to a specialist therapeutic program for children.

Annie's English language skills improved, and she expressed her gratitude for the support she received in gaining permanent residency. She stated, "I could not have done this without Sophie. Thank you for all the support, help and kindness of everyone."

After gaining permanent residency, Annie was successfully housed within a long-term Salvo Housing property.



➤ Brand Image



› Telisha holding her son

Homelessness

Telisha's journey to break the cycle of homelessness

Telisha wanted to offer her son stability, which was something she did not have when she was growing up. Telisha sought support from Gateways, a Victorian homelessness program working to break the cycle of homelessness.

Everyone who comes into the Gateways program is experiencing primary homelessness. At times, they are people coming in with no belongings, only the clothes on their backs.

The program is focused on meeting the practical and spiritual needs of people. A client-centred perspective is used to meet the goals of everyone by coming alongside them and referring them to the appropriate services where needed.

Creating a sense of connection and community, the program hosts several weekly meals and a community kitchen program to help the members grow a sense of belonging while also gaining important life skills.



Watch the video

The Salvation Army's Gateways Program for people experiencing primary homelessness



 **747,000+**
CRISIS BEDS PROVIDED
TO PEOPLE WHO EXPERIENCED HOMELESSNESS

340,000+ 
SESSIONS OF CARE
PROVIDED TO PEOPLE AT RISK OF
OR EXPERIENCED HOMELESSNESS

 **NEARLY 1.5M**
MEALS PROVIDED
TO PEOPLE WHO ACCESSED
HOMELESSNESS SERVICES

NEARLY 12,000 
PEOPLE ASSISTED
WITH ADDICTION
TO ALCOHOL AND OTHER DRUGS, GAMBLING
AND REHABILITATION SERVICES



› Stock Image

Youth

Tools for the Trade a confidence boost for ‘resilient’ Jordi

The schoolyard can be a place where some flourish, but for others, it can be a source of intense anxiety. Not knowing what you want to do with your life can intensify feelings of hopelessness in the life of a young person. However, The Salvation Army staff in the Tools for the Trade program at Peninsula Youth Services Frankston, are gaining praise from young students of the program who are now excited about what the future holds for them.

This nine-week program offers trade experience, accredited courses, and life skills training, aiding young people aged 16–21 to re-engage with work, education, and community opportunities. A recent student, Jordi*, undertook Tools for the Trade in 2023.

Jordi joined Tools for the Trade after experiencing severe bullying at school. “[I] didn’t go to school; didn’t want to wake up in the morning,” she said. The school staff placed Jordi in a program called Outreach, where a teacher asked her what she hoped to do once school ended. Jordi expressed her desire to pursue an electrical apprenticeship while also working in mental health and disability support. The teacher recommended she apply for Tools for the Trade.

“I [came] from not really a supportive school [with] bullying, [where I was] chewed up, spat out and walked all over to open arms, like ‘talk to us, if you need any help, we’re here to support you,’” she said.

Jordi is now completing her Victorian Certificate of Education Vocational Major at Chisholm Institute of TAFE,

focusing on electrotechnology while working in mental health and disability support.

“I can happily say that I’m a lot more confident,” she said. “[I’ve] gone from ‘I hate life’ to ‘you know what, [I’ll] just let life do its thing’. Whatever journey you go on, you go through, and you learn through that.”

*not real name



Read more about Jordi's story salvosonline.org.au/post/tools-for-the-trade-a-confidence-boost-for-resilient-jordi/

 **5000+** 
YOUNG AUSTRALIANS WERE ASSISTED THROUGH YOUTH SERVICE PROGRAMS

NEARLY **83,000** SESSIONS OF CARE PROVIDED TO YOUNG PEOPLE

 **62,000+** NIGHTS OF ACCOMMODATION PROVIDED TO YOUNG PEOPLE WHO WERE AT RISK OF OR EXPERIENCED HOMELESSNESS

AOD**Planting seeds and growing hope in Canberra**

Captain Mitchell Stevens, Ministry and Support Manager at Canberra City Salvos, had an idea. He explains, “At Canberra City Salvos, we have become a recovery church, a recovery corps, and we decided that we wanted to get people involved, volunteering. We saw that a lot of people loved gardening and getting outside”.

“We had this idea that maybe we could do something that not only gave them time and volunteering skills but also a way to make a bit of money. We had an idea of creating a social enterprise, Salvos Gardening.”

Russ’s lived experience demonstrates how this program is truly changing lives. He shares, “I am actually a chef. I was an alcoholic, and I had decided

to do something about it. So, I moved to Canberra to do rehab through The Salvation Army at Fyshwick and now I am four and a half years sober.” Russ became the first coordinator of the program, developing the idea with Mitchell.

Scan below and see how this program is empowering people who have completed the Salvos drug and alcohol program to get back into employment and change the trajectory of their lives for good.

**Watch the video****The Salvos Gardening in Canberra**

› Stock Image

Caring for People: Aged Care

Aging with dignity

The Salvation Army Aged Care operates residential aged care centres, retirement villages and a home care portfolio across Australia, caring for more than 3770 older Australians. Over the last financial year, the aged care team grew by 24 per cent. Residential occupancy increased 1.6 per cent with an additional 9662 bed days provided.

Caring with collaboration

The Residential Services Five Pillars of Aged Care Excellence were developed as part of Aged Care's Strategic Plan and launched at the 2023 Centre Managers Conference with Macquarie Lodge awarded Centre of the Year.

"Winning that award means a lot," says Macquarie Lodge Centre Manager Milly Prokopenko of the 130-bed facility. "It also gives us an opportunity to reflect and think how far we have come as a team, and how we have worked collaboratively with every department."

Macquarie Lodge has been fully accredited by the Aged Care Quality and Safety Commission since June 2023, a

perfect assessment score according to the government's regulatory body. "Thanks to the clinical and governance teams across Aged Care," Milly explains. "Work was also done around staffing, and we achieved great results."

According to Milly, one of the toughest things about being a Centre Manager is people management. "Over the years, I've had to build that," she states. Milly began her career as an Assistant in Nursing before progressing to a management role. "I've developed myself to get to where I am today," she explains. "Part of being a manager is to be approachable, motivate your staff, and share experiences."

Regarding implementing the Five Pillars of Aged Care Excellence, Milly says it's about collaboration. "The ultimate goal is our residents' care, and each pillar represents what we do best," she says. The centre's vision for 2024 includes specific measures related to each of the pillars.

"I think they're all important," Milly says of the pillars. "But if I think what I have achieved for myself, looking at the Five Pillars, one is Clinical Quality. Number two is Motivated and Skilled Workforce. "What we do is empower our staff, giving them the tools to succeed. We want people to come in and stay with us," she explains. Indeed, her staff turnover was four per cent in 2023, with a record of no agency use consistently over the last three years and an occupancy rate of roughly 96 per cent.

Committing to the **FIVE PILLARS** of Aged Care Excellence





► Brand Image

Building healthy aged care communities

The Salvos Home Care Experience, developed as part of Aged Care's Strategic Plan, outlines the vision for the Salvos Home Care team and includes three areas of focus: optimise to grow, differentiate to grow, and specialise to grow. "A big focus for us is to ensure that we've got the framework in place to be able to grow from 1600 clients to 5000 clients over the next five years," says Fiona Sanders, General Manager Salvos Home Care. This includes investigating and optimising the systems that the team are using to facilitate and support growth.

"A key part of my vision for the next 12 months is to be ready for the rollout of the Department of Health and Aged Care's new Support at Home program and our Strategic Plan is preparing us for that," Fiona says. She is also looking forward to launching home care services in South Australia, which her team have been planning for. "We've identified a need, we've already got the Allied Health clinic operating out of Adelaide, and we're going to leverage off that and grow home care packages," she explains. "That's part of the growth strategy."

Fiona says that she has noticed the cost-of-living crisis impacting our clients and their request for services, such as support with paying their electricity bills or replacing white goods within the home. Whilst these requests don't fall within the stipulations of a home care package, her team has been connecting with other services, such as Salvos Stores, to see if they are able to help.

"We link in with some of the stores locally to see whether they had any particular items, such as washing machines or fridges," she explains.

Overall, Salvos Home Care services have grown over the last 12 months. "We're seeing an increase in the number of home care visits that we are undertaking and the hours of service that we are delivering to clients – there is constant demand," Fiona says. "In terms of NDIS support, our team continues to provide individualised support and coordination to a number of NDIS participants who live in one of our Aged Care centres, enhancing their quality of life and assisting them to access the community for a range of activities." Burrangiri Aged Care Respite Centre in Canberra exceeded its target bed days, with one of its busiest years on record. The centre received over 800 referrals for respite care throughout the financial year, delivering 4745 bed days – the highest on record.





Caring for People: *Salvos Funerals*



Extending hope to vulnerable families

Salvos Funerals has been a beacon of hope for the most marginalised, often working alongside the NSW Coroner to support those without financial means. Our services alleviate the financial burden on families, allowing them to grieve without additional stress and ensuring their loved ones receive a dignified farewell.

We are proud to have cultivated strong relationships with Coronial Court staff, social workers and health professionals, ensuring comprehensive and respectful service to every family we support. Beyond the funeral, we offer continued support and connect families to the broader services of The Salvation Army for holistic care.

Salvos Funerals is dedicated to providing compassionate, dignified services to all, reaffirming our commitment to serving with empathy and respect.

Transforming farewells: A record-breaking year

In a year of unprecedented service, Salvos Funerals provided 655 'at need' funeral services, reaching a record number of families. Since our inception in March 2017, we have had the honour of serving approximately 3350 families.

This year, nearly 60 per cent of our services, or 393 funerals, were low-cost cremations. The demand for this affordable funeral option has surged by 14.5 per cent as families navigate the ongoing cost-of-living crisis. Recognising this urgent need, we launched an ambitious national expansion of Salvation Army funeral services, starting with a new branch in Perth in April 2024.

Our prepaid funeral services also saw remarkable growth, with new contracts amounting to around \$450,000 (135 new contracts), reflecting the trust and confidence families place in our compassionate care.



Creating Faith Pathways

We embrace a comprehensive perspective on the human experience, placing importance on spirituality. We eagerly spread the message of Jesus and strive to build and strengthen our faith as a community.

We are all welcome to enjoy a life abundant with love, hope, purpose and satisfaction. Our goal is to nurture the complete individual – physically, mentally and spiritually.

Anyone seeking connection, affirmation and a sense of belonging will always be welcome at The Salvation Army.



OVERVIEW

SNAPSHOT

LIVING OUR MISSION

CARING FOR PEOPLE

CREATING FAITH PATHWAYS

BUILDING HEALTHY COMMUNITIES

WORKING FOR JUSTICE

THANK YOU AUSTRALIA!

FINANCIAL REPORT



Creating Faith Pathways:

Faith Communities



› Brand Image



308 CORPS
(CHURCHES / FAITH COMMUNITIES)

678 OFFICERS

365 CORPS OFFICERS

254 COMMUNITY 
SUPPORT ACTIVITIES RUN BY CORPS

37,000+ PEOPLE
ATTENDED WOMEN'S MINISTRIES
GROUPS AND ACTIVITIES 

MORE THAN 6500
 **YOUNG PEOPLE**
ATTENDED YOUTH CAMPS



► Colouring and conversation are at the heart of the Wagga Wagga Salvation Army's community table at the local Salvos Store once a week.

There's something for everyone at Wagga Wagga Salvos

Salvationists at Wagga Wagga in southern NSW have numerous opportunities to connect with God and nurture a faith-filled community. Auxiliary-Lieutenant David Hopewell emphasises daily church expressions through various activities that foster connections and spread love.

Every Tuesday, the local Salvos Store transforms into a community table, gathering up to 20 shoppers for coffee and discussions on the 'big question of the day'. Auxiliary-Lieutenant Val Hopewell describes it as a place for forging new friendships and meaningful conversations.

On Thursdays, a men's fellowship meets at a local coffee shop, led by David, where the group supports each other through life's challenges, focusing on listening and prayer.

Prayer remains central at the corps, with a Home League of prolific prayer warriors who raise funds for missions and support one another.

David stresses the importance of building strong

connections and facilitating encounters with Jesus. "Even our Mainly Music Group sees itself as part of our church," he explains. "The Street Outreach Ministry also serves as a church for those experiencing homelessness, offering hot drinks, conversations, and prayers during its nightly food run."

William and Catherine Booth commenced their ministry to create a community more inclusive and make church more accessible to all people. Wagga Wagga Salvos exemplifies The Salvation Army's mission of inclusion, sharing life, love, and Jesus with the community. The different expressions of church are a beautiful example of The Salvation Army being the missional movement that God raised it up to be.

Wagga Wagga Salvation Army is the body of Christ, active in the community, partnering with others, and sharing life, love and Jesus.



Read more about Wagga Wagga's programs at salvosonline.org.au/post/there-s-something-for-everyone-at-wagga-wagga-salvos

“We are just working alongside each other to try to empower and lift each other up.” - Rose



Creating Faith Pathways: Local Mission Delivery

Rose finds doorways to hope at Preston

Preston Salvos in Melbourne serves as a vital community hub, offering church services, spiritual care groups, a music program for people with disabilities, Doorways support, and a community pantry.

Rose, a dedicated volunteer at the drop-in centre, understands the profound impact of connection for those facing challenges. Overcoming her own difficulties, she now gives back passionately.

Rose recalls how The Salvation Army Employment Plus provided her with essential computer skills training, enabling her to return to study and find employment. But her connection with the Salvos goes deeper, remembering how they supported her family during a tough winter, providing crucial Christmas assistance and even shoes for her children.

“That kindness gave me hope and strength,” Rose reflects. “Now, I aim to offer that same support to others in our community.”

Neda Shavandi, regional Doorways manager for Victoria-West, highlights Preston’s drop-in centre



► Rose (centre), along with her fellow volunteers, is passionate about caring for others at Preston Salvos.

as a model of community integration. It offers more than just practical support; it fosters a sense of belonging and community spirit.

“Preston demonstrates effective collaboration between the church, Doorways, other Salvation Army services, volunteers, and the community” Neda concludes. Through their united efforts, Preston Salvos continues to uplift and empower individuals, showcasing the transformative impact of compassion and community support.

NEARLY **496,000**
CHURCH ATTENDANCES
WEEKDAYS AND SUNDAYS

1400+ PEOPLE
RECEIVED SPIRITUAL SUPPORT

1500+ **ONLINE WORSHIP MEETINGS**
(LIVESTREAM AND RECORDED)



Read more about Rose's story at salvosonline.org.au/post/anti-poverty-week-rose-finds-doorway-to-hope-at-preston

Creating Faith Pathways: Mission Support/ Resources





▶ AMES staff and participants gathered in the Adelaide City Salvos basement for an event that raised funds for Cancer Council.

Adelaide City Salvos a place of welcome for refugees

Adelaide City Salvos has forged a meaningful partnership with AMES Australia*, transforming the corps into a welcoming haven for newcomers resettling in Australia.

“AMES contacted us in March” Major Mal Davies, former Corps Officer of Adelaide City Salvos, explains. “They run an orientation course for new arrivals as part of their settlement, covering essentials like navigating Centrelink, emergency services contacts, obtaining a driver’s license, enrolling children in school, and using healthcare services. Michael Shultz (AMES Senior Manager) approached us to use our space as a classroom, and we gladly agreed.”

Mal emphasises the course’s success: “The classes are running smoothly, and we’re very pleased with

the outcomes.”

Recently, Adelaide City Salvos convened with AMES, Doorways, and Towards Home representatives to explore collaborative ways to support their clients. This partnership ensures that migrants and refugees referred to Doorways can access a range of complementary services.

“This collaboration aligns with our values, vision, and mission,” Mal affirms. “It echoes Jesus’ words about welcoming strangers. We openly declare our identity as a church, emphasising that everyone, regardless of faith or background, is welcome here.”

Adelaide City Salvos continues to embody compassion and inclusivity, embodying their mission through practical support and a spirit of hospitality.

* AMES Australia is a support service for migrants and refugees

70,000+ PEOPLE ASSISTED BY
MISSION AND COMMUNITY SERVICES



Read more about the refugees program at salvosonline.org.au/post/adelaide-city-salvos-a-place-of-welcome-for-refugees



THE SALVATION ARMY

THE SALVATION ARMY

FAMILY PACK

UNCLE TOBYS OATS

NATURAL CRACKERS

vitasoY

Building Healthy Communities

Fostering connections that support mutual growth helps us experience the completeness that comes from being part of a community aligned with God's intentions.

The Salvation Army is dedicated to creating thriving communities for the future through its community engagement services. These services encompass a variety of initiatives and support programs across Australia, aimed at transforming communities through practical, emotional and spiritual assistance.

The Community Engagement department provides support through Chaplaincy, Salvation Army Emergency Services, Red Shield Defence Services and Community Services to mission expressions and community members. Community Services encompasses programs such as Moneycare, national corps-based social programs and Doorways.

Building Healthy Communities: Community Engagement



► Nurse Practitioner Kris Mullins attends to a local community member, affectionately known as Al, as part of Moreton Medical Group's mobile outreach service.

Providing free healthcare for Tasmanians doing it tough

In the heart of Tasmania's Glenorchy community, a remarkable partnership between The Salvation Army's Doorways program and the Moreton Medical Group is transforming lives through compassionate healthcare. This collaboration has become a lifeline for individuals facing hardship, offering free medical services to those who cannot access a general practitioner.

Every Wednesday, the Moreton Medical Group's mobile outreach service sets up on the lawns of Glenorchy City Council, providing essential care supported by funding from the Tasmanian Department of Health and Primary Health Tasmania. This initiative has earned widespread respect for its proactive approach, ensuring that community members receive timely care and support, thereby averting potential health crises.

Shelley Hyland, Coordinator of Doorways Glenorchy, speaks passionately about the impact of this partnership: "We are incredibly fortunate to have them standing alongside us in our community." She emphasises the collaborative nature of the effort, which integrates seamlessly with other Salvation Army programs, offering a holistic approach to community support.

Al, a beneficiary of the program, praises the comprehensive care received.

Nurse practitioner, Kris Mullins and her team are extremely professional and passionate about their work and have a great ability to connect with financially disadvantaged and vulnerable community members.

Kris expresses gratitude for the supportive community environment fostered by this partnership with the Glenorchy Salvos, describing it as a place that feels like family. For Kris, "health isn't just about being disease-free; it's about overall wellbeing."

"It's truly a blessing," Shelley echoes, reflecting on the invaluable support, knowledge, and expertise that the partnership brings to Glenorchy. Together, they are not just providing medical services but creating a caring community where everyone feels valued and supported.



Read more about the free healthcare for Tasmanians doing it tough at salvosonline.org.au/post/providing-free-healthcare-for-tasmanians-doing-it-tough

Prison chaplaincy a rewarding labour of love for Alison

In the often-overlooked corners of society, few places evoke such profound emotions as a prison. But within these confining walls, a beacon of hope shines brightly in the form of Salvos Prison Chaplain Major Alison Platt. Her mission extends far beyond the physical confines of incarceration, reaching into the depths of hope, healing, forgiveness and renewal.

For the past nine years, Alison has dedicated herself to supporting women at the Dame Phyllis Frost Centre, a maximum-security prison in Melbourne's outer west. Whether in a full-time role or as a reliever, she sees each day as an opportunity to pour hope and dignity into the lives of women who often feel abandoned and marginalised.

"Waking up and heading to prison each morning brings me pure joy," Alison shares with a smile, savouring a cup of tea. "It's my favourite ministry ever. I love connecting with the women, listening to their stories and finding ways to help. Whether it's the women themselves or prison staff seeking solutions, I'm there to effect positive change."

Reflecting on misconceptions about prison life, Alison remarks, "People often think of prisons like what they see on TV shows like *Prisoner* or

Wentworth – tough women in tough situations. But the reality is different. Prison is indeed grim, but it's not just about concrete blocks and bars. It's about real lives, real struggles and real opportunities for transformation."

Alison's dedication and compassion illuminate the often-shadowed world of incarceration, embodying the Salvos' commitment to bringing light and hope where it's needed most.



Read more about Alison at salvosonline.org.au/post/prison-chaplaincy-a-rewarding-labour-of-love-for-alison

5400 PEOPLE
VISITED WHILE IN PRISON



▶ A key element of Alison's chaplaincy work is the coffee, tea and chat group she runs each Tuesday morning at the prison chapel for any prisoner.

Building Healthy Communities: Strategic Emergency Response



▶ Salvation Army Emergency Services team supporting people and communities at their greatest point of need

Salvos battle through devastation to bring Christmas cheer

From coast to coast, Australia was hit by floods and fire over the past year. Cyclone Jasper in Far North Queensland, severe storms in South East Queensland, and bushfires in West Australia devastated townships in the days before Christmas, but the communities' resilience shone through. Local Salvos battled through the devastation to bring Christmas Cheer, an annual toy drive to vulnerable families impacted by the extreme weather events.

Thanks to the generous support of our dedicated volunteers and donors, and invaluable contributions by our corporate partners and philanthropic communities, The Salvation Army Emergency Services (SAES) teams were deployed across the country to support immediate response and ongoing recovery of 104 emergency events.



The Salvation Army Emergency Response -

Who We Are



SAES STORY

Cyclone Jasper, Queensland

December 2023 – February 2024

When Cyclone Jasper and severe storms impacted parts of Far North Queensland less than a fortnight from Christmas, they caused widespread devastation, loss and uncertainty. Cooktown was one of the locations cut off by destruction and floods. Despite this, the SAES Response team provided 3607 meals, snacks and refreshments for evacuees and first responders in evacuation centres through 1322 volunteer shifts.

Major Ben Johnson, Cairns Corps Officer, led The Salvation Army's Cairns Corps response to Cyclone Jasper, in conjunction with the Human and Social sub-committee formed by local council.

Ben said at the time: "We are doing whatever is needed, such as providing food at the evacuation centre, processing toys for Christmas, doing welfare checks on people affected by the cyclone, putting together hampers for those in need and working with our family stores to get household supplies."

The SAES Response and Recovery teams (including surge personnel) were privileged to support thousands of people and grateful for the generosity of the Queensland Government, our supporters and partners, which enabled us to provide \$2,014,953 in direct community assistance to over 18,658 people in 7319 households.



▶ Staff and emergency services volunteers providing meals and support at evacuation centres

"A special thank you to the people at the pop-up tables in the Coomera Centre who did their best to serve all who came and showed kindness and caring even under pressure. We are so grateful for your services." ~ Suni, from South East Queensland.



Read more about Cairns' Christmas celebration after cyclone clean-up at salvationarmy.org.au/about-us/news-and-stories/stories/christmas-is-still-coming-in-cairns-despite-flood-disaster/

SAES STORY

Wanneroo and Mariginiup bushfires, Western Australia

October 2023 – February 2024

When a series of large bushfires hit parts of Western Australia, the state's SAES Coordinator, Benjamin Day, put the call out across the country for experienced support. Two people who put their hands up straight away were SAES volunteers Gavin and Linda from New South Wales.

"Gavin and Linda assisted for a number of days supporting the Wanneroo bushfire incident before leading up the team to feed families who had been evacuated to the Bullsbrook Recovery

Centre," Benjamin said.

As part of the SAES recovery effort for the Wanneroo and Mariginiup fires, 56 households and 123 people were assisted through financial assistance, advice, referrals and a listening ear, \$50,650 was distributed in grants and 783 volunteer hours were worked. In a four-month period, The Salvation Army responded to 48 requests for support at fire grounds, providing over 5265 meals to first responders.

SAES STORY

Grampians and Beaufort bushfires and Gippsland storm event, Victoria

February 2024

As bushfires burned in Victoria's north and west, Salvation Army teams assisted emergency services crews and those affected by the crisis. Central Victoria Salvos Team Leader Captain Ronald Stobie and his team operated the Maryborough Relief Centre when bushfires threatened homes and caused evacuations in the state's north-west.

Ronald said at the time of the bushfires, "The team is doing quite well; they have been astounding in jumping in and lending a hand," adding The Salvation Army's presence from day one had been showing the love of God in action: "Many of our team members are people of faith and are connected in that way and we

can show that this is why we're here, this is what we believe in – we believe in good. So, we want to do what we can to support our community."

In the same month, SAES was also called to support the Mirboo North community after storms lashed the Gippsland region. Leongatha and Bairnsdale teams, along with South Coast Gippsland Salvos Corps held a community barbecue where about 145 people attended and enjoyed friendly conversation, great food and welcomed time away from the devastation.

SAES' recovery efforts saw \$23,000 of financial assistance distributed across 147 grants and 172 people supported from both emergency events.

SAES STORY

Sydney home explosion, New South Wales

June 2024

A fatal home explosion in Sydney's west that killed one person was the first call-out for a newly commissioned SAES truck.

NSW/ACT SAES Response Coordinator Norm Archer said, "We had just been training in the new truck that day, and then the call came through for activation, so we loaded it up with supplies and headed out there."

Torrential rain made conditions tough in the following three-day search and rescue operation, so Norm said

bringing a hot meal and a warm smile to those working at the scene was good.

"We did our best to bring hope and a friendly face in what was a very sombre occasion," said Norm.

Another crew arrived to take over on Sunday morning. The entire operation lasted until Monday, and more than 390 meals and refreshments were served across 176 volunteer hours. In the recovery phase, 25 people were supported and \$16,000 of financial support was distributed.

New leadership

The Salvation Army welcomed back Daryl Crowden, who began his role as General Manager of SAES in July 2023. Daryl brings over 20 years of experience as a Salvation Army officer, having served in Australia, Sri Lanka, and New Zealand. Following his officership, Daryl led humanitarian emergencies at World Vision Australia and more recently worked with Medical Teams International, leading medical emergency responses to Ebola and HIV in Eastern Africa.



➤ Daryl Crowden with members of the Salvation Army Emergency Services

\$6.2M+
DISTRIBUTED
IN FINANCIAL SUPPORT

15,400+
VOLUNTEER
HOURS

446
EMERGENCY INCIDENTS
RESPONDED TO

31,600+
IMPACTED
INDIVIDUALS ASSISTED

12,800+
IMPACTED HOUSEHOLDS
ASSISTED

85,000+
MEALS AND
REFRESHMENTS

3100+
VOLUNTEERS

446
CATERING
OPERATIONS

SAES STORY

Woolworths Group stands with the Salvos

Support Through Australian Natural Disasters (S.T.A.N.D) is a Woolworths Group program that raises vital funds for Australian charities that provide relief to communities in times of natural disaster. As The Salvation Army's principal disaster partner, Woolworths Group has actively and generously contributed to the Salvos emergency and disaster services since 2016.

In the 2024 financial year, the Woolworths community generously donated \$1,695,970 to The Salvation Army Emergency Services. In the past eight years, the Woolworths community has donated an incredible \$16,520,732. Thanks to the Woolworths community, SAES was able to invest in the following:

- Western Australia: New mobile generator, refrigeration upgrades for catering trucks.
- Tasmania: New medium-sized catering truck in Launceston.
- Victoria: Large catering truck fit-out, compliance upgrades for trucks in Swan Hill, Bendigo, and Seymour.
- New South Wales: New catering truck in Lismore for Northern Rivers region support.
- Queensland: New catering truck in Townsville, hot water unit upgrades for 14 trailers, 2 Starlink communication systems.
- South Australia: Catering truck upgraded and converted.

National: Funds used for promotional materials

and uniforms for clear SAES identification and awareness.

Thanks to Woolworths Group, our strengthened infrastructure across Australia ensures timely and effective support to first responders and communities, providing safety, sustenance and stability during emergencies. new food truck in Lismore has enhanced our support for the Northern Rivers region.



► Captains Donna (centre) and Philip Sutcliffe with Ray Lotty, North NSW-ACT SAES Regional Coordinator.

Building Healthy Communities: Salvos Stores



► Official opening of the 400th Salvos Store

One team creating change for tomorrow

Amidst a complex economic environment, Salvos Stores has achieved a milestone year, outperforming external retail trends by accomplishing record growth through our physical store network and online offerings.

As a functional cornerstone of the circular economy, Salvos Stores positively impacted our planet by diverting more than 49 million individual items from landfill in the financial year ending 30 June 2024. The sale of these donations translated to the creation of \$39.5 million in surplus to directly support people through the critical social missions operated by The Salvation Army.

This year also saw the unprecedented opening of 46 stores over 12 months, including both our 400th store overall and 24 new transition stores, where Salvos

Stores are leveraging our operational expertise to support the Thrift and Family Stores previously run by local corps. In addition to this, we also doubled our number of online hubs, establishing a national network supporting online listings locally in six states. A new Regional Leadership Team was established to support our growth trajectory.

Located on what's been hailed as the 'Coolest Street in the World', Salvos Northcote (Vic) marked a significant milestone as our 400th Salvos Store. We held three separate events to celebrate the grand opening in April, including a friends and family night plus a VIP event for fashion-forward thifters and influencers. We put our best foot forward and used the store opening to show off our new integrated mission signage, helping customers connect their purchases with environmental impact and The Salvation Army's vision, mission and values.

49M+ ITEMS REPURPOSED/SOLD IN SALVOS STORES AND KEPT OUT OF LANDFILL

One of our biggest strategic changes, our new point-of-sale system and updated stock-sorting process, have commenced implementation. Over the next six months, Salvos Stores will deliver a unified operational platform that streamlines processes and reduces risk for our teams nationally. Alongside other strategic initiatives, this project will deliver more efficient tools for our organisation and create a positive and consistent experience for all our people – donors, customers and changemakers.

As a key part of our local communities, Salvos Stores are also proud to play a key role inspiring everyday people to support the Red Shield Appeal and other fundraising efforts such as the Making

it Happen project (Solomon Islands fundraiser). By asking our customers to make a small donation with their purchase, Salvos Stores raised over \$1 million for the Red Shield Appeal and over \$35,000 for Making it Happen. These are both records for point-of-sale donations enabled through our stores.

We are most honoured by the community of changemakers who continue to share their valuable time with us and show real dedication to supporting our purpose and our mission. Salvos Stores have over 2000 employees and 8000 active volunteers who join us as individuals but ultimately help us become one team, creating change for tomorrow.

A Community of Changemakers



▶ Salvos Stores changemakers (volunteers)

Building Healthy Communities: *Employment Plus*

Employment Plus entered the 2023-24 financial year with a heightened commitment to strengthening its ties with the broader Salvation Army. This provides operational efficiencies, and most importantly, provides greater opportunities for our job seekers to access the wide range of services The Salvation Army offers, and for clients of other mission expressions to obtain support to find employment.

The benefits of a focused collaborative approach was immediately evident following the opening of a new Connect Community Hub in St Marys, Sydney, in May 2024. The hub meets the needs of locals facing hardship by bringing together local mission and Salvation Army enterprises, as well as other agencies, under one roof. The hub houses local mission delivery, Employment Plus, Doorways caseworkers, an alcohol and other drugs treatment service, Moneycare Financial Support services, an innovative Food and Life Essentials Store, and other services.

While it is not the first time Employment Plus has co-located with other Salvation Army services, the hub at St Marys is unique in that it is the first time we have partnered together in a greenfield site. It all came together when Employment Plus was looking for an ideal new site in St Marys. We approached Greater West Salvos with the idea of serving the community with a one-stop shop of wraparound community services.

The new site allows Employment Plus to support a caseload of approximately 800 job seekers, and already many of them are taking advantage of other Salvation Army programs and services on-site.

Building upon existing programs

After spending the previous year establishing our mainstream Workforce Australia employment program and embedding and fine-tuning our new systems and processes, we welcomed in the 2023-24 financial year with confidence that we had settled into a rhythm with the new program. In this second year of the program, we were able to dedicate far more of our efforts to doing what we do best – supporting our job seekers

to transform their lives through employment. This is just what we have done through not only Workforce Australia but also our other two employment programs – ParentsNext and Disability Employment Services (DES). Delivering services from 114 full-time, part-time and outreach sites across the country, Employment Plus has supported more than 27,000 job seekers across all three programs this year, helping just over 9700 of them find work.

We have also continued our support of regional ACT and NSW job seekers with limited access to transport, through the Employment Plus mobile bus program. Launched in March 2023, we welcomed more than 2500 job seekers on board the minibus in its first year of operation, with many of these job seekers going on to find work.



► Brand Image


27,300+
 JOB SEEKERS ASSISTED
 TO FIND EMPLOYMENT


114
 EPLUS SITES

9700+ JOB SEEKERS
GAINED
 EMPLOYMENT
 

547,000+

APPOINTMENTS
 SCHEDULED WITH PARTICIPANTS

EMPLOYMENT PLUS

Prue's Story

Immediately after registering with our DES program, Prue* began working with Donna, a consultant at our site in The Entrance, NSW.

The first few appointments Prue attended with Donna placed her well out of her comfort zone. Battling extreme anxiety, Prue would often cry in her appointments, as the anxiety associated with working with someone she didn't know became overwhelming.

Donna's first priority was to build trust and rapport with Prue, so she could help her navigate through the common situations that caused Prue anxiety. One of the first goals they worked on together was to build Prue's confidence to answer the phone. Donna would call Prue's mobile randomly each day for a couple of weeks, and Prue was expected to answer. Within days, Donna was able to hear Prue's confidence grow the more she answered the phone. After working together for a month, Prue had made such significant progress that Donna began putting her forward for employment opportunities, working with her to prepare for an interview and assisting her to buy suitable clothes.

Prue has always displayed a love for animals, especially cats. Keen to find something that would

fit in with Prue's interests and make her feel more at ease, Donna contacted a variety of pet shops and similar businesses to see if they had any vacancies that would be suitable for Prue. After talking with an employer who had previously hired a job seeker from Employment Plus, Donna was able to secure an interview for Prue with a cat boarding centre. Prue's interview was successful, and she was offered the role.

Feedback from the employer has been open and encouraging, with the employer happy for Donna to attend the centre with Prue for her first few shifts to help assist Prue in answering the phone and making bookings, which was something she had difficulty achieving with her anxiety. With Donna's support, Prue began to settle into her new workplace, and became more confident in her responsibilities and her role.

Prue is enjoying her work and is continuing to achieve new goals. She has moved into her own apartment and has begun a new relationship. Prue has spoken with Donna about how happy she is to have found a role that fits her so well, and she is so much more confident within herself.

**Name has been changed*

Building Healthy Communities:

Salvation Army Housing (SAH)

Salvation Army Housing* Victoria and The Salvation Army Community Housing Service (together 'Salvation Army Housing') as a National Enterprise are committed to assist individuals experiencing social disadvantage and to establish and maintain safe, affordable, secure tenancies through the management of a range of high-quality housing options.

Salvation Army Housing operates nationally as a community housing organisation that provides homes for individuals and families who are homeless or at risk of homelessness, on low incomes and often with specific support needs.

As of 30 June 2024, Salvation Army Housing managed over 1900 properties throughout Australia providing long-term housing, transition housing as well as crisis and rooming house tenancies, supporting over 3000 people.

As a not-for-profit organisation, registered charity and a public company limited by guarantee, each Salvation Army Housing entity operates under the auspices of The Salvation Army to address the needs of people at all stages of their life and housing requirements. This includes early intervention to avoid a slide into homelessness, emergency accommodation and crisis response, transition to more stable accommodation and supporting a move to independence.

Salvation Army Housing sits under both the National



3200+
PEOPLE PROVIDED WITH
HOUSING

Regulatory System (NRSCH), and the Victorian Regulatory System (VHR), with properties in all states and one territory, the ACT. Salvation Army Housing is fully compliant under both systems.

Salvation Army Housing is in the unique position of having the full potential of The Salvation Army in all aspects, which helps us provide holistic assistance to our tenants.

This wraparound support includes:

- Spiritual support
- Case management
- Rehabilitation services
- Family and domestic violence service
- Youth services
- Employment services
- Salvos Stores

There is no other Community Housing Provider better placed to offer full wrap around services.

Time in accommodated Salvos Housing

20 YEARS
IN SALVOS HOUSING
ACCOMMODATION

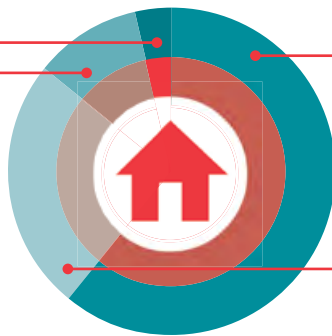


3%

15 YEARS
IN SALVOS HOUSING
ACCOMMODATION



10%



5 YEARS
IN SALVOS HOUSING
ACCOMMODATION



61%

10 YEARS
IN SALVOS HOUSING
ACCOMMODATION



25%

KERRY'S STORY

The path to permanent housing

Kerry shares her story of the challenges of being a single mum and trying to secure permanent housing. The Salvation Army's Emergency and Transitional Housing Service, Oakleigh House (Tas.) helped Kerry with accommodation, school enrolments and general links to community support. Every client has a caseworker, so they are supported along the way and never feel alone. Kerry says she is happy and relieved to know her children now have a place to call home again.

"We were private renters and the house that we were in – the owner decided he wanted to put his family in it," says Kerry. "Having two kids and looking for a place, it was very challenging. Getting nowhere with private rental wasn't easy either. Being a single parent, apparently, I wasn't making enough money, so I was starting to get very worried. I thought we would end up on the street.

"I heard about Oakleigh House from Housing Connect and they told me to give them a call. In 48 hours, they said we had a place."

Karen Riley is the team leader at Oakleigh House, where the Salvos provide crisis and transitional accommodation in the community.

"[When] we first met Kerry, she was referred to us by another shelter," Karen explains. "When she moved in, we helped her with school enrolments and generally linking her into the supports that she had identified in the community. It is all self-contained, but we do have workers here on-site. All our clients have a case worker assigned to them who will work with them on their goals and how they can get from here to their own permanent housing."

Kerry and her children were just happy knowing they had "a roof over our heads" until they could find another home.

"The workers were very supportive and very friendly," Kerry shares. "They made it feel like we were just normal human beings. With my support worker, she helped us if we needed anything. They were just there to have a normal conversation. So,



▶ Kerry found the support she needed at the Salvos

you didn't feel isolated.

"When I found out I was going into permanent housing, I felt really happy knowing that my kids had a place that they could call home again."

Karen explains that "[The Salvos] will stay involved for a little while just to make sure that if she needs help navigating supports and things, we can help with that.

"I think the most rewarding thing is seeing people get to that end. So, like with Kerry today, she has been offered her own home, she is settled in, she is so happy. We follow them right from the start when they come in from crisis, then transitional, and then they get their own permanent housing which is just wonderful."

Kerry says that she would "like people to know about The Salvation Army, that they are very helpful, they care about you, they don't judge. It has been a big relief."

As told to Salvos Studios: salvosonline.org.au/post/kerry-s-story-permanent-housing-with-the-help-of-oakleigh-house



Watch the video

Kerry's path to permanent housing



Building Healthy Communities:

Salvation Army International Development (SAID)

The Salvation Army International Development (SAID) supports community development and capacity building by working in partnership with communities in Asia, Africa and the Pacific region, empowering vulnerable communities to prosper in their economic, social and spiritual lives.

To achieve this, SAID has developed strong and long-term partnerships with The Salvation Army territories in each of these focus countries. This allows us to build our partner, ensure high accountability for the funds and deliver lasting change. The projects are implemented by our partner, often by an in-country project officer.

Our community development programs seek to identify and address the unique needs of the communities we serve. In addressing the root causes of poverty, together we can empower children, women and men to break the perpetuating cycle of poverty and build self-sustainable communities.

To maximise the effectiveness of community development programs and projects, our geographic focus is on countries that are, or have been, Salvation Army Partners in Mission - a name given to territories that have been linked by The International Salvation Army. And although we have a strong focus on community development, we also support the advancement of the evangelical mission of The Salvation Army overseas.

Who benefits from SAID's projects?

As part of our vision to see a world restored, SAID worked on 25 projects across nine countries – two regional projects in Africa and the Asia-Pacific, and one global project in the 2023-24 financial year.

In FY 2023-24, SAID's community development projects directly reached a total of 74,065 people. These girls, boys, women, men and non-binary people

were all personally involved in project activities and benefitted directly from projects through their own participation.

SAID recognises that many more individuals have benefitted indirectly from its projects. For instance, children have enjoyed greater household food production and access to education as a result of their parents participating in livelihood training.

The majority of people who benefitted directly from SAID's projects were adults, who made up 68 per cent of direct participants. In comparison, children made up 32 per cent of direct participants.

Spotlight on child's rights

As part of addressing vulnerabilities – one of SAID's strategic thematic areas – SAID supported three child rights-focused projects during the 2023-24 financial year. SAID collaborates with The Salvation Army in Uganda, Indonesia and the Philippines to promote a holistic approach to childcare, development and protection. This approach enables children to grow, develop and thrive within strengthened families and communities.

Recognising the benefits of nurturing children in family or family-like settings, SAID supports projects in Uganda (CORC) and Indonesia (Safe Pathways) that transition children away from institutional care, in line with government initiatives. In the Philippines, the SIKaP project empowers families to independently support their children and move away from individual child sponsorship.

To address the broader challenges faced by children and their communities, particularly for children with disabilities, SAID focuses on sustainable income development. This empowers families to create supportive environments that enhance children's wellbeing and uphold their right to education. Additionally, SAID engages with government and civil society structures to ensure sustainable child protection, education and healthcare. Central to these projects is the active participation of children and young people in decisions that affect their lives.



▶ Kayla and her mother

KAYLA'S STORY

Kayla's life in Cebu, Philippines, is a testament to the power of determination. At 21 years old, she has already faced more challenges than many do in a lifetime. The fourth of eight children, Kayla watched her parents struggle to provide for their large family. Her father worked as a carpenter whenever jobs were available and her mother managed the household with unwavering commitment.

Their lives took a positive turn through the Sponsorship Isang Kaagapay Program (SIKaP), which transitions children from individual child sponsorship to a family empowerment model, through livelihood

training and support. Initially, they started a mobile fried chicken business but it proved too demanding for Kayla's mother. Not ones to give up easily, they shifted to a mobile sari-sari store, which eventually evolved into a successful business, selling school and office supplies. This venture brought the financial stability they had longed for and an increased sense of pride as they are now able to cover all of their children's educational needs.

With the family's finances finally under control, Kayla could concentrate on her education. Despite a temporary setback due to financial constraints, her resolve did not falter. She earned a scholarship to study hospitality management and continued her education uninterrupted.

Kayla's journey from a struggling student to a college scholar showcases the transformative power of support and resilience. Balancing her studies with helping her mother run their business, Kayla's story is a testament to the impact livelihood programs can provide. Her perseverance and her family's adaptability have inspired many, highlighting how economic empowerment for families creates sustainable change.

JOHN'S STORY

My name is John* and I am 14 years old. My life has been different from other children, as my legs did not work when I was born. When I was very young, my mother passed away and my father could not take care of me. So, I went to live in a children's home, run by The Salvation Army. They were loving and good to me there. They made sure I went to school, got my treatments and even had surgeries that helped me start walking — something that the doctors were not sure could happen.

As happy as the children's home was, it wasn't the same as having a family. That is where the Comprehensive Response for Vulnerable Children (CORC) project came in. They found my grandmother, who was already taking care of my cousins. She was a bit scared at first to take me in — another mouth to feed and with my disability — but CORC helped her see that we could make it work and they offered to help.

Now I am living with my grandmother, and it is great. I am going to school, making friends and just



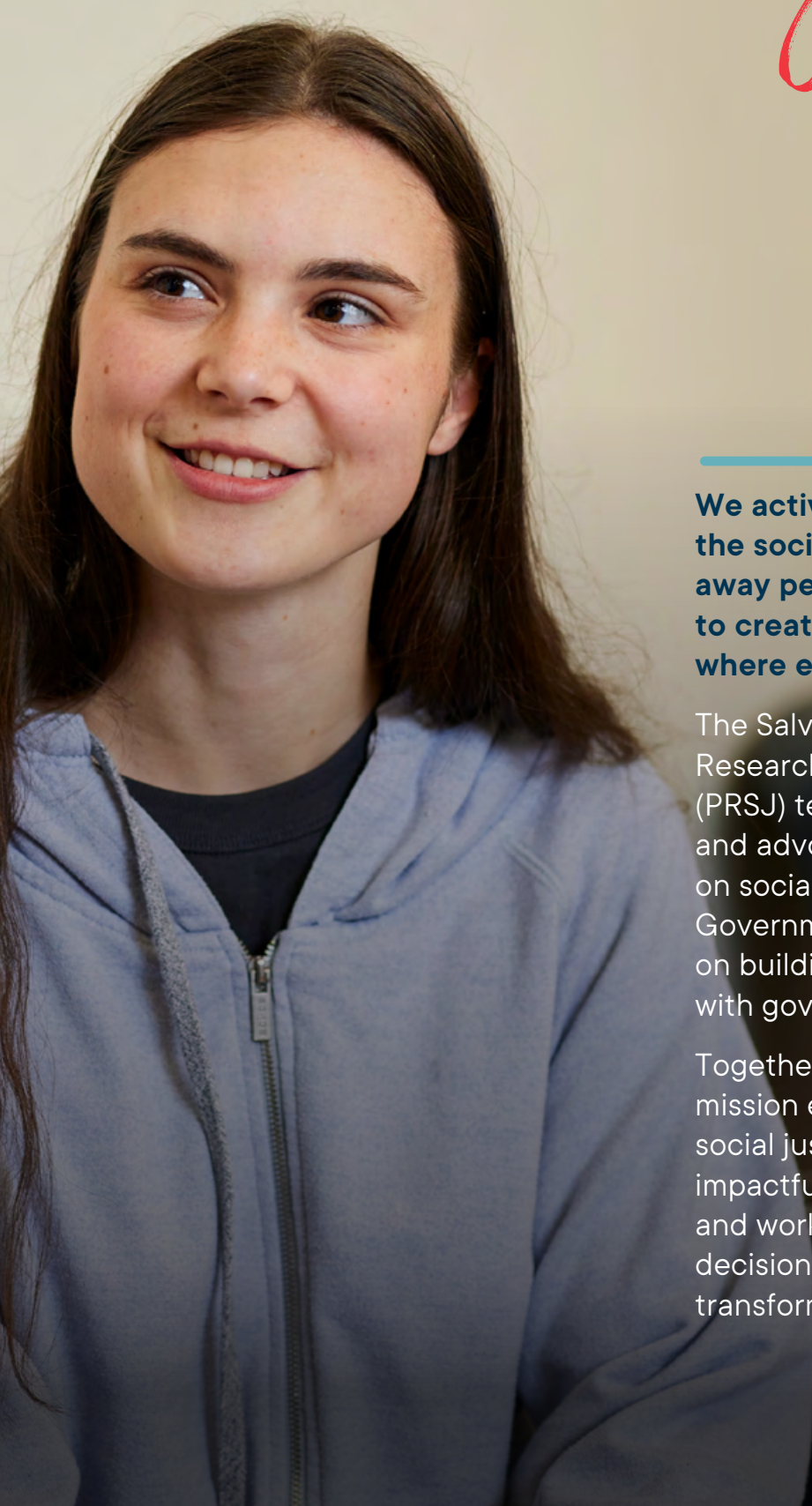
▶ John and his grandmother.

being a kid. CORC is still with us, making sure we are alright. They are helping my grandmother join a group that will make it easier for her to take care of us and they are working to make sure people understand that having a disability doesn't mean you cannot be a part of the community. It has been a big change but a good one. I have a family, friends and a future. That is more than I could have ever asked for.

* Name has been changed



Working for Justice



We actively engage in addressing the social structures that take away people's dignity, as we work to create a more just society where everyone can prosper.

The Salvation Army's Policy, Research and Social Justice (PRSJ) team supports research and advocacy efforts focused on social justice issues. The Government Relations team focuses on building strong relationships with government at all levels.

Together they collaborate with mission expressions to identify social justice concerns, present impactful social policy solutions, and work towards influencing decision-makers to bring about transformative change in Australia.



BELIEVE IN
good

THE
SALVATION
ARMY

DAMORA
Brown Rice and
QUINOA

Continental
Pasta
Sensations

Posistos

Working for Justice: Policy, Advocacy and Government Relations

Policy responses to social injustice

The Salvation Army seeks to work collaboratively with governments and the social services sector to find and implement solutions to systemic injustice. A major focus of our work in 2023-24, was focused on how Australia's social security system is not adequate to help unemployed people avoid poverty and financial hardship.

The inadequate rate of JobSeeker and Youth Allowance has been highlighted in The Salvation Army's research and practice as a major driver of need in Australia. Throughout 2023-24 The Salvation Army's Policy and Advocacy team worked with Government Relations and advocated directly with relevant Ministers and decision-makers for an increase to working-age payments and rental assistance. We also contributed to the evidence base for change through a series of submissions to Parliamentary Inquiries, offering The Salvation Army's experience, expertise and real-life stories from people experiencing

hardship because of the payments.

It is well recognised, by everyone working directly with people experiencing financial hardship, that the rate of working-age payments is too low. Before the 2024 Federal Budget, The Salvation Army built a coalition of the seven largest providers of emergency and food relief conduct joint advocacy. In a united effort and using the resources of the Government Relations team, these leading organisations wrote to the Prime Minister, the Treasurer and other relevant Ministers seeking an immediate increase to the rate of working-age payments.

Despite some modest increases to the payments and an increase to the Commonwealth Rental Assistance, Australia's welfare system still fails to prevent people experiencing unemployment from poverty, so this remains an ongoing and critical priority for The Salvation Army's advocacy.



► The Salvation Army's Colonel Rodney Walters and Commissioner Miriam Glugas with Prime Minister Anthony Albanese, Deputy Prime Minister Richard Marles and Kmart Managing Director Ian Bailey at Parliament House.

Sharing insight with decision-makers

An important part of The Salvation Army's social justice and government relations work is giving decision-makers the opportunity to see the impact of government policies on the community and share insights on what hardships community members are experiencing. One example was when the Queanbeyan Corps was able to welcome Minister for Social Services, Amanda Rishworth, and the local member Minister for Regional Development, Local Government and Territories, Kristy McBain, to our Queanbeyan site.

The Minister spent time with financial counsellors, emergency relief workers, no-interest loans assessors and members of the corps. The Salvation Army was able to demonstrate the positive impact of financial wellbeing and capability programs as well as showcase some of the tools we have found support the

community (such as the You're the Boss financial skill building program).

That same day, the Minister officially announced an increase in funding for financial counselling services for Australians experiencing financial difficulties or debt. The Minister cited the incredible work and impact of frontline services delivered by The Salvation Army as evidence of how effective government programs for financial counselling can be.



Read more about You're the Boss at salvationarmy.org.au/need-help/financial-assistance/youre-the-boss/



► (Left to right) Dee Fraser, TSA Doorways Regional Manager South NSW/ACT, Amanda Rishworth, Minister for Social Services and Kristy McBain, Minister for Regional Development, Local Government and Territories

Sharing Christmas joy

Christmas is a special time for The Salvation Army, and, through our network of local centres, the Kmart Wishing Tree Appeal helps us ensure people get to experience some of the joy of Christmas. This includes providing gifts to families and financial support to ease the burden of the stretched household budget.

Members of Parliament are also keen to give back and get involved. With this in mind, The Salvation

Army's Government Relations team has worked with Kmart and the Prime Minister's office to create a joyful opportunity at Parliament House in Canberra.

Parliamentarians come together to support the appeal and generously donate their time and gifts to promote the launch event at Parliament House. A beautiful Christmas Tree is set up each year and MPs, Senators, staff and public servants contribute presents to bring joy to families at Christmas time.



› Territorial Commander Commissioner Miriam Gluyas with (from left) Leader of the Opposition Peter Dutton, Kmart chief Ian Bailey and Prime Minister Anthony Albanese.

Engagement with Government officials:

 **100+**
CONVERSATIONS

 **800+**
EMAILS

 **1040+**
LETTERS

 **220+**
MEETINGS





Thank you
Australia!

Red Shield Appeal: Celebrating 60 years of collecting donations



➤ Brand image

The Red Shield Appeal is The Salvation Army's key fundraising activity and this year we celebrated a milestone – 60 years of the Red Shield Appeal weekend. I would like to extend my heartfelt gratitude to all our supporters and volunteers who have made this milestone possible. A very special thank-you to our 60-year volunteers!

Since 1965, the generosity of supporters and donors has been providing hope for Australians experiencing hardship and crisis. Donations made to the appeal provide vitally needed financial support for services and programs, enabling The Salvation Army to deliver on its mission across local communities, cities, suburbs, and rural towns throughout Australia.

During the 2024 Red Shield Appeal campaign, we shared the stories of three Australian families who experienced homelessness due to the housing crisis. Cost-of-living pressures are impacting many Australian households and in the current economic climate, more Australians are experiencing financial stress and hardship. In the first two months of this year, we saw a 25 per cent rise in the number of people we assisted compared to the same time last year. In response, we

set an ambitious Red Shield Appeal target of \$38 million. We asked all Australians to donate to help individuals and families who have fallen on hard times get back on their feet in affordable homes, giving families the new beginnings they need.

We know that Aussies are facing tremendous pressures to their household budgets, and that the economic situation isn't as optimistic as it had been. So, we want to acknowledge your generosity and willingness to support us to make a huge difference in the lives of others. Your caring heart and generous giving enable lives to be transformed.

Last year alone, because of your support, we were able to distribute nearly \$25 million in financial support and assist over 250,000 people across all our social programs. Nearly 320,000 sessions of care were provided to people who were at risk of or experienced homelessness, and 123,000+ nights of emergency accommodation were provided for those impacted by violence. Red Shield funds have been used to support services and programs that make a positive difference to the lives of many Australians. Two such examples include: a pioneering Women's

300,000+
PEOPLE ATTENDED
RED SHIELD APPEAL
EVENTS ACROSS AUSTRALIA

\$400,000+
RAISED BY
SALVOS STORES'
GENEROUS CUSTOMERS

\$5M+ RAISED
BY VOLUNTEER
FUNDRAISERS
IN THEIR LOCAL COMMUNITIES

Shed program that is breaking new ground at Bendigo Corps' Community Services, causing much excitement amongst the local community. The program is aimed at local women to enjoy the art of woodworking in a workshop group setting, plus be a focal point for social connection, especially for some ladies involved with the TDR group (drug and alcohol rehab group) who are now starting to get involved with the workshop group to learn new skills. The shed has met a critical need in the community.

And the Wyndham City Hunger Busters Bus every Friday night provides fresh food, cooking up a barbeque and serving hot drinks to provide essential support to those in need. Personal stories of hardship, loneliness and isolation are often heard and while the numbers have increased, so has the team's determination to continue pouring hope, friendship and a listening ear into all those they meet, treating everyone with dignity and respect no matter their circumstances.

Thanks to our generous donors and supporters this year the Red Shield Appeal raised an amazing \$102.9 million to provide support and care to people in need. Your support of the Red Shield Appeal provides the necessary resources to enable us to continue meeting vulnerable people at their point of need and providing life-changing care to those who seek the Salvos every day for assistance. Your support of the appeal can ensure those in need get not just immediate help but also long-term solutions.

Individual donors, corporate partners, celebrities, community members, first-time donors, faithful regulars, volunteers and employees, I can't thank you enough for your continuing belief in our mission. You are part of a community united by faith, love and a determination to help fellow Australians in times of need. Your giving heart helps struggling Australians turn their situation around

and find a way forward – it has the power to change lives and transform communities.

The Salvation Army remains committed to supporting individuals, families and communities across Australia who face significant disadvantage. We will continue to walk alongside people to empower them to thrive and make a positive and impactful difference in their lives.

Together, we will bring hope to many people, make a positive difference in their lives and create long-term change to help shape a brighter future for disadvantaged and vulnerable Australians – so thank you.

God bless you.

Colonel Rodney Walters
Secretary for Communications
The Salvation Army Australia



Red Shield Appeal -

Celebrating 60 years



Key Supporter Acknowledgement

Thank you for helping us to give hope where it's needed most. We are empowered by the generous support of the Australian community and a large number of corporate, government, community, family and individual supporters.

Companies and Organisations

AA Holdings Pty Ltd	HopgoodGanim Lawyers	Housing and Digital Economy
ADCO Constructions	HYTEK Framing Pty Ltd	Queensland Government - Department Of The Premier and Cabinet
AGL Energy Ltd	IG Design Group Australia	RAC Arena
Alinta Energy	Kmart Australia Ltd	Real Estate Institute of WA
Aurora Energy Pty Ltd	Lumo Energy Australia	Rio Tinto Ltd
Bellrock Broking Pty Ltd	Macquarie Group Foundation	Scentre Group
Blundstone Australia Pty Ltd	McCosker Contracting Pty Ltd	Sisters of St John of God
Coca-Cola South Pacific Pty Ltd	Mercer Australia	State Government of Victoria, Department of Families, Fairness and Housing
Crown Resorts Ltd	Mineral Resources	Technology One Ltd
Downer Group	Myer Community Fund Ltd	Wilson Group
Electel Resources Pty Ltd	National Australia Bank	Woodside Energy Ltd
FNQ Salvos Champions Pty Ltd	NSW Government - Department of Premier and Cabinet	Woolworths Ltd
Fortescue	Origin Energy	Wythenshawe Pty Ltd ATF Wythenshawe Foundation
Glencore Coal Assets Australia	Programmed Facility Management	
Gold Fields Australia	Queensland Government - Department of Communities,	
Hancock Prospecting Pty Ltd		
Holmes Institute		

Individuals and Families

Andrew M. Carter	Jean M. Williamson	Richard G. Pinn
Angus M. Cameron and Suzanne M. Cameron	John A. Uhrig AC and Shirley Uhrig	Roger Massy-Greene AM and Belinda Hutchinson AC
Dallas and Margaret Finney	John Brett	Russell J. Patterson
David Hilberg	Laurie and Joan Jones	Susan Scotford
Dr Bryant and Louise Macfie	Margaret S. Ross	The Wheeler Family (NQ) Charitable Endowment
Henry F. Foster	Michael E. Burgess	
	Peter Routley	

Trusts and Foundations

ABC Giving Tree Committee	Grafer Foundation	The Eddy Dunn Endowment
Australian Philanthropic Services Foundation	Helen and David Hains Foundation	The Gladstone Foundation
Barry Lambert AM - Count Charitable Foundation	Jack Tilburn Endowment	The Gray Family Trust
Brazil Family Foundation	Matana Foundation For Young People	The Hugh D. T. Williamson Foundation
Brinsmead Hill Family Foundation	NAB Foundation	The Inagh Foundation
Bruce Wall Charitable Trust	Nigel and Patricia Peck Foundation	The John and Margaret Schneider Charitable Trust
Channel 7 Telethon Trust	Perpetual	The Manildra Foundation
Colin Bisdee Trust	Philandron Foundation	The MAST Foundation
Collier Charitable Fund	Queensland Gives, by Queensland Community Foundation	The O'Halloran Foundation
Crown Resorts Foundation	Sargents Charity Ltd	The Orloff Family Foundation
Ebert Family Charitable Fund	Stan Perron Charitable Foundation	The Ragdoll Foundation Pty Ltd
EBM PAF Pty Ltd (Trustee Of The EBM Charitable Trust)	The Cory Charitable Foundation	The Rock Private Ancillary Fund
Eleanor Reeve Dailey Charitable Trust	The D. and X. Williamson Family Charitable Fund	The Stan and Maureen Duke Foundation Ltd
Equity Trustees	The Dick and Pip Smith Foundation	The Sun Foundation
Eureka Benevolent Foundation	The Donald and Joan Wilson Foundation	The Sylvia and Charles Viertel Charitable Foundation
Ficus Foundation		The Theodore and Isabella Warren Read Endowment
Gloria McKerrow Endowment		Wearne Charitable Trust
Goldburg Family Foundation	The Dorothy Levien Foundation	William Angliss Charitable Fund

Gift in Will

The Salvation Army is grateful to the many people who have considered the future of people in need in Australia and have made the powerful decision to invest for generations to come via a gift in their Will. We are honoured to recognise and thank these most generous supporters

“And do not forget to do good and to share with others, for with such sacrifices God is pleased.”

Hebrews 13:16.

Financial Report:

THE SALVATION ARMY AUSTRALIA SOCIAL FUND AGGREGATED FINANCIAL REPORT

For the year ended 30 June 2024

FINANCIAL STATEMENTS

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The Salvation Army Australia

William and Catherine Booth – Co-Founders

Lyndon Buckingham – General

Miriam Gluyas – Territorial Commander

International Headquarters

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Trustees' Report

The Trustees of The Salvation Army Australia Social Fund ("Social Fund") submit the following report, together with the financial statements, on the operations of the Social Fund for the financial year ended 30 June 2024 and the independent auditor's report thereon.

TRUSTEES

Trustees of the entities which comprise the Social Fund at any time during or since the end of the financial year are:

Title	Full Name	Position	Date Appointed	Date Ceased
Commissioner	Miriam Joy Gluyas	Territorial Commander	21 February 2023	
Aux-Lieut	Rosemary Margaret Keane	Board Member	21 February 2023	
Colonel	Winsome Joy Merrett	Chief Secretary	11 January 2017	
Lieut-Colonel	Winsome May Mason	Assistant Chief Secretary	1 July 2020	
Lieut-Colonel	Neil Risely Venables	Secretary for Communications and Business Support	7 March 2022	1 July 2023
Captain	Colin Leslie Francis Reynolds	Board Member	1 July 2020	
Major	Stuart Norman McGregor Glover	Secretary for Business Support	20 September 2021	
Lieut-Colonel	Gregory Mark Morgan	Secretary for Mission	1 July 2023	

PRINCIPAL ACTIVITIES AND OBJECTIVES

During the year, the principal continuing activities of the Social Fund comprised of:

- Aged Care
- Employment, education and training services
- Housing and homelessness programs
- Family and domestic violence programs
- Community support services
- Humanitarian services
- Overseas aid
- Chaplaincy programs
- Addiction, alcohol and other drugs programs
- Salvos Stores

The Social Fund provides welfare and social support services across Australia and overseas – in cities, country towns and rural communities. Our work touches every demographic and age group. The Social Fund is involved in national issues while also bringing hope to people who may be experiencing hardship or injustice. We speak about justice, compassion and other issues that support the welfare of others and view them as a whole person – body, mind and spirit.

REVIEW OF OPERATIONS

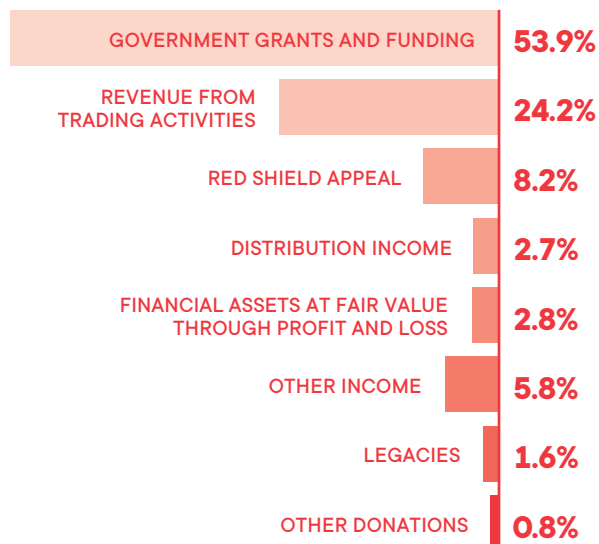
The Social Fund's operating result was net expenditure of \$54.7m (2023: \$22.9m net income).

	2024 \$000	2023 \$000
Revenue and other income	1,261,877	1,125,328
Expenditure	(1,316,615)	(1,102,403)
Net (expenditure)/income	(54,738)	22,925

SOURCES OF INCOME

The following is a summary of the main sources of income for the Social Fund.

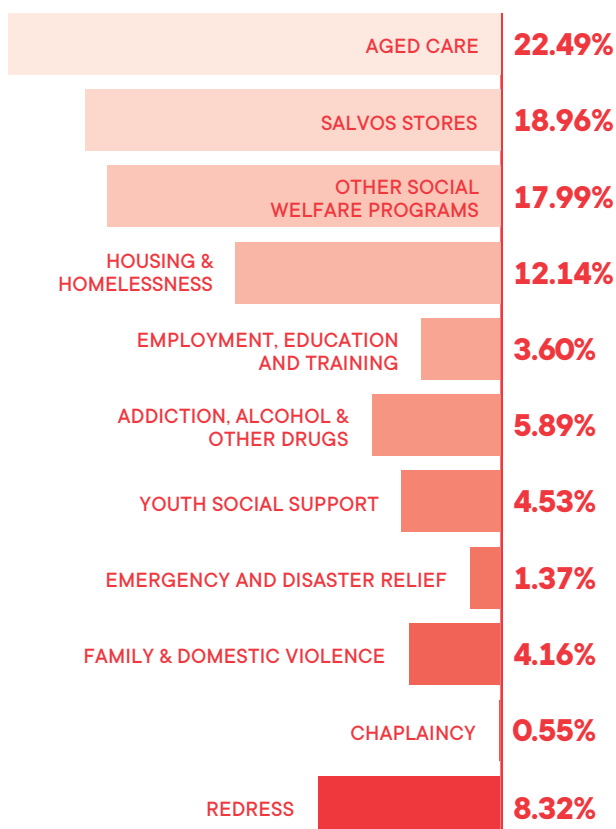
SOURCES OF INCOME	2024 \$000	2023 \$000
Government grants and funding	679,834	583,619
Revenue from trading activities	304,977	280,501
Red Shield Appeal	102,891	93,995
Distribution income	34,607	44,890
Financial assets at fair value through profit and loss	35,771	13,497
Other income	73,448	90,419
Legacies	19,928	14,645
Other donations	10,421	3,762
Total Income	1,261,877	1,125,328



SOURCES OF EXPENDITURE

The following is a summary of expenditure including Redress and from within social program categories, in relation to social services provided by the various centres operating within the Social Fund.

SOURCES OF EXPENDITURE	2024 \$000	2023 \$000
Aged Care	292,354	248,008
Salvos Stores	246,467	239,876
Other Social Welfare Programs	233,858	187,352
Housing & Homelessness	157,812	113,840
Employment, Education and Training	46,798	57,579
Addiction, Alcohol & Other Drugs	76,566	81,314
Youth Social Support	58,887	53,404
Emergency and Disaster Relief	17,809	18,460
Family & Domestic Violence	54,077	42,195
Chaplaincy	7,150	8,022
Redress	124,839	52,353
Total Expenditure	1,316,615	1,102,403



The 2024 result included the following:

- Red Shield Appeal recorded income of \$102.9m (2023: \$94m) before fundraising expenses for the year ended 30 June 2024. Recorded within Red Shield Appeal income was \$16.3m donor designated gifts including emergency appeals and disaster relief (2023: \$14.1m). Fundraising expenses incurred were \$26.2m (2023: \$26.7m). No Red Shield Appeal funds are used to cover Redress claims.
- Legacy income of \$19.9m (2023: \$14.7m) was received during the year. Legacy income received from one year to the next can fluctuate considerably, given the uncertain nature of this type of income. Apart from those bequests that specified particular programs or activities for which the funds have been set aside in reserves until able to be used, additional funding was able to be allocated towards the operational costs, as well as further funds being set aside for future capital expenditure requirements.
- Salvos Stores delivered modest sales growth compared to prior year noting challenging trading conditions with a continued slowdown in discretionary spend and high inflation.
- Government grants and funding of \$679.8m (2023: \$583.6m) has remained a strong funding source to continue to provide social support to the community.
- Included above in the summary expenditure table is \$124.8m relating to an increase in the provision for Redress. The Salvation Army Australia Territory has publicly expressed it is deeply regretful of any incident of abuse perpetuated. In the current financial year, The Salvation Army engaged an independent third-party expert to assist in the determination of the provision having regard to developments during the year and this has resulted in a significant increase in the provision as a result of a change in estimates. For more details, refer to Note 11.

DEVELOPMENTS

The Salvation Army continues to provide community services, assistance and support to the community and its members ensuring care is provided to the most vulnerable in our communities. Many people in the community continue to experience hardships as a result of the instability and uncertainty driven by the rising costs of living.

Whilst there are no significant developments or changes to the overall operations of The Salvation Army, there is continued effort toward new initiatives to provide the best support to the community whilst also prioritising the importance of sustainable operations.

EVENTS SUBSEQUENT TO REPORTING DATE

There has not arisen in the interval between the end of the financial year and the date of this report any item, transaction or event of a material and unusual nature likely, in the opinion of the Trustees of the entities which comprise the Social Fund, to affect significantly the operations of the Social Fund, the results of those operations, or the state of affairs of the Social Fund, in future financial years.

ENVIRONMENTAL ISSUES

The Social Fund is subject to environmental regulations under the law of the Commonwealth and of the States. However, the governing body of the Social Fund believes that adequate systems are in place for the management of its environmental requirements and is not aware of any breach of those environmental requirements as they apply to the Social Fund.

INSURANCE OF OFFICERS

The Social Fund has, during the financial year, paid an insurance premium in respect of an insurance policy for the benefit of the Trustees and Officers of the Social Fund. The insurance is in the normal course of business and grants indemnity for liabilities permitted to be indemnified by The Salvation Army Australia Territory under Section 199 of the *Corporations Act 2001 (Cth)*. In accordance with commercial practice, the insurance policy prohibits disclosure of the terms of the policy including the nature of the liability insured against and the amount of the premium.

ROUNDING OF AMOUNTS

Amounts in this report have been rounded off to the nearest thousand dollars except where otherwise indicated.

AUDITOR

KPMG continues as the Social Fund's auditor at the date of this report.

LEAD AUDITOR'S INDEPENDENCE DECLARATION

The Lead auditor's independence declaration is set out on page 99 and forms part of the Trustees' report for the financial year ended 30 June 2024.

Signed in accordance with a resolution of the Trustees:

Stuart Glover

Secretary for Business Support
TRUSTEE

Winsome Merrett

Chief Secretary
TRUSTEE

Dated at Melbourne this 25th day of November 2024

Aggregated Statement of Profit or Loss and Other Comprehensive Income

For the year ended 30 June 2024

	Note	2024 \$000	2023 \$000
Revenue	2	1,118,051	976,522
Distribution income		34,607	44,890
Financial assets at fair value through profit and loss		35,771	13,497
Profit on sale of land and buildings		11,248	21,165
Other income		62,200	69,254
Total revenue and other income		1,261,877	1,125,328
Employee benefits expense		(724,301)	(633,428)
Depreciation expenses	6, 8	(78,923)	(69,878)
Computer expenses		(23,173)	(19,321)
Welfare/Jobseeker expenses		(72,130)	(68,000)
Building/Occupancy expenses		(114,450)	(102,275)
Motor Vehicle expenses		(13,240)	(12,648)
Amenities and supplies		(56,780)	(52,708)
Professional fees expenses		(36,223)	(36,904)
Financing expenses		(20,652)	(12,478)
Redress expenses		(124,839)	(52,353)
Other expenses from ordinary activities		(51,904)	(42,410)
Total expenses		(1,316,615)	(1,102,403)
Net (expenditure)/income		(54,738)	22,925
Total comprehensive (expenditure)/income for the year		(54,738)	22,925

The accompanying notes on pages 72–97 form part of these financial statements.

Aggregated Statement of Financial Position

As at 30 June 2024

	Note	2024 \$000	2023 \$000
ASSETS			
Current Assets			
Cash and cash equivalents		124,155	81,979
Trade and other receivables	4	32,838	15,135
Prepayments		2,110	1,773
Other financial assets	5	13,319	8,146
Inventories		5,219	5,541
Non-current assets held for sale		5,956	4,322
Total Current Assets		183,597	116,896
Non-Current Assets			
Trade and other receivables	4	34,596	35,124
Other financial assets	5	676,675	673,813
Property, plant and equipment	6	761,447	734,905
Right-of-use assets	8	226,700	193,549
Total Non-Current Assets		1,699,418	1,637,391
TOTAL ASSETS		1,883,015	1,754,287
LIABILITIES			
Current Liabilities			
Lease liabilities	8	46,647	40,388
Trade and other payables	9	95,757	87,923
Employee benefits	10	52,078	43,823
Provisions	11	22,350	15,698
Loans and borrowings	12	250,755	231,229
Total Current Liabilities		467,587	419,061
Non-Current Liabilities			
Lease liabilities	8	179,720	148,524
Employee benefits	10	9,578	8,568
Provisions	11	164,792	58,672
Loans and borrowings	12	5,893	9,279
Total Non-Current Liabilities		359,983	225,043
TOTAL LIABILITIES		827,570	644,104
NET ASSETS		1,055,445	1,110,183
CAPITAL FUNDS			
Working Capital fund		(143,255)	622
Property contributions fund		681,913	627,238
Reserves		387,072	344,666
Trusts and special purpose funds		43,098	55,758
Legacies		86,617	81,899
TOTAL CAPITAL FUNDS		1,055,445	1,110,183

The accompanying notes on pages 72–97 form part of these financial statements.

Aggregated Statement of Cash Flows

For the year ended 30 June 2024

	Note	2024 \$000	2023 \$000
CASH FLOWS FROM OPERATING ACTIVITIES:			
Cash receipts in the course of operations		1,257,135	1,124,669
Cash payments in the course of operations		(1,171,616)	(1,031,734)
Interest paid		(11,406)	(12,478)
Interest received		18,272	44,376
Net cash provided by/(used in) operating activities	13	92,385	124,833
CASH FLOWS FROM INVESTING ACTIVITIES:			
Payments for investments		(29,846)	(73,255)
Receipts from disposal of investments		64,995	64,174
Payments for property, plant and equipment		(81,553)	(60,357)
Proceeds from sale of property, plant and equipment		25,293	16,710
Net cash provided by/(used in) investing activities		(21,111)	(52,728)
CASH FLOWS FROM FINANCING ACTIVITIES:			
Proceeds from borrowings		-	1,000
Repayment of lease liabilities		(43,852)	(39,425)
Proceeds from residents' accommodation bonds and other deposits received		84,445	70,890
Repayment of residents' accommodation bonds and other deposits		(69,691)	(61,222)
Net cash provided by/(used in) financing activities		(29,098)	(28,757)
Net increase/(decrease) in cash and cash equivalents held		42,176	43,348
Cash and cash equivalents at beginning of year		81,979	38,631
Cash and cash equivalents at end of financial year		124,155	81,979

The accompanying notes on pages 72–97 form part of these financial statements.

Aggregated Statement of Changes in Funds

For the year ended 30 June 2024

	Working Capital Fund	Property Contribution Fund	Reserves	Trusts and Special Purpose Fund	Legacies	Total
	\$000	\$000	\$000	\$000	\$000	\$000
2023						
Balance at 1 July 2022	1,000	610,540	314,260	77,295	84,163	1,087,258
Net income	22,925	–	–	–	–	22,925
	23,925	610,540	314,260	77,295	84,163	1,110,183
Net transfers and allocations within other capital funds	(23,303)	16,698	30,406	(21,537)	(2,264)	–
Balance at 30 June 2023	622	627,238	344,666	55,758	81,899	1,110,183
	Working Capital Fund	Property Contribution Fund	Reserves	Trusts and Special Purpose Fund	Legacies	Total
	\$000	\$000	\$000	\$000	\$000	\$000
2024						
Balance at 1 July 2023	622	627,238	344,666	55,758	81,899	1,110,183
Net expenditure	(54,738)	–	–	–	–	(54,738)
	(54,116)	627,238	344,666	55,758	81,899	1,055,445
Net transfers and allocations within other capital funds	(89,139)	54,675	42,406	(12,660)	4,718	–
Balance at 30 June 2024	(143,255)	681,913	387,072	43,098	86,617	1,055,445

The accompanying notes on pages 72–97 form part of these financial statements.

Notes to the Financial Statements

For the year ended 30 June 2024

1. MATERIAL ACCOUNTING POLICIES

The Salvation Army is a not-for-profit organisation and has been operating in Australia since 1880.

The Salvation Army Australia is domiciled in Australia and the address of the organisation's registered office is:

The Salvation Army Australia
95-99 Railway Rd,
Blackburn VIC 3130

The Salvation Army Australia Social Fund ('Social Fund') includes the following operations:

- The Salvation Army (Victoria) Property Trust (ABN 64 472 238 844) established pursuant to *The Salvation Army (Victoria) Property Trust Act 1930*;
- The Salvation Army (Tasmania) Property Trust (ABN 94 917 169 560) established pursuant to *the Salvation Army (Tasmania) Property Trust Act 1930*;
- The Salvation Army (South Australia) Property Trust (ABN 13 320 346 330) established pursuant to *The Salvation Army (South Australia) Property Trust Act 1931*;
- The Salvation Army (Western Australia) Property Trust (ABN 25 878 329 270) established pursuant to *The Salvation Army (Western Australia) Property Trust Act 1931*;
- The Salvation Army (Northern Territory) Property Trust (ABN 65 906 613 779) established pursuant to *The Salvation Army (Northern Territory) Property Trust Act 1976*;
- The Salvation Army (New South Wales) Property Trust (ABN 57 507 607 457) established pursuant to *The Salvation Army (New South Wales) Property Trust Act 1929*;
- The Salvation Army (Queensland) Property Trust (ABN 32 234 126 186) established pursuant to *the Salvation Army (Queensland) Property Trust Act 1930*;
- The Salvation Army (Victoria) Property Trust atf The Salvation Army (VIC) Social Work (ABN 18 730 899 453);
- The Salvation Army (Tasmania) Property Trust atf The Salvation Army (TAS) Social Work (ABN 23 860 168 024);
- The Salvation Army (South Australia) Property Trust atf The Salvation Army (SA) Social Work (ABN 45 781 882 681);
- The Salvation Army (Western Australia) Property Trust atf The Salvation Army (WA) Social Work (ABN 92 646 174 644);
- The Salvation Army (Northern Territory) Property Trust atf The Salvation Army (NT) Social Work (ABN 34 413 960 392);
- The Salvation Army (New South Wales) Property Trust atf The Salvation Army (NSW) Social Work (ABN 46 891 896 885);
- The Salvation Army (Queensland) Property Trust atf The Salvation Army (QLD) Social Work (ABN 22 035 976 360);
- The Salvation Army (Australia) Redress Limited (ABN 94 628 594 294);
- Salvos Legal Limited (ABN 14 147 213 214)
- Salvos Legal (Humanitarian) Limited (ABN 36 147 212 940)
- The Salvation Army (Australia) Self Denial Fund (For Overseas Aid) (ABN 52 609 689 893);
- The Salvation Army Aust Self Denial Fund (For Overseas Aid) (ABN 15 562 601 404);
- The Salvation Army Community Housing Service (ABN 47 152 257 728);
- Salvation Army Housing (ABN 59 608 346 934); and
- Salvation Army Housing (Victoria) (ABN 85 133 724 651).

(a) Basis of preparation

These special purpose aggregated financial statements are prepared for the purposes of fulfilling the financial reporting requirements of the Australian Charities and Not-for-profit Commission and comply with all of the recognition and measurement principles of Australian Accounting Standards except that the aggregated operations that comprise the Social Fund do not constitute a group for the purpose of *AASB 10 Consolidated Financial Statements*. The financial statement disclosures comply with the requirements of 'GPFS-Tier 2 SD' in accordance with '*AASB 1060 General Purpose Financial Statements – Simplified Disclosures for For-Profit and Not-for-Profit Tier 2 Entities*' adopted by the Australian Accounting Standards Board (AASB).

1. MATERIAL ACCOUNTING POLICIES (CONTINUED)

The aggregated financial statements comply with all the recognition and measurement requirements in Australian Accounting Standards, except for *AASB 10 Consolidated Financial Statements*. This aggregation does not meet the definition of a group as defined by *AASB 10*. See basis of aggregation in Note 1a 'Basis of aggregation'. In all other respects the aggregated financial statements have been prepared in accordance with the recognition and measurement requirements of Australian Accounting Standards.

These aggregated financial statements were authorised for issue by the Trustees on 25th November 2024.

Detail of the material accounting policies used in these aggregated financial statements are included in Note 1(b)–1(q).

The financial report is presented in Australian dollars which is the functional currency of all operations. The financial statements have been prepared on the historical cost basis except for financial instruments and loans receivable which are measured at fair value.

All amounts in the financial report have been rounded to the nearest thousand dollars except where otherwise indicated.

In preparing these aggregated financial statements, management has made judgements, estimates and assumptions that affect the application of the Social Fund's accounting policies and reported amounts of assets and liabilities, income and expenses. The estimates and associated assumptions are based on historical experience and various other factors that are believed to be reasonable under the circumstances, the results of which form the basis of making the judgements about carrying values of assets and liabilities that are not readily apparent from other sources. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to estimates are recognised prospectively.

Going concern

Notwithstanding a 'current asset versus current liabilities' deficiency of \$283,990k, the financial statements have been prepared on a going concern basis. The deficiency is mainly caused by the requirement under Australian Accounting Standards to classify all accommodation bonds (\$250,715k) as current liabilities, as there is no unconditional right to defer payment for 12 months if residents were to depart an aged care centre. Based on past experience, the Social Fund believes that not all accommodation bonds will need to be refunded within the next 12 months. The Social Fund has a large investment portfolio which is classified as non-current however is highly liquid and can be called upon if required. Accordingly the financial statements have been prepared on a going concern basis, as the Trustee's of the governing body expect to have sufficient funding available for the foreseeable future.

Basis of aggregation

The aggregated financial statements are prepared by aggregating the assets, liabilities, income and expenses and cash flows of the entities that comprise the Social Fund listed in Note 1. This aggregation includes entities where control has not been established. This aggregation does not meet the definition of a group as defined by *AASB 10 Consolidated Financial Statements*.

All intragroup balances (between the aggregated entities), and any unrealised gains and losses or income and expenses arising from intragroup transactions, are eliminated in preparing the aggregated financial statements. The aggregation has not resulted in any additional goodwill being recognised. The Social Fund has applied consistent accounting policies in the preparation and presentation of the aggregated financial statements.

Notes to the Financial Statements

For the year ended 30 June 2024

1. MATERIAL ACCOUNTING POLICIES (CONTINUED)

(b) Property, plant and equipment

(i) Property, plant and equipment at cost

Items of property, plant and equipment are stated at cost, or if donated, at fair value of the asset on the date received less accumulated depreciation.

Property that is being constructed for future use is classified as 'Buildings under construction' and stated at cost until construction is complete, at which time it is reclassified as 'freehold buildings' or 'leasehold property'.

Upon disposal of freehold properties, the gain or loss on disposal is recorded in the Aggregated Statement of Profit and Loss and Other Comprehensive Income.

(ii) Depreciation

With the exception of freehold land, depreciation is charged to the Aggregated Statement of Profit or Loss and Other Comprehensive Income on a straight-line basis over the estimated useful lives of each part of an item of property, plant and equipment. Land is not depreciated. Depreciation commences from the date of acquisition or, in respect of constructed assets, from the time an asset is completed and ready for use.

The estimated useful lives in the current and comparative periods are as follows:

• Buildings	50 years
• Plant and Equipment (excluding motor vehicles)	3 years
• Motor Vehicles/Trucks/Airplanes/Helicopters	4 to 20 years
• Leasehold Improvements	Term of the lease

The residual value, the useful life and the depreciation method applied to an asset are reassessed annually.

(iii) Non-current assets held for sale

Non-current assets, or disposal groups, are classified as held-for sale if it is highly probable that they will be recovered primarily through sale rather than through continuing use.

Such assets, or disposal groups, are generally measured at the lower of their carrying amount and fair value less costs to dispose. Any impairment loss on a disposal group is allocated to the remaining assets on a pro rata basis, except that no loss is allocated to inventories, financial assets or employee benefit assets which continue to be measured in accordance with the Social Fund's other accounting policies. Impairment losses on initial classification as held-for-sale or held-for distribution and subsequent gains and losses on remeasurement are recognised in the Aggregated Statement of Profit or Loss and Other Comprehensive Income.

Once classified as held-for-sale, intangible assets and property, plant and equipment are no longer amortised or depreciated.

(iv) Asset sales

The gain or loss on disposal of all property, plant and equipment is determined as the difference between the carrying value of the asset at time of disposal and the net proceeds on disposal.

1. MATERIAL ACCOUNTING POLICIES (CONTINUED)

(c) Financial instruments

(i) Financial assets

Financial instruments are recognised initially on the date that the Social Fund becomes party to the contractual provisions of the instrument. All recognised financial assets are subsequently measured in their entirety at either amortised cost or fair value, depending on the classification of the financial assets.

On initial recognition, the Social Fund classifies its financial assets into the following categories, those measured at:

- amortised cost
- fair value through profit or loss - FVTPL

Financial assets are not reclassified subsequent to their initial recognition unless the Social Fund changes its business model for managing financial assets.

Amortised cost

The Social Fund's financial assets measured at amortised cost comprise trade and other receivables and cash and cash equivalents in the Aggregated Statement of Financial Position.

Subsequent to initial recognition, these assets are carried at amortised cost using the effective interest rate method less provision for impairment.

Interest income, foreign exchange gains or losses and impairment are recognised in profit or loss. Gain or loss on derecognition is recognised in profit or loss.

Financial assets at fair value through profit or loss (FVTPL)

All financial assets not classified as measured at amortised cost as described above are measured at FVTPL.

Net gains or losses, including any interest or dividend income are recognised in profit or loss.

The Social Fund's financial assets measured at FVTPL comprise of managed funds and loan receivables in the Aggregated Statement of Financial Position.

Impairment of financial assets

Impairment of financial assets, held at amortised cost, is determined using the simplified approach in AASB 9 which uses an estimation of lifetime expected credit losses. The Social Fund has determined the probability of non-payment of these financial assets and multiplied this by the amount of the expected loss arising from default.

The amount of any impairment is recorded in a separate allowance account with the loss being recognised in financing expenses. Once these financial assets are determined to be uncollectable then the gross carrying amount is written off against the associated allowance.

(ii) Financial liabilities

The Social Fund measures all financial liabilities initially at fair value less transaction costs, and subsequently, financial liabilities are measured at amortised cost using the effective interest rate method.

The financial liabilities of the Social Fund comprise trade payables, loans and borrowings and lease liabilities.

Notes to the Financial Statements

For the year ended 30 June 2024

1. MATERIAL ACCOUNTING POLICIES (CONTINUED)

(d) Measurement of fair values

A number of the Social Fund's accounting policies and disclosures require the measurement of fair values, for both financial and non-financial assets and liabilities.

The Social Fund has an established control framework with respect to the measurement and disclosure of fair values. This includes management that has overall responsibilities for all significant fair value measurements, including Level 3 fair values, and reports directly to the Trustees.

The carrying amounts and fair value of the Social Fund financial assets, measured or disclosed at fair value are determined using a 3-level hierarchy, being:

- Level 1: Quoted prices (unadjusted) in active markets for identical assets that the entity can access at the measurement date
- Level 2: Inputs other than quoted prices included within level 1 that are observable for the assets either directly or indirectly
- Level 3: Unobservable inputs for the assets

The unlisted units in managed investment funds are level 2 financial assets and their carrying value approximates their fair market value.

Loan receivables include loans from 99 year leases that The Salvation Army purchased from independent living units to accommodate residents from one of its Independent Living Units to make way for an aged care development. The loan receivables are recognised at fair value net of a management fee payable over a maximum of 10 years and incorporate any fair value adjustment in relation to a terminal value. The terminal value results in The Salvation Army sharing in any capital gain or loss.

(e) Cash and cash equivalents

Cash and cash equivalents comprise cash on hand, cash at bank and cash in transit balances with an original maturity of 3 months or less from the acquisition date that are subject to an insignificant risk of change in their fair value.

(f) Accommodation Bonds

Many residents of aged care centres pay a refundable and amortisable accommodation bond to the Social Fund. The refundable portion is in the form of an interest free loan repayable in full.

Resident loans are non-interest bearing liabilities to residents of independent living units (ILUs). The loans represent the initial payments made by residents to The Salvation Army to gain entry to an independent living unit net of the accrued deferred management fee. The loans are payable to a resident on the termination of the resident's occupation rights to the independent living unit.

Notwithstanding the expected term of an occupancy is several years, the resident has the option to cancel the residency agreement at any time. As this option constitutes a demand feature, the liability is not discounted. Liabilities to ILU residents are stated net of deferred management fees recoverable.

(g) Inventories

Inventories are stated at the lower of cost and net realisable value. Net realisable value is the estimated selling price in the ordinary course of business, less the estimated costs of completion and selling expenses. No value is assigned to donated goods where the value of the item is of nominal or low value.

Inventory is assessed on a regular basis, and slow moving or damaged items are provided for within a provision for stock obsolescence.

1. MATERIAL ACCOUNTING POLICIES (CONTINUED)

(h) Impairment of non-financial assets

The carrying amounts of the Social Fund's assets, other than inventories and financial instruments, are reviewed at each balance sheet date to determine whether there is any indication of impairment. If any such indication exists the asset's recoverable amount is estimated and is compared to the assets carrying value. An impairment loss is recognised if the carrying value of the asset exceeds the recoverable amount.

(i) Employee benefits

(i) Defined contribution superannuation funds

Obligations for contributions to defined contribution superannuation funds are recognised as an expense in the Aggregated Statement of Profit or Loss and Other Comprehensive Income as incurred.

(ii) Wages, salaries, annual leave and non-monetary benefits

Liabilities for employee benefits for wages, salaries and annual leave that are expected to be settled within 12 months of the reporting date represent present obligations resulting from employees' services provided to reporting date, are calculated at undiscounted amounts based on remuneration wage and salary rates that the Social Fund expects to pay as at reporting date including related on-costs.

(iii) Long-term service benefits

The Social Fund's net obligation in respect of long-term service benefits, is the amount of future benefit that employees have earned in return for their service in the current and prior periods. The obligation is calculated using expected future increases in wage and salary rates including related on-costs and expected settlement dates, and is discounted using the rates attached to high quality corporate bonds at the reporting date which have maturity dates approximating the term of the Social Fund's obligations. Remeasurements are recognised as income or expenditure in the Aggregated Statement of Profit and Loss and Other Comprehensive Income as incurred.

(j) Provisions

A provision is recognised in the Aggregated Statement of Financial Position when the Social Fund has a present legal or constructive obligation as a result of a past event, and it is probable that an outflow of economic benefits will be required to settle the obligation. Provisions are determined by discounting the expected future cash flows at a rate that reflects current market assessments of the time value of money and, where appropriate, the risks specific to the liability.

(k) Goods and services tax (GST)

Revenue, expenses and assets are recognised net of the amount of goods and services tax (GST), except where the amount of GST incurred is not recoverable from the Australian Taxation Office (ATO).

Receivables and Payables are stated inclusive of GST.

Cash flows in the Aggregated Statement of Cash Flows are included on a gross basis and the GST component of cash flows arising from investing and financing activities which is recoverable from, or payable to, the taxation authority is classified as operating cash flows.

(l) Revenue and other income

(i) Other donations

Donations are recognised as revenue in the Social Fund to allow it to further its objectives. Where donations contain specific performance obligations, the revenue is recognised over time as work is performed. Where a donation does not have a specific condition, it is recognised as income when received.

Notes to the Financial Statements

For the year ended 30 June 2024

1. MATERIAL ACCOUNTING POLICIES (CONTINUED)

(ii) Legacies income

Legacies are recognised when the Social Fund receives the legacy. Revenue from legacies comprising bequests of shares or other property are recognised at fair value, being the market value of the shares or property, at a point in time, when the Social Fund becomes legally entitled to the shares or property.

(iii) Red Shield Appeal donations

The Salvation Army Red Shield Appeal is an annual appeal. The amounts received and corresponding fundraising expenses are reflected in the financial report in the same year as the appeal. Red Shield Appeal monies are recognised as revenue where the Social Fund acquires or receives an asset (including cash) in exchange for no consideration, in order to further its objectives. In circumstances where there are sufficiently enforceable rights and/or sufficiently specific performance obligations, revenue is deferred initially as a liability and is then recognised when obligations or conditions are fulfilled.

(iv) Government grants

The Social Fund's social program activity is supported by grants received from the federal, state and local governments. Grants can be received on the condition of specified services being delivered, or conditions being fulfilled. Such grants are initially recognised as a liability called prepaid government funding and revenue is recognised as services are performed or conditions fulfilled. Revenue from grants, where there is a lack of enforceable rights and obligations and/or sufficiently specific performance obligations, is recognised when the organisation obtains control of the funds.

(v) Resident contributions and patient fees

Resident fee income is recognised over time as the service is delivered to the resident. Accrued resident income represents an estimate of fees due from residents not billed at balance date.

(vi) Government funding – fee for service

Revenue from employment administration services is recognised on a percentage completion basis over time. Revenue from employment outcomes is recognised at a point in time when the unconditional right to receive the outcome fee is earned.

(vii) Revenue from trading activities

Revenue from the sale of goods comprises revenue earned (net of returns, discounts and allowances) from the sale of goods for resale and gifts donated for resale. Sales revenue is recognised when the control of goods passes to the customer.

(viii) Distribution income and Financial assets at FVTPL – net change in fair value

Distribution income comprises interest and dividends. Financial assets at FVTPL comprises the fair value (loss)/gain. The 'effective interest rate' is the rate that exactly discounts estimated future cash receipts through the expected life of the financial instrument to the gross carrying amount of the financial asset.

Interest income is recognised using the effective interest method. Dividend income is recognised in the Aggregated Statement of Profit and Loss and Other Comprehensive Income on the date on which the Social Fund's right to receive payment is established.

(ix) Contributions in Kind

No amounts are included in the aggregated financial statements for services donated by volunteers, or donated goods that have a low or nominal value.

1. MATERIAL ACCOUNTING POLICIES (CONTINUED)

(m) Expenses

Borrowing costs are expensed as incurred, and lease interest expense associated with lease liabilities, is included in financing expenses.

(n) Accounting estimate and judgments

The estimates and judgements that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year are discussed below. Estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised prospectively.

(i) Key sources of estimation uncertainty

Note 11 contains information about the provision for Redress. During the financial year, management has reassessed assumptions and inputs which underpin the Redress provision and this has resulted in a material change resulting in the provision increasing by \$124.8m.

Right of use assets and lease liability balances are subject to risk as the execution of lease extension options is uncertain and incremental borrowing rates are judgmental given the lessee assesses what the equivalent borrowing rate ought to be. Note 1(o) contains information about inputs required in formulating both right of use assets and lease liabilities.

(o) Leases

(i) Determining whether an arrangement contains a lease

At inception of a contract, the Social Fund assesses whether a contract is, or contains, a lease. A contract is, or contains, a lease if the contract conveys the right to control the use of an identified asset for a period of time in exchange for consideration. To assess whether a contract conveys the right to control the use of an identified asset, the Social Fund uses the definition of a lease in *AASB 16 Leases* along with the application guidance provided in the Standard.

(ii) Recognition

Lease terms

Property leases that are not peppercorn arrangements typically have a maximum term of up to 10 years from commencement, including the first renewal option. Property leases normally include provisions for annual increases in rental payments to reflect changes in fixed percentage increases and/or changes in the consumer price index (CPI).

Motor vehicle leases are typically for a maximum period of 5 years, and are expected to run their full terms.

(iii) Right-of-use assets

A right-of-use asset is recognised at the commencement date of a lease, which is the date on which the lessor makes the leased asset available to the Social Fund. The right-of-use asset is measured at cost, which comprises the initial present value amount of the lease liability, adjusted for, as applicable, any lease payments made at or before the commencement date net of any lease incentives received, any initial direct costs incurred, and an estimate of costs expected to be incurred for dismantling and removing the underlying asset, and restoring the site or asset.

Where the Social Fund does not expect to obtain ownership of the leased asset at the end of the lease term, right-of-use assets are depreciated on a straight-line basis over the unexpired period of the lease or the estimated useful life of the asset, whichever is shorter.

Notes to the Financial Statements

For the year ended 30 June 2024

1. MATERIAL ACCOUNTING POLICIES (CONTINUED)

Where the Social Fund expects to obtain ownership of the leased asset at the end of the lease term, the depreciation is recognised over its estimated useful life. Right-of-use assets are subject to impairment. In addition, the right-of-use asset is periodically adjusted for any reassessments and modifications of the lease liability.

(iv) Lease liabilities

A lease liability is recognised at the commencement date of a lease. The lease liability is initially recognised at the present value of the lease payments that are not paid at the commencement date and are to be made over the term of the lease, discounted using the interest rate implicit in the lease or, if that rate cannot be readily determined, the Social Fund's incremental borrowing rate. Lease payments comprise fixed payments (including any in-substance fixed payments), plus any variable lease payments that depend on an index or rate (initially measured using the index or rate as at the commencement date), less any lease incentives received, plus any amounts expected to be paid under residual value guarantees, plus the exercise price of a purchase option when the exercise of the option is reasonably certain to occur, plus any anticipated termination penalties.

The Social Fund has determined its incremental borrowing rates based on rates it would otherwise currently pay in respect to debt facilities for similar assets, adjusted to reflect the terms of the particular lease and the nature of the underlying leased asset.

Lease liabilities are measured at amortised cost using the effective interest method. The carrying amounts are remeasured if there is a change in one or more of the following: future lease payments arising from a change in an index or a rate used; residual guarantee; lease term; certainty of a purchase option and termination penalties. When a lease liability is remeasured, an adjustment is made to the corresponding right-of-use asset, and/or to income or expenditure if the carrying amount of the right-of-use asset is fully written down.

Variable lease payments are only included in the measurement of the lease liability if they depend on an index or rate. In such cases, the initial measurement of the lease liability assumes the variable element will remain unchanged throughout the lease term. Other variable lease payments are expensed in the period to which they relate.

Extension and termination options are a feature of most of the property leases agreements that the Social Fund is a lessee party to. All extension and termination options held are exercisable only by the Social Fund and not by the respective lessor. In determining the lease term, management considers all facts and circumstances that create an economic incentive to exercise an extension and termination option. Extension options are only included in the lease term if the lease is reasonably certain to be extended. Decisions around lease term and the likelihood of extending a lease (where an extension option is available) are based on the class of asset, nature of the lease and the number of years remaining on the initial lease term. The assessment is reviewed if a significant event or a significant change in circumstances occurs which affects this assessment and that is within the control of the Social Fund as lessee.

When the Social Fund renegotiates the contractual terms of a lease with the lessor, the accounting depends on the nature of the modification:

- if the renegotiation results in one or more additional assets being leased for an amount commensurate with the standalone price for the additional rights-of-use obtained, the modification is accounted for as a separate lease in accordance with the above policy;

1. MATERIAL ACCOUNTING POLICIES (CONTINUED)

- in all other cases where the renegotiations increase the scope of the lease, the lease liability is remeasured using the discount rate applicable on the modification date, with the right-of-use asset being adjusted by the same amount; and
- if the renegotiation results in a decrease in the scope of the lease, both the carrying amount of the lease liability and right-of-use asset are reduced by the same proportion to reflect the partial or full termination of the lease with any difference immediately recognised in income or expenditure. The lease liability is then further adjusted to ensure its carrying amount reflects the amount of the renegotiated payments over the renegotiated term, with the modified lease payments discounted at the rate applicable on the modification date. The right-of-use asset is adjusted by the same amount.

(v) Lease exemptions and elections

The Social Fund apply the practical expedient available under *AASB 16* to exclude short-term and low-value leases from recognition as right-of-use assets and lease liabilities in their financial statements. Short-term leases are those which have a lease term of 12 months or less and do not provide the Social Fund with an option to purchase the leased asset. Low value leases are those whereby the underlying asset is valued less than or equal to \$10,000 on an 'as new' basis as at the lease commencement date. Low value assets typically include computer equipment, small items of office furniture and mobile phones.

AASB 16 provides the option to elect, on an asset class-by-asset class basis, not to separate payments in respect to non-lease components (such as outgoings) from lease component payments, and measure the associated right-of-use asset and lease liability based on all of the payments under the agreement. The Social Fund has not applied this practical expedient and therefore has excluded any material non-lease component payments from the measurement of its right-of-use assets and lease liabilities.

The Social Fund has elected to apply incremental borrowing rates by class of asset. Classes include property and vehicles.

Peppercorn leases principally enable the Social Fund to further its objectives where a 'peppercorn' amount is paid as consideration to a lessor. The AASB issued *AASB 2018-8 Amendments to Australian Accounting Standards – Right-of-Use Assets of Not-for-Profit Entities*, which allows not-for-profit entities to elect to measure 'peppercorn' or concessionary leases at cost, rather than fair value. Peppercorn leases are incorporated within the 'Property' class of right-of-use lease assets.

(p) New Accounting Standards and Interpretations

New standards adopted during the year

A number of new standards, amendments to standards and interpretations are effective from 1 July 2023 but they do not have a material effect on the Social Fund.

New standards not yet adopted

A number of new standards are effective for annual periods beginning on or after 1 July 2024 and earlier application is permitted, however, the Social Fund has not early adopted the new or amended standards in preparing these aggregated financial statements.

None of these are expected to have a significant effect on the financial statements of the Social Fund.

(q) Income Tax

The Social Fund is exempt from income tax under Division 50 of the *Income Tax Assessment Act 1997* (Cth).

Notes to the Financial Statements

For the year ended 30 June 2024

2. REVENUE

	2024 \$000	2023 \$000
Government grants	488,587	411,110
Government funding - fee for service	89,239	87,379
Resident contributions and patient fees	102,008	85,130
Revenue from trading activities	304,977	280,501
Red Shield Appeal donations	102,891	93,995
Legacies income	19,928	14,645
Other donations	10,421	3,762
Total Revenue	1,118,051	976,522

3. AUDITORS' REMUNERATION

	2024 \$	2023 \$
Audit services - KPMG Australia	1,137,274	981,223
Other services - KPMG Australia	249,076	217,141
Total Auditors' Remuneration	1,386,350	1,198,364

4. TRADE AND OTHER RECEIVABLES

	2024 \$000	2023 \$000
Current		
Accommodation Bond Rollovers	723	1,009
Sundry debtors	32,115	14,126
Total Current Trade and other receivables	32,838	15,135
Non-Current		
Accommodation Bond Rollovers	4,100	4,853
Loan Receivable - Independent Living Units	12,597	12,518
Independent Living Unit - Lease Refurbishment Contribution	9,830	11,762
Sundry debtors	8,069	5,991
Total Non-Current Trade and other receivables	34,596	35,124

5. OTHER FINANCIAL ASSETS

Current

Short term deposits

	2024 \$000	2023 \$000
Short term deposits	13,319	8,146
Non-current		
Unlisted units in managed investment funds	676,675	673,813

Non-current

Unlisted units in managed investment funds

Prior to financial year 2024, 'Unlisted units in managed investment funds' were amounts where Social Fund invested its surplus cash with General Fund which in turn invested those funds with third parties. Accordingly, the nature of Social Fund's investments in this regard were managed investment funds operated by General Fund. General Fund was investing Social Fund's capital principally in third party managed investments associated with Australia equity market indices and Australian property as well as a small portion of the overarching portfolio in Australia equities and fixed interest securities.

On 31 December 2023, the related party investment receivable (being 'Unlisted units in managed investment funds') was settled by General Fund transferring investment units to Social Fund at fair value, with Social Fund becoming the beneficial owner of units transferred.

6. PROPERTY, PLANT AND EQUIPMENT

Freehold Land and Buildings

Freehold land at cost

Buildings at cost

Accumulated depreciation

	2024 \$000	2023 \$000
Freehold land at cost	136,327	126,486
Buildings at cost	819,086	788,022
Accumulated depreciation	(255,984)	(245,523)
	699,429	668,985

Leasehold Improvements

At cost

Accumulated depreciation

At cost	28,142	26,993
Accumulated depreciation	(23,726)	(22,786)
	4,416	4,207

Buildings under construction – at cost

Buildings under construction – at cost	25,327	27,918
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Motor vehicles

At cost

Accumulated depreciation

At cost	9,966	10,468
Accumulated depreciation	(9,080)	(9,457)
	886	1,011

Plant and equipment

At cost

Accumulated depreciation

At cost	108,581	112,155
Accumulated depreciation	(77,192)	(79,371)
	31,389	32,784

Total property, plant and equipment

Total property, plant and equipment	761,447	734,905
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Notes to the Financial Statements

For the year ended 30 June 2024

6. PROPERTY, PLANT AND EQUIPMENT (CONTINUED)

Movements in carrying amounts

Movement in the carrying amounts for each class of property, plant and equipment between the beginning and the end of the current financial year.

	Freehold Land and Buildings \$000	Buildings under construction - at cost \$000	Plant and Equipment \$000	Motor Vehicles \$000	Leasehold Improvements \$000	Total \$000
Year ended 30 June 2023						
Balance at the beginning of year	641,011	38,985	39,960	1,314	1,681	722,951
Additions/Transfers in	55,120	66,645	29,894	340	4,497	156,496
Transfers out	–	(75,174)	–	–	–	(75,174)
Transfer to assets held for sale	(4,322)	–	–	–	–	(4,322)
Disposals	(7,560)	(2,538)	(25,133)	(9)	(1,229)	(36,469)
Depreciation	(15,264)	–	(11,937)	(634)	(742)	(28,577)
	668,985	27,918	32,784	1,011	4,207	734,905

	Freehold Land and Buildings \$000	Buildings under construction - at cost \$000	Plant and Equipment \$000	Motor Vehicles \$000	Leasehold Improvements \$000	Total \$000
Year ended 30 June 2024						
Balance at the beginning of year	668,985	27,918	32,784	1,011	4,207	734,905
Additions/Transfers in	66,925	78,200	15,301	346	1,573	162,345
Transfers out	–	(80,791)	–	–	–	(80,791)
Transfer to assets held for sale	(5,955)	–	–	–	–	(5,955)
Disposals	(14,714)	–	(3,199)	–	(13)	(17,926)
Depreciation	(15,812)	–	(13,497)	(471)	(1,351)	(31,131)
	699,429	25,327	31,389	886	4,416	761,447

7. COMMITMENTS

The Social Fund is constantly engaged in planned and ongoing construction projects requiring the commitment of significant funds.

	2024 \$000	2023 \$000
Less than 1 year	69,828	41,395
Between 1 to 5 years	25,566	5,127
Cost to complete Buildings under construction	95,394	46,522

8. LEASES

Right-of-use assets

	Property \$000	Motor Vehicles \$000	Total \$000
Cost			
At 1 July 2022	287,620	9,860	297,480
Additions	7,543	1,601	9,144
Reassessments and modifications	33,604	1,281	34,885
Disposals	(8,014)	(727)	(8,741)
At 30 June 2023	320,753	12,015	332,768
Additions	24,603	5,781	30,384
Reassessments and modifications	59,473	716	60,189
Disposals	(10,998)	(3,273)	(14,271)
At 30 June 2024	393,831	15,239	409,070
Accumulated depreciation			
At 1 July 2022	103,480	5,352	108,832
Depreciation	38,645	2,656	41,301
Reassessments and modifications	(2,770)	79	(2,691)
Disposals	(7,499)	(724)	(8,223)
At 30 June 2023	131,856	7,363	139,219
Depreciation	44,688	3,104	47,792
Reassessments and modifications	9,496	50	9,546
Disposals	(10,998)	(3,189)	(14,187)
At 30 June 2024	175,042	7,328	182,370
Net carrying amount			
At 30 June 2023	188,897	4,652	193,549
At 30 June 2024	218,789	7,911	226,700

Notes to the Financial Statements

For the year ended 30 June 2024

8. LEASES (CONTINUED)

Lease liabilities

	Property \$000	Motor Vehicles \$000	Total \$000
At 1 July 2022	175,368	5,190	180,558
Additions	7,543	1,601	9,144
Interest expense	5,492	257	5,749
Lease liability payments	(41,991)	(3,183)	(45,174)
Reassessments and modifications	37,941	1,217	39,158
Disposals	(518)	(5)	(523)
At 30 June 2023	<u>183,835</u>	<u>5,077</u>	<u>188,912</u>
Included in the financial statements as:			
Current liabilities	37,966	2,422	40,388
Non-current liabilities	145,869	2,655	148,524
	<u>183,835</u>	<u>5,077</u>	<u>188,912</u>
At 30 June 2023	183,835	5,077	188,912
Additions	24,603	5,781	30,384
Interest expense	9,044	450	9,494
Lease liability payments	(49,784)	(3,562)	(53,346)
Reassessments and modifications	50,348	661	51,009
Disposals	-	(86)	(86)
At 30 June 2024	<u>218,046</u>	<u>8,321</u>	<u>226,367</u>
Included in the financial statements as:			
Current liabilities	43,808	2,839	46,647
Non-current liabilities	174,238	5,482	179,720
	<u>218,046</u>	<u>8,321</u>	<u>226,367</u>

8. LEASES (CONTINUED)

Amounts recognised in Cash Flows from Financing Activities in Aggregated Statement of Cash Flows:

	Property \$000	Motor Vehicles \$000
30 June 2023		
Lease liability payment	(36,499)	(2,926)
30 June 2024		
Lease liability payment	(40,740)	(3,112)

Amounts recognised in Cash Flows from Operating Activities in Aggregated Statement of Cash Flows:

	Property \$000	Motor Vehicles \$000
30 June 2023		
Interest payment	(5,492)	(257)
30 June 2024		
Interest payment	(9,044)	(450)

Refer to Note 16 for further information on financial risk management, and maturity analysis covering contractual maturities representing undiscounted contractual cash flows of all lease liabilities recognised.

Leases with significantly below-market terms and conditions ('Peppercorn')

The Social Fund has the right to use a number of properties for no or nominal rental payments in order to further the entity's not-for-profit objectives. The lease terms for these properties range from 1–92 years. The Social Fund is permitted to continue to use the properties provided that The Salvation Army's status as a not-for-profit entity does not change and that it continues to operate for the benefit of the community.

The Social Fund elected to measure the right of use asset arising from these leases at cost, which is based on the associated lease liability. The carrying amounts attributable to Peppercorn leases were as follows:

	2024 \$	2023 \$
Right of use assets	1,990	2,020
Accumulated depreciation	(828)	(667)
Total lease liability	1,224	1,404

Notes to the Financial Statements

For the year ended 30 June 2024

9. TRADE AND OTHER PAYABLES

	2024 \$000	2023 \$000
Current		
Sundry creditors and accruals	55,217	46,001
Prepaid government funding for social programs	36,019	35,114
Deferred Red Shield Appeal and other donations	4,521	6,808
Total Current Trade and other payables	95,757	87,923

10. EMPLOYEE BENEFITS

	2024 \$000	2023 \$000
Current		
Annual leave	36,912	30,374
Long service leave	15,166	13,449
	52,078	43,823
Non-Current		
Long service leave	9,578	8,568

The Social Fund contributed \$61,704k (2023: \$50,320k) on behalf of employees to the superannuation plans of their choice, in accordance with superannuation guarantee legislation.

11. PROVISIONS

	Accommodation bond rollovers \$000	Redress \$000	Make good of leased premises \$000	Others \$000	Total \$000
At 1 July 2022	3,931	31,770	1,167	–	36,868
Provision used during the year	–	(13,898)	(705)	–	(14,603)
Provision reversed during the year	(2,789)	–	–	–	(2,789)
Provision made during the year	1,916	52,352	626	–	54,894
At 30 June 2023	3,058	70,224	1,088	–	74,370
Included in the financial statements as:					
Current liabilities	546	15,152	–	–	15,698
Non-current liabilities	2,512	55,072	1,088	–	58,672
	3,058	70,224	1,088	–	74,370

11. PROVISIONS (CONTINUED)

	Accommodation bond rollovers \$000	Redress \$000	Make good of leased premises \$000	Others \$000	Total \$000
At 1 July 2023	3,058	70,224	1,088	–	74,370
Provision used during the year	–	(14,672)	(174)	–	(14,846)
Provision reversed during the year	(1,149)	–	(176)	–	(1,325)
Provision made during the year	1,204	124,839	–	2,900	128,943
At 30 June 2024	<u>3,113</u>	<u>180,391</u>	<u>738</u>	<u>2,900</u>	<u>187,142</u>
Included in the financial statements as:					
Current liabilities	565	18,885	–	2,900	22,350
Non-current liabilities	2,548	161,506	738	–	164,792
	<u>3,113</u>	<u>180,391</u>	<u>738</u>	<u>2,900</u>	<u>187,142</u>

The Salvation Army Australia Territory has publicly expressed it is deeply regretful of any incident of historical abuse perpetrated.

In the current financial year, The Salvation Army engaged an independent third-party expert to assist in the determination of the Redress provision. Factors that were considered were:

- Historical exposure to abuse and known cases of abuse
- Number of anticipated future claims and reopened cases
- Average settlement per claim
- Future inflation and current discount rates

In addition, the expert also had regard to industry experience and data observed from other comparable organisations.

The estimation of the total future cost included an allowance for the costs of open claims, claims handling costs, reopened claims and future reported claims received through legal representatives, or via the National Redress Scheme and those through The Salvation Army's internal redress scheme.

As a result of the expert's advice, a change in estimate has been reflected in the current year provision. The change in estimate relates primarily to the allowance for the potential reopening of historical claims, the estimate in respect of the number of future claims and the estimate of the average settlement per claim.

The Salvation Army acknowledges that the provision estimate is inherently judgemental, involves a degree of uncertainty and the assumptions used could vary as more claims are processed and new information becomes available. The provision therefore represents a 'best estimate' at reporting date based on the expert's advice. Future revisions to the estimate may occur as additional data is received and any unfavourable change in the assumptions underlying the determination of the provision, absent any other factors, will result in additional settlement payments beyond that which is currently provided.

Claims settled during the year amounted to \$14,672k (2023: \$13,898k). Provisions made during the year amounted to \$124,839k (2023: \$52,353k) which was expensed through 'Redress expenses'.

Notes to the Financial Statements

For the year ended 30 June 2024

12. LOANS AND BORROWINGS

	2024 \$000	2023 \$000
Current		
Unsecured Loans	40	–
Accommodation Bonds	250,715	231,229
Total Current loans and borrowings	250,755	231,229
Non-Current		
Secured Loans	4,300	7,672
Unsecured Loans	1,593	1,607
Total Non-Current loans and borrowings	5,893	9,279

Accommodation Bonds

Accommodation Bonds are repayable to residents of aged care centres upon their vacating of the centres. When taking up residence at aged care centres, government legislation allows for residents to pay a refundable and an amortisable entry contribution to the Social Fund.

The refundable portion is in the form of an interest-free loan repayable in full, while the amortisable portion is amortised over five years and recognised as income.

These balances are required to be used for the benefit of aged care residents. The Salvation Army is required to ensure sufficient liquidity to enable it to repay the bonds as required.

As there is no unconditional right to defer payment for 12 months, these liabilities are recorded as current liabilities. Based on past experience, the Social Fund believes that not all accommodation bonds may need to be refunded within a given year.

Secured Loan

Secured Loan represents loans provided by government bodies towards the construction/purchase of social centres, secured against the properties. The loans are only repayable to the government bodies under certain default or closure circumstances. It is not foreseen that such circumstances will exist within the next 12 months.

Unsecured Loan

Unsecured Loan represents loans provided by government bodies towards the construction of aged care centres and Salvation Army Housing sites. The loans are only repayable to the government bodies under certain default or closure circumstances. It is not foreseen that such circumstances will exist within the next 12 months.

13. RECONCILIATION OF NET INCOME TO CASH FLOWS FROM OPERATING ACTIVITIES

	2024 \$000	2023 \$000
Net (expenditure)/income	(54,738)	22,925
Adjustments for non-cash income and expenditure items contained within operating activities:		
- depreciation	78,923	69,878
- project write-offs	16,680	25,100
- net gain from sale of property, plant and equipment	(11,248)	(21,142)
- property contributed/donated	(2,284)	(2,080)
- legacy bequests received other than in the form of cash	(324)	(3,777)
- investment distributions reinvested	(7,089)	(515)
- investment fair value adjustments	(35,771)	(13,497)
- other	(4,444)	2,276
Changes in assets and liabilities:		
- (increase)/decrease in trade and other receivables	(17,179)	(4,780)
- (increase)/decrease in prepayments	(337)	1,042
- (increase)/decrease in inventories	323	(1,469)
- increase/(decrease) in trade and other payables	7,834	8,855
- increase/(decrease) in employee benefits	9,266	4,514
- increase/(decrease) in provisions	112,773	37,503
Cashflows from operations	92,385	124,833

14. RELATED PARTIES

Key management personnel compensation

Key management personnel compensation comprised the following:

	2024 \$000	2023 \$000
Short-term employee benefits	1,621	1,309
Post-employment benefits	100	82
Other long-term benefits	-	-
Termination benefits	-	-
Share-based payments	-	-
	1,721	1,391

Compensation of the Social Fund's key management personnel includes salaries, allowances and contributions to superannuation or a post-employment defined benefit plan.

Key management personnel include officers of the Social Fund who receive remuneration in accordance with established Salvation Army guidelines. In addition, officers also receive medical benefits, accommodation and use of a motor vehicle at no cost as part of their officership, in accordance with established Salvation Army guidelines. No additional remuneration is received by these officers for acting in their capacity as key management personnel, within the Social Fund. There are no other transactions with key management personnel.

Notes to the Financial Statements

For the year ended 30 June 2024

14. RELATED PARTIES (CONTINUED)

Related party transactions with General Fund

The Australian operations of The Salvation Army are part of an international Christian movement and have been operating since 1880. The Salvation Army's International Headquarters are located in London, England with the General as its head. In order for the movement to operate in Australia and hold property, seven State and Territory based statutory bodies corporate ("Property Trusts") were established. The corporate officers of the Property Trusts ("Trustees") are residents in Australia and are appointed by the General.

The Salvation Army Australia comprises two aggregated entities known as:

- The Salvation Army Australia Social Fund; and
- The Salvation Army Australia General Fund

Both entities are under common management of The Salvation Army Australia.

As set out in Note 1, the Social Fund is an aggregation of operations identified by their unique ABN. The General Fund is also an aggregation of operations identified by their ABN which are different to those of the Social Fund but remain under the common management of the The Salvation Army Australia.

The Social Fund's operation are supported by General Fund's treasury. General Fund also incorporates a portion of Social Fund's head office and departmental costs which, by way of transfer pricing, are charged to Social Fund. Social Fund bears eighty-five percent of General Fund's head office and departmental costs, and benefits from other income sources contained within General Fund. Social Fund's purchase of goods, services and contributions to projects from other income sources contained within General Fund are as follows:

	2024 \$000	2023 \$000
Social Fund's purchase of goods, services and contributions to projects from:		
The Salvation Army Australia General Fund	174,695	166,640
Social Fund's receipt of goods, services and contributions to projects from:		
The Salvation Army Australia General Fund	63,416	103,408
Amounts owed by The Salvation Army Social Fund to:		
The Salvation Army Australia General Fund	-	-
Amounts owed to The Salvation Army Social Fund by:		
The Salvation Army Australia General Fund*	-	597,180

*Prior to financial year 2024, contained within non-current investments (disclosed in Note 5 under 'Unlisted units in managed investment funds'), was \$597,180k being a related party investment held within General Fund, as a portion of the total investment balance. On 31 December 2023, the related party investment receivable was settled. Refer to Note 5 'Other Financial Assets'.

14. RELATED PARTIES (CONTINUED)

Related party transactions with other Salvation Army Territories

The Salvation Army Social Fund provides and receives funds for goods, services and contributions for projects, with other Salvation Army Territories across the world:

	2024 \$000	2023 \$000
Purchase of goods, services and contributions to projects		
The Salvation Army Caribbean Territory	7	–
The Salvation Army Brazil Territory	1	–
The Salvation Army Central India Territory	31	–
The Salvation Army Central Territory (United States of America)	8	–
The Salvation Army Democratic Republic of Congo Territory	3	3
The Salvation Army Eastern Europe Territory	1	3
The Salvation Army Eastern Territory (United States of America)	3	5
The Salvation Army Finland and Estonia Territory	3	–
The Salvation Army Ghana Territory	3	–
The Salvation Army Hong Kong and Macau Territory	3	3
The Salvation Army India Northern Territory	50	272
The Salvation Army India South Eastern Territory	–	54
The Salvation Army Indonesia Territory	529	370
The Salvation Army International Headquarters	945	878
The Salvation Army Kenya East Territory	454	1,052
The Salvation Army Italy and Greece Command	1	–
The Salvation Army Kenya West Territory	287	255
The Salvation Army Latin America North Territory	30	–
The Salvation Army Malawi Territory	804	608
The Salvation Army Netherlands, Czech Republic and Slovakia Territory	46	–
The Salvation Army New Zealand, Fiji, Tonga and Samoa Territory	11	5
The Salvation Army Nigeria Territory	71	–
The Salvation Army Pakistan Territory	5	16
The Salvation Army Papua New Guinea & Solomon Islands Territory	1,152	726
The Salvation Army Philippines Territory	125	79
The Salvation Army Rwanda and Burundi Command	119	78
The Salvation Army Singapore, Malaysia and Myanmar Territory	1	27
The Salvation Army South America West Territory	8	–
The Salvation Army South Africa Territory	323	341
The Salvation Army Sri Lanka Territory	1	–
The Salvation Army Switzerland, Austria and Hungary Territory	38	–
The Salvation Army Tanzania Territory	350	386
The Salvation Army Uganda Territory	147	96
The Salvation Army Zambia Territory	–	27
The Salvation Army Zimbabwe and Botswana Territory	52	–
	5,612	5,284

Notes to the Financial Statements

For the year ended 30 June 2024

14. RELATED PARTIES (CONTINUED)

	2024 \$000	2023 \$000
Recipient of goods, services and contributions to projects		
The Salvation Army New Zealand, Fiji, Tonga and Samoa Territory	180	137
The Salvation Army Switzerland Territory	–	18
	180	155
Amounts owed by The Salvation Army Social Fund		
The Salvation Army Indonesia Territory	1	–
The Salvation Army Kenya East Territory	100	–
The Salvation Army Philippines Territory	–	1
	101	1

15. CONTINGENT LIABILITIES

Sale of aged care centres on 1 July 2005

On 1 July 2005, the Social Fund completed the sale of 19 sites catering for aged care hostels and nursing homes, as well as retirement living units to Retirement Care Australia (RCA). In addition, TriCare acquired the Hayville retirement village in Box Hill, Melbourne. The business sale agreements included various warranties from the Social Fund to the purchasers, whereby under certain circumstances, they may seek financial compensation from the Social Fund.

At 30 June 2024, the Trustees are of the opinion that provisions are not required in respect of these matters, as it is not probable that a future sacrifice of economic benefits will be required.

Capital grant funding

The Social Fund received \$16,209k from the Housing Authority in Western Australia between 2012–2015 as part capital funding towards the provision of a homeless accommodation and support facility in Northbridge, Perth, Western Australia.

Under certain default or closure circumstances, the project agreement requires the Social Fund to repay these capital funds to the Housing Authority over a 30-year term, with the amount repayable reducing by 3.33% per annum upon the anniversary of the date of the project commissioning. As at 30 June 2024, the amount repayable would have been \$11,404k (2023: \$11,799k) and there were no events that required any repayment.

16. FINANCIAL RISK MANAGEMENT

The Social Fund has exposure to the following risks from their use of financial instruments:

- Credit risk
- Market risk
- Liquidity risk

This note presents information about the Social Fund's exposure to each of the above risks, their objectives, policies and processes for measuring and managing risk, and the management of capital. The Trustees of the entities which comprise the Social Fund consider the Social Fund's risk exposure to be within the risk appetite set by the Trustees, from their use of financial instruments. Further quantitative disclosures are included throughout this financial report.

The Social Fund has a proportion of its total assets in cash at bank and deposits at call. Management of the Social Fund regularly monitor the returns obtained on interest bearing deposits.

Credit risk

Credit risk is the risk of financial loss to the Social Fund if a customer or counterparty to a financial instrument fails to meet its contractual obligations, and arises principally from the Social Fund's receivables and cash and cash equivalents.

Financial Assets

The Social Fund's cash and cash equivalents are held with major financial institutions that have a high credit rating. The majority of the Social Fund's other financial assets are comprised of investment funds with major financial institutions. Mercer manages these investments on behalf of the Social Fund and is responsible for the custodianship of these investments.

Trade receivables

The Social Fund's exposure to credit risk is influenced mainly by the individual characteristics of each counterparty. The Social Fund operates in the Australian region. The Social Fund has a concentration of transactions with reputable organisations, financial institutions and the Australian government, including the various Commonwealth and State departments, accordingly limiting its credit risk.

The Social Fund has established a credit policy under which the exposure to credit risk is monitored on an ongoing basis. Credit evaluations are performed on all counterparties requiring credit over a certain amount. The Social Fund does not require collateral in respect of financial assets.

The Social Fund has established an allowance for impairment that represents an estimate of expected credit losses not incurred in respect of trade and other receivables and investments. The main component of this allowance are a specific loss component that related to individually significant exposures, and a collective loss component established for groups of similar assets in respect of losses that have been incurred but not yet identified. The collective loss allowance is determined based on historical data of payment statistics for similar financial assets.

Exposure to credit risk

The carrying amount of the Social Fund's financial assets represents the maximum credit exposure. The Social Fund's maximum exposure to credit risk at balance date was as follows:

	2024 \$000	2023 \$000
Cash and cash equivalents	124,155	81,979
Short term deposits	13,319	8,146
Receivables	67,434	50,259
Total	204,908	140,384

Notes to the Financial Statements

For the year ended 30 June 2024

16. FINANCIAL RISK MANAGEMENT (CONTINUED)

Trade and other receivables

The ageing of the Social Fund's receivables at the reporting date was:

	2024		2023	
	Gross \$000	Impairment \$000	Gross \$000	Impairment \$000
Not past due	67,434	–	50,259	–
Past due 0–30 days	–	–	–	–
Past due 31–120 days	–	–	–	–
	67,434	–	50,259	–

Market risk

Interest rate risk

Management of the Social Fund ensures that a portion of its interest rate risk exposure is at fixed-rates.

Other market price risk

The Social Fund is exposed to market price risk which arises from unlisted units in managed investment funds. The primary goal of the Social Fund's investment strategy is to maximise investment returns whilst preserving investment capital and as such, manages the investments with regard to this approach and closely monitors market indices.

During the financial year management was assisted by Mercer.

Exposure to market risk

Management monitors movements in rates of return on a regular basis and ensures that returns are at market levels. No derivative contracts are used to manage market risk.

Profile

At the reporting date, the market profile of the Social Fund's financial instruments includes 27% Australian equities (2023: 27%), 26% Global equities (2023: 25%), 35% Fixed income (2023: 17%) and 12% Diversified debt (2023: 31%).

Liquidity risk

The Social Fund's approach to managing liquidity is to ensure, as far as possible, that it will have sufficient liquid assets to meet its liabilities when they are due, under both normal and stressed conditions, without incurring unacceptable losses or risking damage to the Social Fund's reputation. Management of the Social Fund aims to maintain the level of its cash and cash equivalents at an amount in excess of expected cash outflows on financial liabilities over the succeeding 60 days. The Social Fund's investments in unlisted unit trusts are readily convertible to cash within acceptable notice periods.

Exposure to liquidity risk

Management of the Social Fund monitors its cash flow requirements and ensures that it has sufficient cash on demand to meet expected operational expenses.

The following are the contractual maturities of financial liabilities, including estimated interest payments and excluding the impact of netting agreements:

	Carrying Amount \$000	Contractual Cash Flows \$000	Within 1 year \$000	1–5 years \$000	Over 5 years \$000
30 June 2024					
Trade and other payables	(55,217)	(55,217)	(55,217)	–	–
Loans and borrowings	(256,648)	(256,648)	(250,755)	(993)	(4,900)
Lease liabilities	(226,367)	(338,044)	(54,240)	(130,081)	(153,723)
	<u>(538,232)</u>	<u>(649,909)</u>	<u>(360,212)</u>	<u>(131,074)</u>	<u>(158,623)</u>
30 June 2023					
Trade and other payables	(46,001)	(46,001)	(46,001)	–	–
Loans and borrowings	(240,508)	(240,508)	(231,229)	(1,007)	(8,272)
Lease liabilities	(188,912)	(280,512)	(44,675)	(95,493)	(140,344)
	<u>(475,421)</u>	<u>(567,021)</u>	<u>(321,905)</u>	<u>(96,500)</u>	<u>(148,616)</u>

17. EVENTS AFTER THE END OF THE REPORTING PERIOD

There has not arisen in the interval between the end of the financial year and the date of this report any item, transaction or event of a material and unusual nature likely, in the opinion of the Trustees of the entities which comprise the Social Fund, to affect significantly the operations of the Social Fund, the results of those operations, or the state of affairs of the Social Fund, in future financial years.

Trustees' Declaration

In the opinion of the Trustees of the entities which comprise The Salvation Army Australia Social Fund ("Social Fund"):

- (i) The accompanying aggregated financial statements and notes set out on pages 68–97 are drawn up so as to present fairly the financial position of the Social Fund as at 30 June 2024 and the results of its operations and its cash flows for the year then ended;
- (ii) The aggregated financial statements and notes set out on pages 68–97 are in accordance with the *Australian Charities and Not-for-profits Commission Act 2012* (Cth), including:
 - (i) presenting fairly in all material respects the Social Fund's financial position as at 30 June 2024 and of its performance, for the financial year ended on that date.
 - (ii) comply with Australian Accounting Standards – Simplified Disclosure Requirements except that the aggregated entities that comprise the Social Fund do not constitute a group for the purposes of *AASB 10 Consolidated Financial Statements*, and the *Australian Charities and Not-for-profits Commission Regulation 2022* (Cth); and
- (iii) There are reasonable grounds to believe that the Social Fund will be able to pay its debts as and when they become due and payable.

Signed in accordance with a resolution of the Trustees:



Stuart Glover

Secretary for Business Support
TRUSTEE



Winsome Merrett

Chief Secretary
TRUSTEE

Dated at Melbourne this 25th day of November 2024



Auditor's Independence Declaration under subdivision 60-C section 60-40 of Australian Charities and Not-for-profits Commission Act 2012

To the Trustees of The Salvation Army Australia Social Fund

I declare that, to the best of my knowledge and belief, in relation to the audit for the financial year ended 30 June 2024 there have been:

- i. no contraventions of the auditor independence requirements as set out in the *Australian Charities and Not-for-profits Commission Act 2012* in relation to the audit; and
- ii. no contraventions of any applicable code of professional conduct in relation to the audit.

KPMG

Chris Sargent

Partner

Melbourne

25 November 2024

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Independent Auditor's Report

To the Trustees of The Salvation Army Australia Social Fund

Opinion

We have audited the **Aggregated Financial Report** of The Salvation Army Australia Social Fund (the Aggregated Entity).

In our opinion, the accompanying Aggregated Financial Report of the Aggregated Entity is in accordance with Division 60 of the *Australian Charities and Not-for-profits Commission (ACNC) Act 2012*, including:

- giving a true and fair view of the Aggregated Entity's financial position as at 30 June 2024, and of its financial performance and its cash flows for the year ended on that date; and
- complying with *Australian Accounting Standards* to the extent described in Note 1 and Division 60 of the *Australian Charities and Not-for-profits Commission Regulations 2022 (ACNCR)*.

The **Aggregated Financial Report** comprises:

- Aggregated statement of financial position as at 30 June 2024.
- Aggregated statement of profit or loss and other comprehensive income, aggregated statement of changes in funds, and aggregated statement of cash flows for the year then ended.
- Notes, including material accounting policies
- Trustees' Declaration.

The Aggregated Entity consists of the Registered Entities being:

- The Salvation Army (Victoria) Property Trust,
- The Salvation Army (Tasmania) Property Trust,
- The Salvation Army (South Australia) Property Trust,
- The Salvation Army (Western Australia) Property Trust,
- The Salvation Army (Northern Territory) Property Trust,
- The Salvation Army (New South Wales) Property Trust,
- The Salvation Army (Queensland) Property Trust,
- The Salvation Army (Victoria) Property Trust atf The Salvation Army (VIC) Social Work,
- The Salvation Army (Tasmania) Property Trust atf The Salvation Army (TAS) Social Work,
- The Salvation Army (South Australia) Property Trust atf The Salvation Army (SA) Social Work,
- The Salvation Army (Western Australia) Property Trust atf The Salvation Army (WA) Social Work,
- The Salvation Army (Northern Territory) Property Trust atf The Salvation Army (NT) Social Work,
- The Salvation Army (New South Wales) Trust atf The Salvation Army (NSW) Social Work,
- The Salvation Army (Queensland) Property Trust atf The Salvation Army (QLD) Social Work,
- The Salvation Army (Australia) Redress Limited,
- Salvos Legal Limited,
- Salvos Legal (Humanitarian) Limited,
- The Salvation Army (Australia) Self Denial Fund (for Overseas Aid),
- The Salvation Army Aust Self Denial Fund (for Overseas Aid),
- The Salvation Army Community Housing Service,
- Salvation Army Housing,
- Salvation Army Housing (Victoria).



Basis for opinion

We conducted our audit in accordance with *Australian Auditing Standards*. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Our responsibilities under those standards are further described in the *Auditor's responsibilities for the audit of the Financial Report* section of our report.

We are independent of the Aggregated Entity in accordance with the auditor independence requirements of the ACNC Act 2012 and the ethical requirements of the *Accounting Professional and Ethical Standards Board's APES 110 Code of Ethics for Professional Accountants (including Independence Standards)* (the Code) that are relevant to our audit of the Financial Report in Australia. We have fulfilled our other ethical responsibilities in accordance with these requirements. .

Emphasis of matter – basis of preparation and restriction on use

We draw attention to Note 1 to the Aggregated Financial Report, which describes the basis of preparation.

The Aggregated Financial Report has been prepared for the purpose of fulfilling the Trustees' financial reporting responsibilities under the *ACNC Act 2012*. As a result, the Aggregated Financial Report and this Auditor's Report may not be suitable for another purpose. Our opinion is not modified in respect of this matter.

Our report is intended solely for the Trustees of the Aggregated Entity and should not be used by parties other than the Trustees of the Aggregated Entity. We disclaim any assumption of responsibility for any reliance on this report, or on the Aggregated Financial Report to which it relates, to any person other than the Trustees of the Aggregated Entity or for any other purpose than that for which it was prepared.

Other Information

Other Information is financial and non-financial information in The Salvation Army Australia Social Fund's annual report which is provided in addition to the Aggregated Financial Report and the Auditor's Report. The Trustees are responsible for the Other Information.

The Other Information we obtained prior to the date of this Auditor's Report was the Trustees' report.

Our opinion on the Aggregated Financial Report does not cover the Other Information and, accordingly, we do not express any form of assurance conclusion thereon.

In connection with our audit of the Aggregated Financial Report, our responsibility is to read the Other Information. In doing so, we consider whether the Other Information is materially inconsistent with the Aggregated Financial Report or our knowledge obtained in the audit, or otherwise appears to be materially misstated.

We are required to report if we conclude that there is a material misstatement of this Other Information, and based on the work we have performed on the Other Information that we obtained prior to the date of this Auditor's Report we have nothing to report.



Responsibilities of Management for the Aggregated Financial Report

Management are responsible for:

- Preparing the Aggregated Financial Report that gives a true and fair view in accordance with Australian Accounting Standards, the ACNC and ACNCR.
- Determining that the basis of preparation described in Note 1 to the Aggregated Financial Report is appropriate to meet the requirements of the ACNC. The basis of preparation is appropriate to meet the needs of the Trustees.
- Implementing necessary internal control to enable the preparation of an Aggregated Financial Report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.
- Assessing the Aggregated Entity's ability to continue as a going concern and whether the use of the going concern basis of accounting is appropriate. This includes disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless they either intend to liquidate the Aggregated Entity and Registered Entities or to cease operations, or have no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the Aggregated Entity's financial reporting process.

Auditor's responsibilities for the audit of the Aggregated Financial Report

Our objective is:

- to obtain reasonable assurance about whether the Aggregated Financial Report as a whole is free from material misstatement, whether due to fraud or error; and
- to issue an Auditor's Report that includes our opinion.

Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with *Australian Auditing Standards* will always detect a material misstatement when it exists.

Misstatements can arise from fraud or error. They are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the Aggregated Financial Report.

As part of an audit in accordance with *Australian Auditing Standards*, we exercise professional judgement and maintain professional scepticism throughout the audit.

We also:

- Identify and assess the risks of material misstatement of the Aggregated Financial Report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the Audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Aggregated Entity's internal control.



- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the Trustees.
- Conclude on the appropriateness of the Trustees' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Aggregated Entity and Registered Entities' ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our Auditor's Report to the related disclosures in the Aggregated Financial Report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our Auditor's Report. However, future events or conditions may cause the Aggregated Entity and Registered Entities to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the Aggregated Financial Report, including the disclosures, and whether the Aggregated Financial Report represents the underlying transactions and events in a manner that achieves fair presentation.

We communicate with the Trustees of the Aggregated Entity regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

KPMG

Chris Sargent

Partner

Melbourne

25 November 2024

**ANNUAL REPORT 2024
THE SALVATION ARMY
AUSTRALIA (SOCIAL FUND)**



**The Salvation Army
Australia
Communications
Department**

salvationarmy.org.au

13 SALVOS (13 72 58)



Jesus-centred
Spirit-led
hope revealed
