

# STILL STANDING

THE SALVATION ARMY  
AUSTRALIA EASTERN TERRITORY  
QUEENSLAND DISASTER REPORT 2012



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# STILL STANDING

## **The Salvation Army's ongoing response to the 2011 Queensland floods and Cyclone Yasi: a 12 month report.**

**Over these past 12 months, life has been a difficult journey for thousands of Queenslanders. Those directly impacted by the double-disaster of the floods and Cyclone Yasi have struggled to rebuild. Those not directly impacted have suffered the knock-on effect of industries ruined and jobs lost.**

Throughout it all The Salvation Army has stood by those who are hurting.

Our presence continued well after the evacuation centres closed down and the images of disaster zones disappeared from night-time news bulletins. In fact, as the immediate needs of those impacted appeared to ease, we increased our presence in disaster struck areas – flying relief teams in from other cities and states to bolster our resources on the ground.

Trauma counsellors have been employed to come alongside the suffering; a network of financial counselling services has opened in the areas that were hardest hit; our 24-hour disaster hotline took thousands of calls and we are developing a series of innovative community “hubs” that will be home to a range of services.

None of this would have been possible without the overwhelming generosity of Australians who donated to The Salvation Army's disaster appeal. With just over

\$31 million raised, The Salvation Army has been able to really make a difference in the lives of people who lost everything. To everyone who supported us through the giving of time, money and goods, I thank you.

When I hear stories from the front line about how people left with nothing have found hope, I am filled with joy. Terri-Ann and her family from Ipswich are some of the thousands we have helped. She says that over the past year The Salvation Army has become part of her life – *this* is a reflection of our mission. The Salvation Army isn't just there when disaster strikes, The Salvation Army is there for people every day – offering hope and a better future.

And as our people on the ground stood alongside those in need when the crisis unfolded, we knew that this was the start of a long-term partnership with the people of Queensland. We have sown seeds of hope into disaster-struck communities – setting up centres, programs and services that will operate well into the future.

As one of our front-line workers has put it: “we'll be here for the long haul.”



**James Condon  
Commissioner  
The Salvation Army  
Australia Eastern Territory**



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SHARON PATTERSON

# STILL STANDING... 1 YEAR ON



SHARON PATERSON

**2011 was a challenging year for Queenslanders affected by the floods and cyclone that ripped through the state at the beginning of the year. The Salvation Army has partnered with communities through the crisis and beyond.**

## **Disaster strikes**

When floodwaters inundated towns and cities of central and south Queensland in late December 2010 and into January 2011, The Salvation Army was on hand immediately to offer assistance. Salvation Army Emergency Services teams served more than 200,000 meals and refreshments at 25 different disaster zones across the state. At the two main Brisbane evacuation centres alone, around 30,000 meals were served over a ten day period.

It seemed that just as one crisis was easing, another began. When Cyclone Yasi crossed land in central-north Queensland, The Salvation Army's Emergency Services team from Innisfail was the first at the scene in devastated Tully. Salvation Army officers, personnel and volunteers served about 1,000 people a day during the crisis.

As well as serving meals to stranded residents, tourists and emergency services personnel, The Salvation Army

distributed new and donated goods to those affected by the disasters. Clothing and personal hygiene supplies were handed out and Salvation Army workers offered emotional support and referrals to other support services.

More than 1,000 volunteers were involved in the crisis response, with Salvation Army teams flown in from New South Wales and ACT to assist.

## Assessing the damage

As shell-shocked locals returned to their homes to assess the damage, The Salvation Army was at their side. When the massive clean-up began, mobile catering units were set up in flood damaged streets offering people refreshments. These vans were a hub for people to congregate, share in a meal and discuss their situations with Salvation Army personnel and volunteers who supported them emotionally as well as in practical ways.

Teams of Salvationists hit the streets to help with the clean up and in some areas volunteered their time to help repair and rebuild damaged homes.

Other teams went door-to-door in devastated neighbourhoods, offering people one-off grants to help them purchase immediate needs – these were non-means tested and given in the form of store-cards. People were then able to arrange for further assessments for larger grants to replace essential goods that may not have been covered by insurance; as well as supplying white goods and donated products.

## Long term support

The Salvation Army has made significant investments into flood and cyclone damaged communities for the long-term. A number of community “hubs” have been developed: centres that offer locals a range of programs and services not just for rebuilding their homes and businesses, but for enhancing their lives and the lives of future generations in the area.

These include children’s and youth programs, financial and legal services and various pathways and programs for employment.

The Salvation Army’s Moneycare financial counselling service has been expanded to disaster affected areas and specialised trauma counsellors have been helping individuals recover emotionally throughout 2011 and will continue to do so into the future. A DVD titled *Still Standing* was also produced that offers expert advice to people on how to cope in the months and years after a disaster. This DVD was distributed free to thousands of affected Queenslanders.

The Salvation Army also bolstered its operations in rural Queensland with the purchase of a second helicopter to enable it to reach more people in remote rural areas.

All this has been made possible though the generosity of Australians.



The Salvation Army has made significant investments into flood and cyclone damaged communities for the long-term.

# STILL STANDING... ON A FIRM FOOT

## Financial summary

**“The generosity of Australians has been overwhelming. People understand this is a long-term recovery project. The needs don’t just disappear when the waters recede or the winds stop blowing. Ten months after the disasters hit The Salvation Army was still receiving donations from businesses and individuals to help those affected.”**  
**– MAJOR PAUL MOULDS, HEAD OF THE SALVATION ARMY’S QLD DISASTER RESPONSE.**

Within weeks of the Queensland flooding The Salvation Army launched a nationwide appeal to raise money for the relief effort. Woolworths supported the appeal by matching dollar-for-dollar donations made at any Woolworths or Big W store between 13-21 January. Donations poured in to The Salvation Army from people and businesses throughout Australia. To date the appeal has raised just over \$31 million.

As the initial crisis eased and evacuation centres closed, The Salvation Army turned its attention to long-term support for those affected by the disasters, knowing it was going to take months and even years for them to recover: “We’re here for the long haul,” said Major Paul Moulds, head of The Salvation Army’s Queensland disaster response.

The Salvation Army concentrated its efforts on being on the ground in areas of need. 12 full-time disaster case-workers were deployed to assess and distribute financial assistance, a team of specialist trauma counsellors was deployed and The Salvation Army’s Moneycare financial counselling service was expanded into areas hardest hit by the disasters.

The Salvation Army also established a 24-hour dedicated disaster assistance line for people to register for assistance. Teams of Salvation Army personnel and volunteers followed up these calls in person and also went door-to-door in disaster zones, offering help to anybody in need.

Assistance given included immediate one-off grants (given in the form of store gift cards) so that people could buy the essentials they needed without having to fill in paperwork and wait for approval. Assessments for further assistance were also undertaken and The Salvation Army offered people advice and referrals for other services.

To date 13 000 people in Queensland have received financial assistance from The Salvation Army.

The Salvation Army is committed to long-term involvement in communities. Funding support has been committed up until June 2014 to ensure services are in place to support the recovery of people and communities into the future.

## Flood Relief Appeal Financial Summary – as at 30 January 2012

Income	\$ Amount
Donations	26,054,893
Donations – Giftcards	5,113,200
<b>Total income</b>	<b>31,168,093</b>
Expenditure	
Welfare Grants to Individuals and Contributions to Rebuilding Local Infrastructure/Developing New Projects	13,718,194
Assistance provided through Giftcards	4,836,723
Salary and travel costs (volunteers and staff)	1,155,603
Administration support / technology and communications costs	1,565,383
Donations transferred to assist with Victorian Floods	1,500,000
Donations transferred to assist with Christchurch Earthquake	761,120
<b>Total Expenditure</b>	<b>23,537,023</b>
<b>Surplus</b>	<b>7,631,070</b>
Surplus for future commitments	
North QLD Recovery Project	750,000
Goodna/Ipswich Recovery Project	760,000
South-west QLD rural Recovery Project	950,000
Trauma Counsellors	600,000
Financial Counsellors	550,000
Home Rebuilding Project	950,000
Youth Recovery Project	250,000
Individual Assistance Grants (gift cards)	2,145,360
Salvation Army Emergency Services equipment (for future disaster preparedness)	675,710
<b>Total</b>	<b>7,631,070</b>

At the same time that Queenslanders were coping with disasters of an unprecedented scale, northern Victoria was also in the grip of flooding and a devastating earthquake hit Christchurch in New Zealand. With the support of its major donor, Woolworths, The Salvation Army was able to provide just over two million dollars in donations to help with the relief effort in Victoria and New Zealand.

### Helping people get back on track

**“The Lockyer Valley has always been an area of tremendous need, especially areas like Laidley. The floods have just exacerbated the situation.”** – GEORGE NATHAN, SALVATION ARMY MONEYCARE COUNSELLOR, LOCKYER VALLEY.

George Nathan gave up a six-figure salary and joined The Salvation Army to help those in need after floods devastated the Lockyer Valley in south Queensland. He went from high finance to trainee financial counsellor but says he wouldn't give it up for the world.

“Earlier last year I was offered a role as a credit manager with a six figure salary and I drove away from that praying to the Lord, saying, ‘I don't want to do this any more,’” he remembers.

George had worked in his early years with homeless and at-risk young people and wanted to make a positive difference in lives, and so asked friends and family to pray for him to find a direction. He says: “Then the Salvos advertised for a financial counsellor in the Lockyer Valley...and for me it was like coming home”.

George is currently running one of the three new Lockyer Valley Moneycare centres, established by The Salvation Army in late 2011 in response to growing financial stress in the area. The centres are located in Laidley, Gatton and Dalby and additional staff have been provided at the Moneycare service in Toowoomba.



SHARON PATTERSON

**ABOVE:** LOCKYER VALLEY MONEYCARE COUNSELLOR GEORGE NATHAN SAYS A YEAR ON FROM THE FLOODS, PEOPLE ARE STILL STRUGGLING TO RECOVER, REPAIR HOMES AND MAKE ENDS MEET.

Moneycare is a free financial counselling service operating in around 40 locations throughout Australia.

George says: “The Lockyer Valley has always been an area of tremendous need, especially areas like Laidley. The floods have just exacerbated the situation.”

Post disaster, entire streets of houses still remain unrepaired; many continue to struggle with insurance claims and ensuing legal battles; farmers continue

to deal with the aftermath of losing entire crops and many individuals are still coping with the shock of losing loved ones, friends or almost losing their own lives.

“After the floods, people could not continue to make payments on their loans or credit cards and many got to the point where they couldn't continue to pay rent,” George Nathan says. “The program empowers people to work their way out of financial problems and create a positive future.”

“After the floods, people could not continue to make payments on their loans or credit cards and many got to the point where they couldn't continue to pay rent.”

# STILL STANDING... ONE STEP AT A



SHARON PATERSON

## Emotional support

**With teams on the ground in the disaster zones, making face-to-face contact with people affected, The Salvation Army has been able to walk alongside those recovering and share their burdens.**



**LEFT:** QUEENSLAND FORMER PREMIER ANNA BLIGH SPEAKS AT THE LAUNCH OF THE SALVATION ARMY'S *STILL STANDING* DVD TO ASSIST VICTIMS OF DISASTER. **ABOVE:** QUEENSLAND FORMER PREMIER ANNA BLIGH AND THE SALVATION ARMY'S MAJOR PAUL MOULDS WITH THE CAST AND CREW OF *STILL STANDING*. **INSET:** THE SALVATION ARMY DISTRIBUTED 30,000 COPIES OF *STILL STANDING* TO PEOPLE IN AFFECTED AREAS OF QUEENSLAND.

The Salvation Army recognises that the emotional impact of the disasters will remain long after homes are rebuilt. Four specialist trauma counsellors are still employed to work in flood and cyclone affected areas helping people to heal.

A dedicated assistance line was launched in February 2011 and 24-hour care is still available through The Salvation Army's telephone counselling service: Salvo Care Line. Operators offer callers a sympathetic listening ear and can provide information about financial assistance

and Salvation Army services that may be available to them. More than 12,000 calls have been received to date.

Many flood and cyclone affected Queenslanders experienced a much-needed break away at a number of Salvation Army organised camps and retreats throughout 2011. Further camps are planned for 2012.

In December The Salvation Army launched a specially compiled DVD, *Still Standing*, plus a new website, [stillstanding.org.au](http://stillstanding.org.au), as tools to assist those impacted by the floods and cyclone.

The *Still Standing* DVD features Australia's leading trauma psychologist, Dr Rob Gordon, offering advice for adults and children on coping with post disaster trauma. The DVD also tells the stories of three Australians who have survived devastating natural disasters – including bushfires, tsunami and cyclone – who offer hope by sharing how they have endured and are still standing.

The Salvation Army distributed 30,000 DVDs free to people in affected areas.



## Feelings are okay

**“The *Feelings are Okay* booklet has been an excellent basis for us to help students process their feelings after Cyclone Yasi.” – BRIGITTE MACKENZIE, PRINCIPAL, CARDWELL PRIMARY SCHOOL NORTH QLD**

For some Queensland children, the disasters that struck in 2011 turned their whole world upside down. In the aftermath, all that was left for many were the vivid memories of seeing their homes destroyed or reduced to a skeleton. Others will have heard these horrifying stories shared amongst peers in the school playground.

The stress involved in a disaster and its aftermath – having to up-root their lives, sometimes move schools and cope with lost belongings – has a big impact on children.

The Salvation Army continues to stand together in a unique way with children in disaster-affected areas across Queensland. In 2011 The Salvation Army

distributed 5000 *Feelings are Okay* workbooks specifically designed for kindergarten and primary school children, parents and teachers.

The Salvation Army’s Major Kevin Unicomb says the booklets were produced in conjunction with Kids Reach Australia: “They were first designed by Kids Reach after the Ash Wednesday fires. We’ve updated them and they can now be used to help children deal with any major disaster.”

More than a thousand youngsters around the Cassowary Coast in north Queensland are using *Feelings are Okay* to assist them process their feelings following their exposure to the devastating winds, torrential rain and sea surges inflicted by Cyclone Yasi in February last year.

Cyclone Yasi hit hardest on the beach just across from Cardwell Primary School. The school’s Principal Brigitte Mackenzie says the booklets have enhanced the school’s existing Stormbirds program: “Stormbirds

is a program we implemented (through the Queensland Department of Education) to help our students work through trauma. The focus is on change – change is a natural part of life and we embrace it.

“The emphasis is on working towards the future, not focussing on what happened.”

Cardwell Principal Brigitte Mackenzie says it’s been a great teaching tool:

“The *Feelings are Okay* booklet has been an excellent basis for us to help students process their feelings after Yasi. It’s important for us as teachers to talk about it in the classroom with our students.”

**TOP RIGHT:** SALVATION ARMY LIEUTENANT VANESSA KOHLER WITH CARDWELL PRIMARY SCHOOL PRINCIPAL, BRIGITTE MACKENZIE OUTSIDE THE SCHOOL THAT WAS HIT BY TROPICAL CYCLONE YASI IN 2011.

**& RIGHT:** STUDENTS OF CARDWELL PRIMARY SCHOOL WITH PRINCIPAL BRIGITTE MACKENZIE, WHERE ‘FEELINGS ARE OKAY’ BOOKLETS WERE USED TO HELP CHILDREN PROCESS THEIR FEELINGS AFTER CYCLONE YASI DEVASTATED THE AREA.



RON DARLINGTON



“We must understand that many people will need to take much more than two years to ‘recover’ – they may take three, four, five years to replace the things they have lost. And often, a slower recovery, where relationships are given primary importance, and support systems are nurtured, in the long run, proves to be the best recovery of all.”

– Trauma expert and psychologist Dr Rob Gordon has been involved in counselling and recovery in around 27 large scale disasters. He features on a new DVD

– “*Still Standing*” – produced by The Salvation Army.

# STILL STANDING... SIDE BY SIDE

## Community support

**Despite the devastation, the Queensland flood and cyclone disasters have shown how resilient and community-spirited Australians are. The Salvation Army has partnered with many businesses, community groups and charities over the past year to deliver its crisis response.**

When floodwaters surged through cities and towns and Cyclone Yasi devastated everything in its path, many people who had lost their homes also stepped forward to help clean up the damaged properties around them.

The Salvation Army stood side-by-side with those affected and the volunteers, offering food and necessities in the short-term, and partnering with communities for long-term support.

When local Salvation Army personnel and volunteers began to tire, teams of volunteers were bussed and flown in to disaster zones from other areas of Queensland, as well as New South Wales and ACT. "Operation Reinforce" saw more than 200 people spend week-long stints in disaster areas. They did everything from assessing the need, distributing assistance or coming alongside people as they cleaned their properties and rebuilt their homes.

Communities from across Australia partnered with The Salvation Army. In Highfields, north of Toowoomba a fun-run was held, a restaurant in Atherton held a fundraising dinner, a local supermarket chain in north-Queensland worked with The Salvation Army to put on "Operation March Christmas" – a party to raise morale in cyclone-affected Cardwell.

Throughout 2011 The Salvation Army has acted as a conduit for the generous donations of goods and finances from across Australia and many donations contained personal messages of support for those doing it tough.

"The way Australians came together was nothing short of remarkable. To everyone who assisted The Salvation Army, we say a sincere thank-you – we could not have done it without you," says The Salvation Army's Major Glenn Whittaker.

**The Salvation Army has partnered with many businesses, community groups and charities over the past year to deliver its crisis response.**



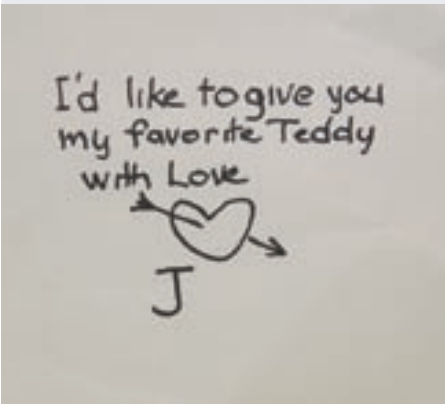
**ABOVE:** A THANK YOU DINNER IS SERVED AT BUNDAMBA SALVATION ARMY TO PERSONNEL AND VOLUNTEERS WHO HELPED RESTORE THE CENTRE AND SUPPORT THE COMMUNITY DURING THE DISASTER. **BELOW:** VOLUNTEERING IN THE CLEAN UP: REILLY AMOS AND NINA ABBEY FROM THE SALVATION ARMY'S STREET LEVEL MISSION IN BRISBANE.



DEAN SAFFRONI



**LEFT:** THE SALVATION ARMY'S MAJOR BEATRICE KAY AND LIEUTENANT-COLONEL MIRIAM GLUYAS RATTLE THEIR COLLECTION BUCKETS AT THE AGED CARE PLUS WALKATHON IN SYDNEY. MONEY RAISED GAVE CHILDREN AFFECTED BY THE FLOODS A HOLIDAY AT THE SALVATION ARMY'S COLLARROY CENTRE ON SYDNEY'S NORTHERN BEACHES.



**LEFT:** PEOPLE FROM ACROSS AUSTRALIA SENT LETTERS AND NOTES OF LOVE AND SUPPORT, SOME WITH GIFTS AND DONATIONS THAT THE SALVATION ARMY WAS ABLE TO DISTRIBUTE TO DISASTER VICTIMS, ALL SENDING A MESSAGE THAT SAID: "WE'RE BY YOUR SIDE."



**LEFT:** AFTER THE DEVASTATION OF CYCLONE YASI, MANY LOCAL MEN WERE LEFT IDLE - UNABLE TO START ON THE NECESSARY REPAIRS TO THEIR HOMES BECAUSE THEIR TOOLS HAD BEEN DESTROYED. THEY WERE ELATED TO RECEIVE NEW TOOLS IN A PALLET OF GOODS DONATED FROM CARING AUSTRALIANS AS FAR AWAY AS TASMANIA AND WESTERN AUSTRALIA!



RON DARLINGTON

**ABOVE:** THE GENEROUS DONATION OF A CAMPERVAN ALLOWS SALVATION ARMY TRAUMA COUNSELLOR MARILYN WADDINGTON TO VISIT DIFFERENT COMMUNITIES IN CYCLONE YASI DEVASTATED NORTH QUEENSLAND AND MEET ONE-ON-ONE WITH LOCALS.

# STILL STANDING... WHEN THE EARTH



ABOVE: OUTBACK FLYING SERVICE PILOT, ENVOY SIMON STEELE, WITH THE NEW R66 HELICOPTER.

“Having an additional helicopter, and one that allows us to carry larger loads, will significantly improve our ability to stand alongside farmers in remote Queensland who are doing it so tough,” says north Queensland Outback Flying Service pilot, Envoy Simon Steele.

## Rural support

**With an extensive network of rural chaplains and a unique Outback Flying Service, The Salvation Army has been able to minister to Queensland farmers who lost their livelihoods during the 2011 floods and Cyclone Yasi.**

With crops, machinery and fencing washed or blown away, farmers were facing the daunting task of an expensive clean up with little or no income for many months ahead.

Knowing that their isolation would increase the hardships being faced on the land, The Salvation Army distributed hundreds of copies of *Braver, Stronger, Wiser*, a DVD produced specifically for people living in rural and regional locations that teaches them how to recognise and manage depression.

The Salvation Army's rural chaplaincy network hit the ground immediately, visiting properties and helping with the clean-up as well as providing emotional support and financial assistance. The Outback Flying Service helicopter took to the sky, flying into remote properties in Queensland's west to deliver supplies and a helping hand.

In response to the effectiveness of this outreach work, Parmalat – the maker's of Paul's Milk – donated funds to enable The Salvation Army to purchase a new helicopter to extend its reach into rural and remote communities.

The new Robinson 66 Turbine helicopter has replaced an existing Robinson 44 Raven II which has now been redeployed to south Queensland where a new Outback Flying Service began operation in early 2012.

“Having an additional helicopter, and one that allows us to carry larger loads, will significantly improve our ability to stand alongside farmers in remote Queensland who are doing it so tough,” says north Queensland Outback Flying Service pilot, Envoy Simon Steele.

The new helicopter has been fitted with a cargo hook and sling that will enable The Salvation Army to work alongside emergency services personnel in times of disaster, flying in supplies to isolated properties and communities.

The helicopter in south Queensland, piloted by Salvation Army officer Captain Mark Bulow, opens up new opportunities for ministry and support for people living in remote communities.

# DRIES OUT



SHARON PATTERSON



ADAM HOLLINGWORTH

**ABOVE:** OUTBACK FLYING SERVICE CHAPLAINS, ENVOYS SIMON AND NATALIE STEELE, TAKE DELIVERY OF THE DONATED R66 HELICOPTER FROM LYNSDAY EDMONDS, MANAGING DIRECTOR OF HELIFLITE.

**LEFT:** THE SALVATION ARMY'S CAPTAIN MARK BULOW FLIES INTO A FLOODED QUEENSLAND PROPERTY.

**BELOW:** MANY QLD COTTON FARMERS HAD ENTIRE CROPS WIPED OUT – THE SALVATION ARMY PROVIDED EMOTIONAL AND FINANCIAL SUPPORT TO HELP THEM GET BACK ON THEIR FEET.



RON HARRIS

# STILL STANDING... IN RECOVERY

## Rebuilding homes and lives

**The disasters in Queensland left thousands of people temporarily homeless. Even now, more than 12 months on, hundreds of homes remain uninhabitable. The Salvation Army has partnered with communities to rebuild homes and rehouse the homeless.**

After feeding thousands of stranded residents at evacuation centres during the immediate crisis, The Salvation Army hit the streets to help with the clean up and rebuild.

Teams of Salvation Army personnel and volunteers spent months in Goodna, south-west of Brisbane and partnered with local businesses and other not-for-profit organisations to rebuild homes. Individuals and businesses from across Australia partnered with The Salvation Army, donating tools and materials. A company from the Illawarra, south of Sydney, built and donated ten kitchens that were installed in refurbished homes in Goodna.

After feeding thousands of stranded residents at evacuation centres during the immediate crisis, The Salvation Army hit the streets to help with the clean up and re-build.

In Ipswich, The Salvation Army has partnered with another not-for-profit organisation, Australian Christian Churches, to undertake a Housing Rebuilding Project.

Many Queenslanders either didn't have insurance or were not adequately covered by the insurance they did hold. Others had their claims rejected because of policy technicalities. The Housing Rebuilding Project offers people the opportunity to apply for assistance to repair and rebuild their homes. A Salvation Army disaster case-worker assesses their needs and assigns a project-manager to undertake the rebuild with funds donated to The Salvation Army disaster appeal.

Salvation Army disaster case-workers have also assisted families through the process of securing rental properties and applying for housing assistance.

## Housing the homeless

**“Many houses were left unlivable, homes were ruined and there just weren't enough beds for people,”**

**– THE SALVATION ARMY'S THEN IPSWICH INDIGENOUS MINISTRIES LEADER, ENVOY JUDITH MCAVOY.**

The 2011 floods in Ipswich wiped out whole suburbs. Homes were destroyed and people who had nowhere to go were sleeping at friends and family members' homes or crammed into temporary housing. Some were forced to move back into homes that were still muddy and unsanitary.

The Salvation Army teamed up with other organisations to relieve the situation and provide safe, ongoing accommodation for those in need.

The Salvation Army's then Ipswich Indigenous Ministries Leader, Envoy Judith McAvoy, says most indigenous people in Ipswich rent their homes: “Some landlord's wouldn't give bonds back to renters after the floods and even when they did, there was nowhere for people to go.”

The Salvation Army's Indigenous Ministry in Ipswich was able to work with residents and local real estate agents to find accommodation and walk people through the necessary processes.



SHARON PATTERSON

Twelve months on, Envoy McAvoy says accommodation in Ipswich is still scarce: “We're still working with people now and helping them to get back into their houses.”

## Unforgettable assistance

"I woke up and there was water rushing through the gully ... overnight the house flooded completely to the spine of the roof." – FERNVALE RESIDENT, TERRI-ANN

Terri-Ann, her partner and three children lost all their belongings in early 2011 when flooding devastated Ipswich.

A month after the floods Terri-Ann and her family were moved into temporary accommodation – a tiny 3-by-6 metre donga, where they lived for 8 months.

The stress of living in such close proximity and dire circumstances in the donga put a severe strain on the family: "Looking back, I just don't know how we did it," says Terri-Ann.

"Then The Salvation Army showed up and they found us more suitable accommodation," remembers Terri-Ann, "they helped me go through the motions with my landlord and made sure we had everything we needed."

Terri-Ann and her children started going to the local Salvation Army church and she says it helped keep her family together during those stressful eight months: "Just having that support really gave us hope, we knew that the Salvos had our back. It was lovely to know that we didn't have to do it all on our own.

A year on and they are still recovering, with The Salvation Army's help.



"The Salvation Army has been so much a part of my life this year, I'm never going to forget it."



**ABOVE:** "IT WAS A VERY STRESSFUL TIME, JUST HAVING SUPPORT FROM THE SALVOS, IT REALLY GAVE US HOPE TO KNOW THE SALVOS HAD OUR BACK," SAYS TERRI-ANN, PICTURED WITH HER PARTNER STEVE AND CHILDREN, TYRONE, ELLA-MAREE AND MARNI AT THEIR HOME IN FERNVALE, SOUTH QUEENSLAND.

**BELOW, LEFT:** "THE PEOPLE FROM THE SALVOS WEREN'T JUST HERE WITH MONEY, THEY REALLY CARED ABOUT WHAT THE SITUATION WAS AND WHAT WAS GOING ON," SAYS TERRI-ANN WHOSE HOUSE WAS LEFT UNINHABITABLE AFTER WATER GUSHED THROUGH EARLY LAST YEAR. **& RIGHT:** JOEL MAXWELL OF THE SALVATION ARMY HELPS SORT THROUGH RUINED GOODS IN THE AFTERMATH OF THE FLOODS AT TERRI-ANN'S HOME IN SOUTH QUEENSLAND.

# STILL STANDING... ON SOLID GROUND



S SHARON PATTERSON



GAZ THOMAS

**ABOVE, LEFT:** THE SALVATION ARMY'S OUTBACK FLYING SERVICE CAPTAIN MARK BULOW DELIVERS SUPPLIES TO FLOOD AFFECTED FARMERS. & **RIGHT:** MAJOR PAUL MOULDS (FROM LEFT) HOLDS THE \$2 MILLION CHEQUE WITH CHAIRMAN AND CHIEF EXECUTIVE OFFICER OF SONY MUSIC ENTERTAINMENT, DENIS HANDLIN, AND TODAY SHOW CO-HOST KARL STEFANOVIC.

## Long term support

**“The Salvation Army recognises that disaster response is not just about helping people to rebuild their homes, it’s about rebuilding lives,” – Salvation Army Disaster Relief Coordinator, Major Paul Moulds.**

The Salvation Army has made long-term investments into flood and cyclone affected areas – opening a number of community “hubs” that provide a range of programs and services.

In Goodna – one of the hardest hit towns when flooding devastated south Queensland – The Salvation Army has partnered with Sony Foundation Australia to build a youth and community centre.

The centre will be a hub of community and youth services, including a community space and a cafe. The community will have access to youth camps, community events, school holiday activities, after school education, creative courses, counselling, training, financial counselling, a No Interest Loan Scheme,

Salvos Legal Service and a Building and Housing Assistance Scheme.

On 1 July 2011 Sony Foundation Australia donated \$2 million towards the building and operations of the centre with profits from Sony Music’s “FLOOD RELIEF – Artists for the Flood Appeal” CD that hit number one in the charts earlier in the year.

The Salvation Army’s Flood Relief Coordinator, Major Paul Moulds, welcomed the donation: “The Salvation Army recognises it will take many Queenslanders years to recover from the

enormity of the natural disasters that hit the state earlier this year.

“This means long term support is needed and the generous donation from Sony Foundation Australia will enable us to continue our presence in the flood affected community of Goodna and the region of Ipswich for many years to come.”

The Salvation Army is developing similar community hubs in Dalby, south-west Queensland and Innisfail in north Queensland.



### A caring commitment

**“It was just natural for me to help, and do what I could when my community was in need,” – CATHY BEAUCHAMP, RESIDENT OF CAMIRA NEAR, GOODNA, SOUTH QUEENSLAND.**

When Cathy Beauchamp watched as her community flooded while her house was still standing, safe in the next suburb, she felt she had to take action.

Goodna was one of the worse hit areas when floodwaters gushed through in January 2011, with more than 450 properties severely damaged. Today, one in 10 houses remain un-repaired.

From day one Cathy Beauchamp has been on the ground doing what she can to help her neighbours – delivering anything from a container load of bananas to rebuilding houses. She says: “I did whatever it took and it took 12 months of my life working all hours.

“I don’t know if my life will ever be the same.”

The Salvation Army noticed Cathy’s outstanding community work in the local area and employed her to develop its local response strategy.

She is now The Salvation Army’s Flood Relief and Reconstruction worker. Partnering with a local builder she goes from house to house, assessing the damage and each family’s or individual’s needs: “I go with a local builder and we look at what needs doing, how much money the household received, where the shortfall is and what they require.”

Goodna residents, Cheryl and Peter, were left with nothing more than a flooded house frame. Peter was in and out of hospital, suffering severe emphysema. Through The Salvation Army and other local churches, Cathy was able to raise the funds needed to help the couple rebuild their home.

“I was picking colours for the house while the family was in hospital with Peter,” says Cathy.

Peter got to come home from hospital to see his new home but unfortunately died within two weeks. However he was happy to know his wife had a home again. “It’s not just a job, you become part of these people’s families,” explains Cathy.

As the anniversary date of the flooding came around, some residents were left shaken as they processed the past 12 months. Cathy, alongside Lifeline, banded together that week, door-knocking the area to let residents know that they were still standing with them.



PHOTO: QUEENSLAND TIMES

**It’s not just a job, you become part of these people’s families.**

Cathy says, a year on, the emotional needs of locals are starting to surface: “People that were coping last year are no longer coping. They’ve spent 12 months scrambling and getting their houses back on track, what now?”

“And for others, practical things have slowed down and emotions have caught up.”

The Salvation Army together with Sony Australia are in the final stages of refurbishing a Youth and Community Centre that will provide a base for a range of much needed services for the Goodna area long into the future.

And Cathy Beauchamp’s not going anywhere: “I’m here for the long haul,” she says.

# STILL STANDING... IN TRIUMPH

“Out of our most devastating, darkest experiences can come new life, new hope, a new journey. Evil can never ultimately conquer. Even death must give way to life. This truth is seen as the tiny new, green shoots push through the crack in the concrete to burst into life. Life conquers.”

– Head of The Salvation Army's QLD Disaster Relief Effort, Major Paul Moulds.



## Love conquers

**“Out of one of the most devastating events to ever impact this state ... out of that tragedy – love blossoms, a new relationship and future is born, and today that journey leads to this place and this joyous moment,” – SALVATION ARMY MAJOR PAUL MOULDS SPEAKING AT THE WEDDING OF JOHN AND CHARLOTTE.**

John lost more than most in the 2011 Queensland floods.

When his home in Bundaberg was flooded in late December 2010 he retreated with his salvaged belongings to his parents' home in the Lockyer Valley. Five days later floodwaters swept through and took not only the house, but his father's life.

In the five weeks of uncertainty and turmoil before John's father's body was recovered, John met Charlotte – a former neighbour who still lived in the area. Despite the tragedy, love triumphed.

“Charlotte was the most compassionate, caring, loving person I had ever met,” John remembers. Within a month he knew she was the person he wanted to spend his life with.

A few months after the floods John and Charlotte were invited to attend a Salvation Army retreat in Sydney for people affected by the Queensland disasters.



“The camp was good,” remembers John. “It was good to be away from Queensland for a little while, a good break.”

There, they met The Salvation Army's Major Paul Moulds, head of the QLD relief effort, and a friendship was formed. They kept in contact and as John and Charlotte's relationship grew stronger, Major Moulds offered them support and encouragement.

“Paul's been great. He's always been there for us – he's a bit like a second family to us,” says John. “He's not too far away if we ever need to ask anything.”



On New Years Day 2012, Major Paul Moulds married John and Charlotte in an emotional ceremony.

“Charlotte and John, your love has been formed in the fires of tragedy and trial. That I think makes it stronger,” Major Moulds said during the wedding ceremony. “You have walked together the road of suffering and heartache. You know you will be there for each other, because you already have been.”

“Charlotte and John have chosen today, the first day of the new year, as a symbol of the power of redemption, of good coming out of bad. After a difficult and life changing 2011, they symbolically claim a new 2012, a year of happiness and new experiences, a new journey together.”

**“Charlotte and John... symbolically claim a new 2012, a year of happiness and new experiences, a new journey together.”**

THE SALVATION ARMY  
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QUEENSLAND DISASTER REPORT 2012

# STILL STANDING IN RECOGNITION



The efforts of The Salvation Army's Gwen Hammerton and Major Bruce Dobbie during the 2011 Queensland disasters were recognised by the Prime Minister during Australia Day 2012 celebrations.

Major Bruce Dobbie coordinated The Salvation Army's relief efforts in Ipswich during the devastating floods in early 2011 – he and a team of volunteers served 12,000 meals to victims of the disaster and other emergency services personnel.

The Innisfail Salvation Army Emergency Services Team, led by Gwen Hammerton, was the first team of volunteers to reach Tully in central north Queensland after Cyclone Yasi devastated the area: "It was as if a bomb had exploded," she remembers. The team coordinated initial relief efforts – feeding stranded residents, holiday-makers and emergency services personnel.

