What are the values of The Salvation Army?

We Value:
- Human Dignity
- Justice
- Hope
- Compassion
- Community

What is Emergency Relief?

Emergency Relief is the provision of practical assistance to those people who find themselves in financial or material crisis. This assistance can take various forms including; food parcels, food vouchers or clothing vouchers; and/or linkages to specialist services to address identified needs. Emergency Relief is designed to assist people experiencing a temporary crisis situation in a way that maintains dignity and encourages self-reliance. It is expected that in most cases assistance will be for a one-off purpose.

What Rights do we believe in?

Everyone has the right to a standard of living adequate for their health and wellbeing. This programme will seek to assist people to meet within the resources available.

Service Standards

Within the resources of this service we will:
- Adhere to established opening times
- Assist clients to address their immediate crisis situation
- Assess each application on an individual basis
- Encourage client independence, and development of self-esteem
- Assist clients to address long term needs by the provision appropriate referrals to other services
- Advocate, where appropriate, with and on behalf of clients
- Advocate for social justice

As a client of The Salvation Army, Australia Southern Territory Community Support Services you have both rights and responsibilities with regard to the services you are provided:

Your Rights

You have the right to:
- Be provided a service in a safe environment free from physical, sexual, emotional, racial or verbal abuse
- Be provided a service that is friendly, respectful and non-judgmental
- Be treated according to your individual needs and to take part in decision making and choice of assistance
- Be informed about services available from this programme
- Have information about you kept confidential unless otherwise required by law. You will be advised of any requirements in this regard
- Be able to express your views about the service without being discriminated against
- Receive a service which is sensitive to your cultural, linguistic and religious background and which demonstrates respectful, culturally competent practices
- Be referred, where possible, to other services more able to meet your needs

Your Responsibilities

You have the responsibility to:
- Contribute to the safety of yourself and others in this service, and to refrain from physical, sexual, emotional, racial or verbal abuse
- Treat others with respect and courtesy
- Take part in the assessment process so that we can make an individual response to your need/s
- Be open to available options during the assessment process
- Respect the rights of others, including their rights to privacy and confidentiality
- Cooperate with the complaint procedure so that a fair resolution to a complaint may be reached
- Be sensitive to the cultural, linguistic and religious backgrounds of others