



# CENTRE FOR RESTORATION

## Claims Committee

The Personal Injury Claims Committee (the Committee) is the body responsible for considering your experiences, the impact these have had on your life and how The Salvation Army can support you.

The Committee is chaired by the Secretary for Personnel and consists of people who work for The Salvation Army or who are officers of The Salvation Army, as well as an independent clinical Psychologist.

In considering your matter, the Committee will receive a report from staff within the Centre for Restoration that provides facts relating to your care within The Salvation Army. Your impact statement and any report from a treating psychologist and/or counsellor will also be provided to the Committee, as well as any other document/s you ask the Committee to consider.

After reviewing all relevant material, the Committee will consider what level of financial redress to offer to you, taking into consideration the following factors:

- a. Your age at the time you entered into the care of The Salvation Army
- b. Your length of stay in care with The Salvation Army
- c. Any deprivation of liberty suffered by you
- d. Psychological and emotional abuse suffered by you
- e. Physical abuse suffered by you
- f. Cultural separation/discrimination suffered by you
- g. Any periods of time you were subjected to isolation
- h. Indecent assault suffered by you
- i. Sexual assault suffered by you
- j. The profound impact upon your life

The Committee will also make a commitment to continue to support you through the funding of counselling/psychological support for as long as is reasonably necessary.

Committee members are bound by the privacy principles and your matter is not discussed by Committee members outside of their meetings.

The Committee ordinarily meets once per month.

Following a meeting of the Committee, your case manager will call you to advise the outcome of the meeting. We will then write confirming the decision of the Committee.

If you are unhappy with the decision of the Committee, you can write and ask that it reconsider your matter.

If you are seeking more than the Committee is able to offer to you, you will need to seek legal advice as to the options available to you.