



CENTRE FOR RESTORATION

Develop a Care Plan

Once we have received your impact statement and understand a little more about your experiences with us, we will be able to support you to develop a personalised care plan.

This plan will identify the supports you have chosen, your intention or desired outcomes and who is responsible for your chosen supports. You will also have the opportunity to review and make changes to your care plan to ensure your restoration journey is appropriate to your needs.

The care plan will be developed with you and will identify support, goals and outcomes to be achieved. Your care plan may include one or all of the following:

Counselling & Support

Recognition that you may need professional counselling and/or psychological support.

Funding for the cost of counselling for as long as is reasonably necessary.

Assistance to fund the services of a counsellor or psychologist in your area. We will not choose one for you, but if you would like assistance, we are ready to help.

The Centre for Restoration will pay your counsellor/psychologist directly, to save you being out of pocket. From time to time we may ask for a report on progress to ensure that you are getting the most appropriate assistance.

A Formal Apology

The Salvation Army is deeply sorry for every abuse suffered by those in our care. We recognize, however, that an apology is a very personal matter and, for some people, a verbal apology delivered by a senior representative of The Salvation Army will prove more meaningful than a written apology.

You may wish to receive a verbal apology, as well as a written apology. You may wish for an apology to include some or all of the following:

- the name of the institution
- the name of the perpetrator/s
- detail of the abuse

You may wish for the apology to come from someone specific or from a person in a particular role within The Salvation Army. We will work with you to ensure that the apology you receive is meaningful for you.

Meeting with a Representative of The Salvation Army

Our senior leaders within The Salvation Army are committed to meet with you to hear your experience and respond, if you wish them to do so.

A summary of the goals of any such meeting is provided here to help you decide whether you think this would be beneficial for you:

1. Aim

A Restorative Justice Meeting is a forum for a survivor which aims to ensure that the person concerned has a say in the outcome and hopefully obtains some healing and closure from the painful past, as well as from the impact it has had on their life and that of their families. A meeting provides the opportunity to do these things in a safe (informal and non-legalistic) environment.

2. Redress

The Restorative Justice Meeting is an opportunity for survivors to express ways in which they desire the institution to respond best to assist them. This may be achieved through ongoing support and a relationship (if desired by the survivor), the formulation of an appropriate and individualised apology (in consultation with the survivor as to what they would see as important to be included in the wording of the apology), access to counselling and / or any other professional support which might assist, as well as non-financial and in some cases financial redress.



CENTRE FOR RESTORATION

Develop a Care Plan (continued)

Survivor

The survivor is invited to openly express personal feelings regarding relevant matters.

The Salvation Army

- a. Acknowledgement by the institutional representatives as to what happened and the acceptance of responsibility for those actions, together with a verbal face to face apology (followed by a written apology after the meeting, if requested).
- b. An acknowledgment that what happened should never have happened to children.
- c. An opportunity for the survivor to hear the institutional representatives express shame and remorse for what happened, and to answer any questions they might be able to regarding the offending behaviour or other relevant matters.
- d. An assurance of determination that the failures of the past shall never be repeated.

3. Non-Financial Redress

The Salvation Army has found the following forms of non-financial redress to be of value to survivors:

- a. Face to face and/or written apology;
- b. Provision of funding for counselling/psychological support;
- c. Referral to other relevant services; and
- d. Funding of organized reunions.

4. Claims Committee

Where a financial payment is being considered, this is done through the Personal Injury Claims Committee, which meets on a monthly basis. This is a process that would commence following the conclusion of a Restorative Justice Meeting (if requested by you), as a second stage. The content of discussions at, and outcomes from, the meeting assists in helping the Committee to fully appreciate the claim being made so it assists to make the most meaningful assessment and determination possible. The outcome

Seeking Redress

Financial redress is available through this process. The Salvation Army recognises that no amount of money can ever fully take away or change the pain of the past. It does, however, want to provide tangible recognition of the seriousness of the hurt and trauma suffered by you and the impact that this has had on your life. The staff within the Centre for Restoration do not have any financial delegation. Decisions regarding financial redress are made by the Personal Injury Claims Committee.

If you require welfare assistance, we will refer you to the appropriate service for assistance. The Centre for Restoration is not able to provide a welfare service. The Centre manages any claims brought forward against The Salvation Army. As part of your Care Plan, supports for welfare assistance will be identified and appropriate referrals made to other parts of The Salvation Army or to external agencies.

Reporting to the Police

If you believe a criminal act is involved or has been committed, you can report the matter to the Police. We will support you to do this by attending the Police station with you if you choose.

However, if you do not wish to report this to the Police at this time, you are always able to do so in the future.

Please be aware that the nature of the allegations you disclose to us may require us to report the matter directly to the Police as part of our mandatory reporting obligations.

Seeking legal advice

We understand that you may wish to engage lawyers to assist you. Knowmore is a free legal service established by the Federal Government to assist people who wish to engage with the Royal Commission. Knowmore can advise you regarding a referral to a specialist law firm to assist you. Knowmore can be contacted on 1800 605 762