



# CENTRE FOR RESTORATION

## Frequently Asked Questions

### **How long will it take to receive payment?**

The Deed of Release requires The Salvation Army to make payment to you within 28 days of the Deed being executed by The Salvation Army.

It usually takes two weeks for payment to be made to you following execution of the Deed but sometimes this can take slightly longer if there are unexpected circumstances.

### **What do I do if I am unhappy with an offer made by the Committee?**

If you are unhappy with the outcome of the Personal Injuries Complaints Committee (the Committee), you have the right to request for your matter to be reconsidered by the Committee, usually by providing new or additional information that the Committee can use to reconsider their initial offer. Alternatively you may wish to seek legal advice.

When the Royal Commission into Institutional Responses to Child Sexual Abuse hands down its final paper on Redress, all survivors who have previously resolved their claims with The Salvation Army Australia Eastern Territory will have the right to have their claims reconsidered in accordance with the guidelines issued by the Royal Commission.

### **Why do you want to know about past payments from third party institutions, such as, Queensland Government?**

The Salvation Army recognises that some survivors suffered abuse in more than one institution, or may have already received some form of a redress payment in the past in respect of the harm they have suffered. With this in mind, The Salvation Army seeks to ensure that survivors receive a fair and equitable review of their claim for redress. In line with the commentary set out in the Royal Commission's Consultation Paper on Redress, survivors will be requested to provide details of past payments they have received from any other redress schemes and victims of crime compensation schemes.

Past relevant payments may be considered by The Salvation Army when determining the redress it can offer survivors.

### **What if I accept the offer and then change my mind?**

You have the right to change your mind at any point in the process prior to receiving a payment from The Salvation Army.

You also have the right to seek legal advice at any time and we will support you in doing so, by assisting with covering the reasonable costs of a lawyer explaining the proposed settlement documentation with you. If you do change your mind and no longer wish to settle your claim, simply indicate that decision to the Centre for Restoration.



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### How is my file managed?

All client files are confidential and can only be accessed by personnel who work at the Centre for Restoration. The following safeguards have been put in place to ensure that client files are accessed only by those authorised to do so:

1. All physical client files are stored in a locked filing cabinet when not in use; and
2. All physical client files are signed out and signed in utilising a File Access Form.
3. All electronic files are stored in a secure online case management system accessible only by CfR staff.

All personal and sensitive information collected by the Centre for Restoration is held and managed in accordance with our privacy policy, a copy of which can be found here: <https://salvos.org.au/about-us/governance-and-policy/privacy-policy>.

### Can I access my file?

You have the right to request access to the information that the Centre for Restoration holds about you.

You, or an authorised representative, can access your file at any time by making a request in writing. There is no charge for making a request to access your file.

We will grant you access to the information on your files, unless one of the following exceptions applies:

1. if we reasonably believe that giving access to you would pose a serious threat to the life, health or safety of an individual or to public health safety;
2. if providing access would have an unreasonable impact on the privacy of another individual;
3. if the request for access to the information is frivolous or vexatious (e.g. without a serious purpose);
4. the information relates to legal proceedings (existing or anticipated) between The Salvation Army and you, and would otherwise not be accessible during the course of those proceedings;
5. if the information relates to negotiations between The Salvation Army and you and providing access could prejudice the negotiations;
6. if providing access to the information would be unlawful;
7. if The Salvation Army is required or authorised to deny access to the information by any other Australian law or a court tribunal order;
8. if The Salvation Army suspects that unlawful activity serious misconduct has taken place in relation to The Salvation Army and providing access to the information could prejudice The Salvation Army's taking of appropriate action;
9. if providing access would prejudice a law enforcement investigation; or
10. if the information is in connection with a commercially sensitive decision-making process for The Salvation Army.

If a decision is made by the Senior Case Manager to refuse access to your file, you can seek a review of that decision by the Director, Centre for Restoration.

The Centre for Restoration is required to respond to a request for access to information in writing within 14 days of receiving the written request.