



CENTRE FOR RESTORATION

Records

ACCESS TO FILES

If you are a survivor, you have a right to access your own information upon request. A survivor, or their authorised representative, can make a request to access their file from their time in the care of The Salvation Army, in writing.

If a decision is made to refuse access to survivor information, a written reason for the refusal must be provided. The Salvation Army is required to respond to a request for access to information in writing within 14 days of receiving the request.

PROCEDURE

- I. If you are a survivor and would like to access your records from your time in the care of The Salvation Army, please complete the Application for records request form and provide us with a copy of one of the following:
 - a) A birth certificate,
 - b) Drivers licence,
 - c) Medicare card,
 - d) Passport, or
 - e) an alternative document that provides the name and date of birth that matches what you have indicated on the application form.
- II. If you are a family member, solicitor, genealogist, advocate or other representative of a survivor and would like to apply for records on their behalf, please complete the Application for Records request form and provide us with a copy of the relevant identity document of the survivor and a completed consent form.
- III. If you are the executor of the estate of the survivor and would like to apply for records for a survivor, please complete the Application for Records request form and a completed consent form.
- IV. If you are unsure about which documents you can provide in order to prove your identity, please contact us on (02) 9266 9559.