



CENTRE FOR RESTORATION

The Centre for Restoration exists to support people who wish to bring a grievance against The Salvation Army—Australia Eastern Territory for abuse suffered.

In its engagement with survivors of abuse, The Salvation Army believes that the principles of restorative justice are very important. With this in mind, The Salvation Army wants to engage with survivors in a restorative justice process to help them obtain the outcomes which are the most meaningful for them.

Restorative Justice Meeting

Below is an outline of the process of how a restorative justice meeting with The Salvation Army will run and what a survivor can expect the procedure to be, so that survivors are able to adequately prepare themselves for the relevant meetings.

The conference is not a discussion about money, the Committee (explained below) considers redress separate to the conference.

At a restorative justice meeting, a Salvation Army representative will take the lead with the following agenda and explain the steps:

Aim

A restorative justice meeting is a forum for a survivor to have a say in the outcome and to hopefully obtain some healing and closure for the painful past and the impact it has had on their life and that of their families. This is done in a safe, informal and non-legalistic environment.

Redress

The meeting is an opportunity for survivors to express their desires as to how they see the institution may be able to best respond to assist them, 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 treatment which might assist, as well as non-financial and in some cases financial redress.

Non-Financial Redress

As to what might constitute non-financial redress, The Salvation Army has found that in some cases survivors seek their assistance in the provision of opportunities for education, job training/employment, assistance in locating family members, welfare and other services to assist them in times of need (including through the leveraging of corporate and other relationships which The Salvation Army might be able to access to help someone).

The Committee

Where a financial payment is being considered in respect of a person who resided in a Salvation Army children's home, this is done through the Personal Injuries Complaints Committee (PICC), which meets monthly. This is a process that occurs following the conclusion of a conference, as a second stage. The content of discussions at, and outcomes from, the conference will assist in allowing the PICC to fully appreciate the claim being made so as to assist it to make the most meaningful assessment and determination possible. The outcome from a PICC claim will be communicated to survivors or their representative verbally and in writing as soon as possible after the PICC meeting which considered the claim.

Survivor

At a meeting, the survivor is invited to openly express his or her feelings regarding relevant matters.



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Restorative Justice Meeting

TSA Representative

A survivor can expect that The Salvation Army representative will undertake the following at a meeting:

1. 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/required).
2. An assurance that what happened was not fair or deserved.
3. 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.
4. An assurance of The Salvation Army's determination that the failures of the past will not be repeated.

The participation in a restorative justice meeting is encouraged by The Salvation Army as it has seen positive outcomes achieved from such a process. The Salvation Army wishes to support survivors by welcoming any support person that the survivor wishes to bring to a Restorative Justice Meeting, if that is something which is important to the survivor.