



CENTRE FOR RESTORATION

Share your experience

It is important for us to learn about your experiences with The Salvation Army so that we can best support you.

We recognise that telling us your experiences may be challenging. Our team is committed to supporting you with respect and compassion through this process.

History

Tell us what you remember about your family situation and how you came to be involved with The Salvation Army.

Experience

Tell us what you remember about your experience, both good and bad. This can be provided in writing, via voice recording or video. We can support you with this.

Impact

Tell us how these experiences have affected your life. You might like to consider how you have been affected in the following areas:

- employment
- family relationships
- other meaningful relationships
- health
- emotional wellbeing

Other

Please tell us any other matters that you wish to raise, including (if you know) what outcomes would be helpful and meaningful to you for this process.

In order to ensure that consideration of your claim is fair and equitable, can you please provide us with the details of any past payments you have received in respect of any form of abuse from either The Salvation Army, a Government redress scheme (including any victims of crime compensation scheme) or any other Institution. If you are concerned about breaching a confidentiality agreement you previously entered into with any organisation, we can assist you with seeking this information from that other institution with their consent. So that we can fairly assess your claim, it is important that we receive the full information regarding any past claims, including statements you provided and any reasons given for payments being made to you.

If providing a written statement will cause you undue stress you may prefer to share your experience with one of our case managers. If you so desire, The Salvation Army will pay for a counsellor or psychologist of your choice to help you prepare a statement. If you would like the support of an advocate to help you engage with us, please let us know and we can suggest appropriate independent services who can assist you.