



CENTRE FOR RESTORATION

Information Sheet

Who are we?

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

Our team is here to provide you with support and can guide you through the Personal Injury Complaints Committee (PICC) process.

To do this we have developed the CARE approach (described overleaf). At the heart of our approach is the principle that each individual is always the main concern of our services. We encourage and support your choice in developing your personal care plan.

For more information

We encourage you to contact the Centre for Restoration to discuss how we may be able to assist you.

For more information, please refer to our services described overleaf or contact us on:

Phone: +61 2 9466 3063

Email: centreforrestoration@aue.salvationarmy.org

Mail: The Salvation Army

Centre for Restoration

PO BOX A435

Sydney South NSW 1235

If you require immediate emotional support please call Lifeline on 13 11 14.

Who can we help?

We provide support for any person who has been the victim of abuse while in Salvation Army care.

When responding to complaints or allegations we are guided by the principles that all persons are entitled to:

- be treated with dignity and respect
- privacy and confidentiality
- due process and
- efficient, prompt and timely service.

Your privacy and confidentiality

None of your personal information, or any information that identifies you, will be passed on to any other party unless you ask us to or unless we are compelled or authorised by law to do so.

All information will be handled strictly in accordance with our privacy policy and privacy statement, copies of which are available here at: <http://salvos.org.au/privacy-policy> or by contacting us to forward you a hard copy.

Connection

We recognise that connection with others plays a vital role in the healing and restoration process.

Historical records

We can request a search on your behalf for your personal records through the Historical Records Department of The Salvation Army.

If you were a resident of a Salvation Army Home in Queensland you can also apply to the Child Safety Services for a copy of your admission details.

Support groups

We can help you connect with a number of support groups that exist specifically for the support and welfare of adult survivors of child abuse.

Reunions

There are annual reunions for former residents of some Homes. You can obtain further details by contacting the Centre for Restoration.

Family tracing

We can help connect you to The Salvation Army Family Tracing Service who work nationally and internationally to re-unite family members who have become separated.

Corps services

If you would like to attend a corps service, we can help connect you with your local corps leader.

If you were a resident of a Salvation Army home in New South Wales you can apply to Community Services for a copy of your records.

Advocacy

We can support you in making a police report or to seek independent legal advice.

Reporting to Police

It is your choice whether you report a crime to police or not. Some people choose not to report or may not report straight away for reasons important to them.

If The Salvation Army believes that a criminal offence has been committed it may have a mandatory reporting obligation to the police.

There are several actions a victim of crime can take and these include:

- Engaging police and having the matter formally investigated.
 - Completing a less formal, alternative reporting option. It is important to note that this option is not a formal complaint for police to initiate a criminal investigation.
- You should consider the following when deciding whether to report a crime:
- The police can only take action against an alleged offender if a report is made.
 - If time has passed, including months or years, you can still report the crime to the police.

If you would like further information on their procedures go to: www.police.nsw.gov.au/services or ask us to help you locate further information by connecting you with Police who we regularly deal with.

Independent legal advice

We can assist you in obtaining independent legal advice.

Alternatively, knowmore.org.au is a free, confidential advice service for people considering sharing their experience or providing information to the Royal Commission into Institutional Responses to Child Sexual Abuse.

Restoration

We share with you the responsibility for your restoration journey and will work with you to achieve your care needs.

Share your experience

If you are ready to share your experience, we are ready to listen. The first step is to contact us and share your experience. You can call, write or email.

Your enquiry will be recorded and passed to one of our team who will then invite you to share your experience in a way that is most comfortable for you.

Impact statement

We encourage you to share your experience with us through a written statement. We can provide you with guidance as to how you might set out your experience.

If you would like help putting this together, we can connect you with support services who can assist.

Meeting

Alternatively, a member of our team will contact you to arrange an appointment where you will be able to discuss your experience with one of our trained personnel.

Counselling and support

The Salvation Army will continue to provide access to counselling and/or psychological support.

Once a statement has been submitted one of our team will work with you to develop a personalised care plan which includes counselling and/or psychological support, a personal apology, the opportunity to meet with a senior Salvation Army representative and redress.

Your matter will then be considered by the Complaints Committee who offer additional support services and any appropriate redress options. The Committee will also provide access to counselling and/or psychological support for you.

Education

We recognise that continuing to educate Salvation Army personnel is critical to ensuring similar events never happen again.

Training & Certification

Since the 1990s all volunteers and Salvation Army personnel involved in working with children are required to attend Safe Salvos training (formerly Caring 4 Kids), as well as being required to hold clear state government certification.

Support Services

Where we are unable to provide a direct service, you may wish to access support from external sources.

There are several agencies that provide support to survivors of abuse. The following services may be able to provide information or help.

1800 Respect
1800 737 732
www.1800respect.org.au

Blue Knot Foundation
1300 657 380
www.asca.org.au

Bravehearts
1800 272 831
www.bravehearts.org.au

Brolga Place 1800 16 11 09

Care Leavers Australia Network
1800 008 774
www.clan.org.au

Elm Place (SA) 1800 16 11 09
Find & Connect Support Services
1800 16 11 09

Historical Abuse Network
(07) 3055 8500
www.lotusplace.org.au

Knowmore 1800 605 762
www.knowmore.org.au

Lifeline 13 11 14
www.lifeline.org.au

Lotus Place (QLD) 1800 16 11 09
www.lotusplace.org.au

Micah Projects 07 3029 7000
www.micahprojects.org.au

Open Place (VIC)
1800 779 379
www.openplace.org.au

Relationships Australia
1800 025 441
www.relationships.org.au

Tuart Place (WA) 1800 16 11 09

Wattle Place (NSW) 1800 663 844