

# RESTORATION JOURNEY

## A guide to the process



### 1 Contact us

If you were abused while in Salvation Army care and wish to make a complaint and/or seek support then either call, email or write to us.

**Phone** (02) 9466 3063  
(Monday-Friday between  
8.30am and 4.30pm) AEDT

**Email** [centreforrestoration@ae.salvationarmy.org](mailto:centreforrestoration@ae.salvationarmy.org)

**Mail** The Salvation Army  
Centre for Restoration  
PO Box A435  
Sydney South NSW 1235



### 2 Share your experience

One of our trained Case Managers will listen to you with respect and compassion. They will then guide you through the steps in our process.

A key component of the process is for an impact statement to be submitted. We know this can be difficult for some people, and we try to help in those circumstances by arranging for you to share your experience in a way that is most comfortable to you.



### 3 Develop a care plan

Once an impact statement has been received, the Case Manager will work with you to develop a personalised care plan. This may include:

- counselling and or psychological support
- a formal apology
- meeting with a representative of The Salvation Army
- the opportunity to seek financial redress
- reporting to the Police
- seeking legal advice.



### 4 Claims Committee

Your case will then be considered by a Committee made up of caring and experienced people who work for The Salvation Army or are Officers of the Army, as well as an independent Clinical Psychologist.

The Committee may respond in a number of ways, including the offer of counselling, assistance unique to your circumstances and/or other redress options.



### 5 Ongoing support

Our Case Management Team will continue to work with you to achieve your care plan goals.

The Salvation Army will continue to provide access to counselling and/or psychological support to you for as long as is reasonably necessary.

