



7th March, 2014

Dear Carer,

Re: Royal Commission into Institutional Responses to Sexual Abuse

I wanted to take this opportunity to write and inform you of The Salvation Army's ongoing involvement in the Royal Commission into Institutional Responses to Sexual Abuse. The Royal Commission will hold a second public hearing related to The Salvation Army commencing 24th March 2014. This hearing will be focusing on the child protection policy and procedures of The Salvation Army, and our responses to allegations of abuse, management of offenders, and care for victims of abuse from 1990-2014.

As I informed you in my previous letter regarding the commission, The Salvation Army's involvement in Foster Care in NSW was reestablished as Young Hope in late 2012. Young Hope has been very intentional in establishing systems and practices aimed to eliminate the potential for abuse to occur.

All of Young Hope's current systems and processes are approved by, and compliant with, all requirements of the NSW Office of the Children's Guardian, NSW Ombudsman, Family and Community Services and all legislation governing out of home care in NSW. Without meeting these requirements, we would be unable to operate in NSW.

In early March, Young Hope participated in a regular quarterly assessment conducted by the NSW Office of the Children's Guardian. In relation to Young Hope's management of Reportable Conduct Matters and grievance procedures, the assessors noted that Young Hope's policy and practices are rigorous, detailed and sound. The NSW Ombudsman has also reflected in relation to our handling of Reportable Conduct Matters.

As with the last hearing, I understand that you may be distressed to know The Salvation Army still has questions to answer whilst being associated as a Carer with our organisation. Our staff share in those feelings of disappointment and heartbreak. We understand that during this time you may feel upset and/or angry with The Salvation Army, as well as the possibility of experiencing vicarious shame in identifying as a Carer for The Salvation Army. All of these responses are completely normal.

I want you to know that our ongoing support is available to you throughout this time. If you may have questions or wish to air your grievances and concerns please feel free to raise these with our staff at any time. Should you require counselling support in



response to the matters raised in the Royal Commission, we would be happy to provide you the appropriate referrals.

I want to reiterate to you that Young Hope is committed to providing nurturing, safe and consistent care environments for children. Whenever there is any question in relation to the safety of a care environment, we will proceed with the course of action that ensures the wellbeing and best interests of children is upheld at all times as designated by the state of NSW, and that those who offend against children are appropriately and lawfully dealt with. These processes are very clearly outlined in your Carer manual.

Your ongoing cooperation, support and understanding in these matters is greatly appreciated. Together we can continue to make a difference for children and young people through the provision of safe and secure placements that honour and prioritise the needs and best interests of the children entrusted to our care.

Kind Regards,

A handwritten signature in black ink that reads "Michelle White". The signature is written in a cursive style with a large initial "M".

Captain Michelle White
Director