

# Restoration Journey

## Who are we?

The Salvation Army Centre for Restoration is dedicated to supporting survivors of historical abuse suffered within a Salvation Army setting.

We understand that it takes significant courage for survivors of abuse to come forward and share their experiences. Our team guides each person through the process of seeking redress through The Salvation Army Personal Injury Complaints Committee (PICC), with sensitivity to their individual needs, in order to help them move forward in their own personal journey of healing and peace.

## A guide to the process

### 1. Basic details

We will require you to complete a client information form, in order to provide us with your basic details. We will also ask you for certified copies of identifying documents (such as a birth certificate and/or driver licence). A qualified case manager can assist you as necessary and answer any of your questions.

### 2. Share your story

A key component of the process is submitting a Survivor Statement. This is your opportunity to tell us what happened and express the impact it has had on your life. We understand this may be difficult. We try to help in those circumstances by arranging for you to share your experience in a way that is most comfortable for you.

### 3. Care Plan

Once we have received your client information form and Survivor Statement, we will work with you to develop a Care Plan. This may include:

- Counselling or psychological support
- A personal apology from a leader of The Salvation Army
- Assisting you with reporting the matter to the police
- Seeking legal advice

### 4. Claims Committee

Your case will be taken to the Personal Injury Complaints Committee (PICC), which meets once a month. Salvation Army officers and other qualified personnel, including an independent clinical psychologist, will carefully and compassionately consider your case.

### 5. Offer and Deed of Release

Once the PICC has discussed your case, the outcome will be communicated to you on the same or next working day and an offer of financial redress may be made. If you accept this offer, The Salvation Army will pay for you to seek independent legal advice before signing the Deed of Release.

### 6. Ongoing support

Your case manager will continue to work with you to achieve any remaining Care Plan goals.