

Client Information Form

Please ensure that you:

- Complete all relevant sections on this form to the best of your knowledge
- Read and understand the Privacy Notice overleaf before signing the declaration
- Submit this form along with all relevant information to the Centre for Restoration by mail or email
- If you require assistance in completing this form, please call our office on (02) 9466 3063 or email: centreforrestoration@salvationarmy.org.au

Personal Details

Your full name

Title:

Last name:

First name(s):

Any other name you may have been known by

(If so, please provide documentation)

Name:

Date changed:

Date of Birth: DD MM YYYY

Residential address:

Postcode:

Phone:

Email:

Do you identify as Aboriginal or Torres Strait Islander?

- ☐ None
☐ Aboriginal but not Torres Strait Islander
☐ Torres Strait Islander but not Aboriginal
☐ Aboriginal and Torres Strait Islander

Location of Experience

Date from: DD MM YYYY

Date to: DD MM YYYY

Has the matter been reported to the police?

☐ No

☐ Yes ► Please enclose a copy of the report

If not, would you like support to do so?

☐ No

☐ Yes

Please note, The Salvation Army has a mandatory obligation to report any incident of child abuse to the Police, if this has not previously been reported to the Police

Have you previously received a payment from any source in regards to this abuse?

☐ No

☐ Yes

Have you experienced abuse in any other institution?

☐ No

☐ Yes

If so, what type(s) of abuse was this?

☐ Physical

☐ Psychological

☐ Sexual

Was the sexual abuse:

☐ Exposure

☐ Contact

☐ Penetrative

☐ Unsure



Have you lodged or do you intend to lodge an application with the National Redress Scheme in relation to the sexual abuse you experienced?

- ☐ No
☐ Yes
☐ Unsure

Have you received any payment in regard to the abuse at this other institution?

- ☐ No ☐ Yes

Were you a Ward of the State?

- ☐ No
☐ Yes ► *If yes, please list any other institutions you will name in your National Redress Scheme application.*

We are asking these questions to help us calculate a fair redress offer that aligns with the National Redress Scheme. (Please note that you can only apply to the National Redress Scheme if you experienced sexual abuse)

Additional Supporting Information

To ensure we have all the information needed to make an assessment, we ask that you provide us with an Impact Statement about your experience. Please refer to the enclosed "Impact Statement Guidelines" page. Have you received Medicare benefits for treatment of an injury or illness which is related to the abuse that occurred ('related benefits')? ☐ No ☐ Yes

If so, if you accept an offer of financial redress from The Salvation Army, we may be required to repay to Medicare any related benefits, prior to transferring the remainder of the redress payment to you.

Please refer to the enclosed "Medicare Refunds" page.

Identity Documents

Please provide us with two (2) certified copies of any of the following documents:

1. Birth certificate
2. Passport
3. Australian Drivers Licence
4. Centrelink or Social Security card
5. Medicare Card
6. Bank statement
7. Utility bill i.e. gas, electricity

Communication Preferences

Are you willing for The Salvation Army to identify themselves in a phone message if you are unavailable?

- ☐ No ☐ Yes

Do you wish to give consent for another person to contact or receive information from the Centre for Restoration?

- ☐ No ☐ Yes ► *Please fill out details below*

Name:

Residential address:

Postcode:

Phone:

Email:

Privacy Notice

Your privacy and confidentiality is important to us. 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.

It is very important that you read and understand the enclosed Privacy Notice and Consent Form, and then sign this form and return it to us.

If you have any concerns in regard to this, please contact our senior case manager on (02) 9466 3063 or 0458 716 343.

DECLARATION

I declare that to the best of my knowledge the information I have provided is correct.
I have read and signed the Privacy Notice and Consent Form and have attached it to this form.

Signature

Date:	DD	MM	YY
-------	----	----	----

Attachment checklist

I have attached the following:

- ☐ Impact Statement
☐ 2 Identification Documents
☐ Name change documents (if applicable)
☐ Police Report (if applicable)
☐ Signed Privacy Notice and Consent Form

Please send this completed form and all documents listed above, to:

The Salvation Army Centre for Restoration
95-99 Railway Road, Blackburn VIC 3130
An Express Post envelope is enclosed for your convenience.

Please refer to enclosed "Medicare Information" page



Restoration Journey

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's 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 an Impact Statement.

This is your opportunity to tell us what happened and express the impact it has had on your life. We understand this can be difficult and we try to help in those circumstances by arranging for you to share your experience in a way that is most comfortable for you.

Once we have received your Impact Statement, our case manager may call you to clarify any details necessary, to ensure that your matter can be given the best possible consideration for redress.

3. Care Plan

Once we have received your client information form and Impact 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. You do not need to meet with the Committee.

5. Offer and Agreement for 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 choose to accept this offer The Salvation Army will pay for you to seek independent legal advice before signing the Agreement for Release.

6. Ongoing support

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



Impact Statement Guidelines

A guide to the process

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.

To better understand the abuse you experienced, we would like to hear (in your words) what happened and the impact it had on you.

If you feel anxious about this, we can pay for you to see a registered counsellor or psychologist of your choice to help you prepare your statement. Or, you are welcome to speak with our senior case manager, Andrea, and she will prepare this on your behalf.

If you prefer to do this, or if you have any other questions, please call us on (02) 9466 3063.

What we require for your claim is a detailed account of the events and abuse you experienced, as well as a description of how this has impacted your life since.

If possible, please provide the following details:

- The age you were at the time
- How long you were in Salvation Army care
- What occurred (please include the type of abuse that you experienced – was it physical, psychological, and/or sexual. Please provide as many details as you can)
- Where it occurred
- Who the offender was (if known)
- How often it continued
- Who else may have been aware of it
- Whether you reported it to The Salvation Army at the time or later, and the consequences, if any, of this disclosure

When speaking about the impact, you might like to discuss:

- Impact on lifestyle and activities (such as sleeping, working)
- Relationships (with partner, family, and friends)
- Psychological effects (such as depression or anxiety)
- Injuries or the need for ongoing medical treatment
- Emotions or feelings relating to the abuse (such as hurt, anger, fear, lack of safety)

It is also important to let us know if you experienced any abuse at another institution, and, if so, what type of abuse.



Medicare refunds

The Salvation Army's responsibility

When you make an application for financial redress to the Personal Injuries Complaints Committee (PICC), The Salvation Army is required by law to tell Medicare if you accept an offer of redress which is more than \$5,000 including all costs, within 28 days of the settlement date (this is the date the Agreement for Release is signed).

Your responsibility

When you make an application for financial redress to the PICC, you must provide Medicare with certain details.

If you would like someone else to deal with Medicare on your behalf, you will need to give Medicare permission to do so. You will need to complete the Medicare Compensation Recovery Third Party authority form and send it to Medicare.

If you accept an offer of financial redress you will need to repay any Medicare benefits or care costs for treatment you have received for an injury or illness which is related to the abuse you have experienced, if applicable ("relevant benefits").

Your Medicare history and care services statement

You can request a copy of your Medicare history and care services statement and Declaration (Medicare history) after you submit your redress application to PICC. You will need to complete the Medicare Compensation Recovery Notice of past benefits request form and send this to Medicare.

The Medicare history lists all the benefits Medicare has paid you since the date of the injury or illness (i.e. when the abuse occurred). You will need to complete all sections of the Medicare statement and Declaration, to tell Medicare which services (if any) were provided to treat the injury or illness related to the abuse.

Medicare will add up the relevant benefits (if any). Medicare will tell The Salvation Army about the services which are relevant to your redress application and the total amount of relevant benefits which need to be repaid to Medicare (if anything). This information is recorded in a Notice of past benefits which is valid for 6 months.

Alternatively, when The Salvation Army tells Medicare about your claim after the settlement date, Medicare will send you a Medicare history to complete if you haven't already done so.

Once your application is finalised

After you sign an Agreement for Release and your application settles, the refund owing to Medicare is required to be paid.



Notice of charge

If you have a valid Notice of past benefits at settlement, this will become your Notice of charge. Your Notice of charge states the total amount that you need to repay to Medicare.

If you don't have a Notice of past benefits when your application settles, you will need to obtain one. This may cause a delay in finalising your redress payment, as The Salvation Army must first pay the Notice of charge amount (if any) to Medicare (or receive a clearance notice confirming no refund is required), prior to transferring the remainder of the redress payment to you.

Advance payment

Alternatively, if you do not have a valid Notice of past benefits when your application settles, The Salvation Army is required to make an advance payment on your behalf. This advance payment amount must be equivalent to 10% of the total redress payment amount. The Salvation Army will then transfer the remainder of your redress payment to you.

Medicare will then contact you to complete your Medicare history and work out your Notice of charge amount. It is important that your current postal address is up to date with Medicare to ensure you receive mail from them. If the Notice of charge amount works out to be less than the advance payment, Medicare will refund the difference to you. If the Notice of charge amount is more, you will need to pay Medicare the difference.

The Salvation Army must pay Medicare the Notice of past benefits / Notice of charge (or receive a clearance notice) or make an advance payment before paying the remainder of the redress payment to you.

More information about the Medicare Compensation Recovery process is available on the Services Australia website: <https://www.servicesaustralia.gov.au/medicarecompensation-recovery>.

You can download the required forms from this website.

1. Medicare Compensation Recovery Third Party authority form

(Complete this form only if you want to authorise a third party to deal with Medicare on your behalf in relation to your redress application).

2. Medicare Compensation Recovery Notice of past benefits request form (MO026)

(Use this form to request a copy of your Medicare history and care services statement and Declaration. Once you complete this and return it to Medicare, Medicare will use this information to calculate the refund payable (if any), if you accept an offer of financial redress).

As these forms are regularly updated by Medicare, it is important that you download the forms when you are ready to complete them, so that you are using the most updated forms.

If you cannot download the forms, you are welcome to call us and we will send you the current forms (as at the date of your request) by express post. You will need to complete the forms as soon as you receive them and send them to Medicare.