

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: Day Month Year
_____ / _____ / _____

Residential Address

| |
|----------|
| |
| |
| Postcode |

Postal address (if different from above)

| |
|----------|
| |
| |
| 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

Emergency Contact

Please provide an alternate contact in case of emergency

Name: _____

Address

| |
|----------|
| |
| |
| Postcode |

Phone: _____

Email: _____

Location of Experience

Name of The Salvation Army premises where the events took place:

Date from: Day Month Year
_____ / _____ / _____

Date to: Day Month Year
_____ / _____ / _____

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

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. You do not need to meet with the Committee.

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.

Impact Statement Guidelines

Your experience, your story

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:

- What occurred
- The age you were at the time
- How long you were in Salvation Army care
- Where it occurred
- Who the offender was (if known)
- How often it continued
- Who else was aware
- Whether you reported 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.

Privacy Notice and Consent Form

This form is to be used whenever we collect personal information. It is to be read in conjunction with our Privacy Policy. Please sign and return to us, along with the Client Information Form.

Your privacy is important to us

The Salvation Army, a not-for-profit organisation, is committed to upholding its obligations under the *Privacy Act 1988*.

Our privacy policy contains the details

Our privacy policy can be found online at salvationarmy.org.au/privacy. It includes information on how you may access and update the personal information we hold about you, the complaints process for a breach of the Australian Privacy Principles, and how we manage the complaints we receive.

Our privacy office is here to help

We have a dedicated privacy office responsible for ensuring we adhere to our privacy policy. Their contact details are provided in the privacy policy and are available for your use.

We only collect what we need

We collect personal information we believe is reasonably necessary to provide you with the services we offer. This includes information you provide to us on this form, any additional information you provide to our staff verbally or otherwise, and any information we may need to collect about you from third parties on your behalf (if applicable).

You consent to use for related purposes

By providing us with this personal information you also consent to our use or disclosure of this personal information for purposes related to the services we provide. Unless permitted or required by law, we will not use this information for any other purpose without your consent.

Your signature acknowledges your understanding

By signing this document you:

- Acknowledge you have read and understood the document
- Understand the reasons for the collection of your personal information
- Understand the ways in which your personal information may be used and disclosed
- Acknowledge you provide this personal information to The Salvation Army voluntarily
- Agree to the use and disclosure of your personal information as indicated here
- Acknowledge that the personal information you have provided to us is current

Let us know if your details change

You undertake to notify us as soon as practicable if this personal information is no longer current or if your consent for the collection and/or use of the personal information is withdrawn.

Name: _____

Date: _____

Signature: _____

Organisation: _____
(If applicable)