

21st February 2006

Without Prejudice

Mr. Ralph Doughty

REDACTED

Dear Ralph,

As mentioned in our phone conversation last Friday, I want to put in writing the thoughts I have had since our December meeting.

I want to explain the approach we are taking with persons who were children *in our care*. When someone comes forward, we make the following responses:

1. We immediately seek to engage with that person and assure them we wish to hear their story.
2. We ask them to prepare a statement. If they need professional assistance to do this, we will pay for that.
3. We may offer to pay counselling costs immediately. More often we make this offer further down the track.
4. Once the statement is received, we do some investigation. Our Personal Injuries Committee then reads the complaint and decides on the response.
5. In most cases our representatives then meet with the person, possibly with a support person present, and invite them to tell their story face to face.
6. Generally the representatives will offer an apology on behalf of The Salvation Army.
7. The Salvation Army may make an ex-gratia payment to the person as a tangible expression of our deep regret.

Our experience has been that in many cases this approach has been found genuinely helpful by the person who has come forward. I am sure we have not always got it right, but it seems at times we have.

I want to stress again that the ex-gratia payment is part of the package of responses which seeks to assist the person.

The Salvation Army is not a profit-making body. It has no share holders or owners. Its funds are used to maintain its services and operations. The ex-gratia payments we make represent, in terms of our various service budgets, significant amounts of money.

I believe it is understandable that we do not wish to incur larger payments if possible.

I would invite you to consider the alternative of taking this kind of offer.

Yours sincerely,

Peter Farthing (Major)
SECRETARY FOR PERSONNEL