



**AUSTRALIA SOUTHERN TERRITORY
Official Minutes**

Issued To:	ACTIVE OFFICERS, CENTRE MANAGERS, HEADS OF DEPARTMENT	CODE CAL 0712
Subject:	CARE LEAVER COMPLAINT PROCESS	SECTION 1 - THQ

Preamble:

The Salvation Army acknowledges the shame felt as a result of the sexual abuse of children in its care by staff and sometimes other children. It is deeply sorry for the pain and suffering children have experienced and acknowledges the grave betrayal of trust which occurred. This policy seeks to address this injustice and to bring about healing and justice.

The Salvation Army also acknowledges children have been abused in other situations by people employed by or representing The Salvation Army. Those instances are also deeply regretted.

The Salvation Army is committed to establishing a safe and wholesome environment for all and especially for young people who come within its care or influence..

Policy:

A. Complaints

All complaints should be directed to the Professional Standards Section of the Personnel Department at Territorial Headquarters. This section comes under the authority of the Secretary for Personnel. Contact details located on the web are:

Email: professional_standards@aus.salvationarmy.org

Post: Professional Standards
PO Box 479
Blackburn
Vic 3130

Phone: 03 8878 4500 and ask for Professional Standards.

This Minute is to be read in conjunction with Minute SHA where there is conflict this Minute shall prevail.

Process:

The process to be followed in dealing with and investigating complaints is set out in Minute **CAL** Attachment 1 (Restricted).

On the recommendation of the Territorial Policy Council on 10 July 2012 this minute is issued on the instructions of the Territorial Commander.

Peter Walker
CHIEF SECRETARY,
10 July, 2012

Associated Forms / Attachments
CAL0712 Attachment 1 (Restricted)