



# The Salvation Army

Australia Southern Territorial Headquarters

Mr. J. Charles,

REDACTED

Northcote,  
Victoria 3070.

16 November 2010

Dear Mr Charles,

Re The Salvation Army & Box Hill Boys Home

I am writing on behalf of The Salvation Army to express its deep regret for any mistreatment you suffered during your stay at Box Hill Boys Home while in the care of The Salvation Army.

One of The Salvation Army's primary objectives is "Caring for People" and clearly what you say happened should never have occurred. There is no justification for any mistreatment or abuse. The Salvation Army has never condoned this in the past, nor will it in the future.

Therefore on behalf of The Salvation Army I extend to you a sincere apology for the abuse you have described.

Be assured that in light of what The Salvation Army has learned, policies and procedures have been put in place to ensure that the experiences that you suffered will not be repeated again. We trust that you have gained some peace of mind in telling your story after so many years.

Yours faithfully,

**FOR** Winton R. Knop (Major)  
**Assistant Secretary For Personnel**

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