



The Uniting Church in Australia
QUEENSLAND SYNOD

Procedure for Interim Redress

PRO-SOG-01

Our commitment

The Uniting Church in Australia, Queensland Synod (“the Church”) is committed to doing all that we can to provide fair, consistent and compassionate redress for past child sexual abuse committed towards children in our care.¹

The Uniting Church believes that God has given us the gift of the Spirit to “constantly correct that which is erroneous” in our life (*Basis of Union*, Para 18). Therefore, we will not hide from the truth, however painful that may be, and we will seek, with compassion and humility, to address whatever issues and challenges may emerge for us. We will say “sorry” to anyone who was sexually abused when in our care and, in consultation with those so affected, actively seek ways to make amends for what happened in the past and identify how we can best offer support into the future.²

Purpose of this Interim Redress Procedure

This Interim Redress Procedure is offered as a method of obtaining effective redress for past abuse that is a genuine alternative to seeking common law damages. It is not intended to be compensatory. The Church respects the rights of survivors to control how they deal with the outcomes of the harm they have suffered. Some survivors may wish to pursue formal legal avenues seeking monetary compensation in recognition of those harms, and in those circumstances this Interim Redress Procedure does not apply. Survivors are encouraged to seek assistance in determining the outcomes which best suit their individual needs.

Through implementation of this Interim Redress Procedure, the Church seeks to:

- acknowledge our responsibility for past wrongs,
- help those who have suffered to heal and lead productive and fulfilled lives,
- where desired by the survivor, re-engage with the survivor,
- offer an opportunity for survivors who wish to seek engagement with the Church to utilise a process which is survivor-focussed, respectful and appropriate to the needs of a survivor, and
- ensure a compassionate and consistent response across the Church.

¹ Submission of the Uniting Church in Australia National Assembly to the Royal Commission into Institutional Responses to Childhood Sexual Abuse February 2015.

² Statement of the Uniting Church in Australia National Assembly March 2013, *Uniting Church Values Statement in relation to the Royal Commission into Child Sexual Abuse*

Scope of this Interim Redress Procedure

This Interim Redress Procedure offers redress where the Church exercised responsibility for the setting in which the abuse occurred. We accept that the Church must take responsibility to ensure children are as safe as possible in these settings. However, there must also be a relevant connection between the Applicant and the Church before redress is appropriate.

This Interim Redress Process applies to adults and children who experienced Sexual Abuse as a Child in an Institutional Context while in the care of the Church where the abuse occurred, or the first instance of the abuse occurred, before the Cut-off Date. It is also open to a past recipient of redress.

This document should be read in conjunction with the Church's Interim Redress Principles.

Available Redress

Redress measures that may be offered by the Synod to an Applicant under this Procedure may comprise:

- A direct personal response to an Applicant from the relevant part of the Church,
- Guaranteed funding, when needed, for counselling and psychological care and/or,
- A monetary sum which is a tangible recognition of the seriousness of the hurt and injury suffered by an Applicant.

STAGE 1: Receipt of oral inquiry

1	An Employee of the Church receives an oral inquiry about redress, abuse, or making an Application under this Procedure and puts the Applicant through to the Redress Support Worker.
2	If the Employee is unable to put the Applicant through to the Redress Support Worker then and there, the Employee does the following (on the date of receipt): <ol style="list-style-type: none"> a. Records the Applicant's contact details; b. Indicates to the Applicant that the details will be passed to the Redress Support Worker; c. Indicates to the Applicant that the Redress Support Worker will contact the Applicant directly shortly; and d. Emails contact details and any other information provided by the Applicant to the Coordinator and Redress Support Worker (on the date of receipt of information).
3	The Coordinator enters the details of the inquiry or Application into the Church's redress database (on date of receipt of information).



- 4 On receipt of information about an oral inquiry, or having been put through to the Applicant, the **Redress Support Worker** speaks to the Applicant about their inquiry. The Redress Support Worker:
- a. Explains their role in the process;
 - b. Confirms the Applicant's contact details;
 - c. Ascertains the Applicant's preferred method of contact;
 - d. Outlines what redress is available, and what is not available, from the Church;
 - e. Outlines the steps under this Procedure, encourages the Applicant to use the Application Form, and offers to provide information re the Procedure/Form;
 - f. Invites the Applicant to attend a Senior Representative Meeting, explains what this entails and outlines the benefits of attending such a meeting;
 - g. Advises the Applicant that a statutory declaration sworn by them may be required to support their application;
 - h. Asks the Applicant if they wish to meet with the Redress Panel, explaining that they may change their mind (one way or the other) about this at a later time;
 - i. Talks to the Applicant about developing a Care Plan;
 - j. Explains what immediate counselling/psychological care might be available to the Applicant, and what limits there are on such support;
 - k. Asks the Applicant if he/she has any record of their connection with the Church Entity in which abuse occurred, and (if so) arranges for copies to be made for the Church;
 - l. Asks if the Applicant has experienced care and/or abuse as a child in any other non-Uniting Church in Australia institution. If so, the support worker asks the Applicant to sign an Authority to give permission to contact that institution;
 - m. Explains that to be eligible for redress from the Church, the Applicant must disclose to the Church:
 - all institutions (Church and non-Church) they have been in the care of,
 - whether they have received any redress (financial and non-financial) from any other institution,
 - the nature of any redress.
 - n. Asks the Applicant if they have contacted the Police or any other government agency about the abuse they have experienced. If not, the Applicant is asked if they would like assistance in making such contact;
 - o. Agrees on the timing of the next contact with the Applicant;
 - p. Assesses whether or not the Applicant is likely to require assistance to make an application for redress. If so, offers assistance such as:
 - Referral to Lotus House or another group that provides support persons to assist Applicants to make an Application,
 - Redress Support Worker themselves providing direct further assistance and,
 - Referral of the Applicant to a counsellor chosen and funded by the Church/Church Entity, who will assist the Applicant to document their Application.
 - q. Explains that the Redress Panel meets monthly, and indicates at which meeting of the Panel the Applicant's application is likely to be considered.

5	<p>In the event that an Applicant says that they do not wish to record their application on an Application Form or any other form of writing, the Redress Support Worker:</p> <ol style="list-style-type: none"> a. Advises the Applicant that he/she will obtain as much detail about the experiences of the Applicant as they are willing to share, makes a note of the conversation and provides a copy of the note to the Applicant for comment before submitting it to the Redress Panel; b. Explains to the Applicant that the more information the Applicant can give, the more opportunity the Redress Panel has to assess whether there is a reasonable likelihood that the Applicant has suffered Sexual Abuse as a Child in an Institutional Context while in the care of the Church, that the alleged abuser was an adult, and that the Sexual Abuse or the first incidence of Sexual Abuse occurred before the Cut-Off Date in the State of Queensland or outside Queensland in circumstances where the Church was responsible for the care of the child; and c. Makes such a note for submission to the Redress Panel.
6	<p>The Redress Support Worker does the following (on the date of speaking with the Applicant):</p> <ol style="list-style-type: none"> a. Records the Applicant's contact details; b. Records the Applicant's preferred method of contact; c. Notifies the Coordinator and the Church Entity Contact Person about the inquiry, informs them of the allegation/s raised, informs them of the steps they are taking; and d. Requests the Church Entity to provide any relevant information, documents or comments.
7	<p>The Redress Support Worker actions any further assistance agreed with the Applicant.</p>
8	<p>If the Redress Support Worker assesses that the Applicant should be referred to a counsellor for immediate, interim, counselling, and the Applicant agrees that they wish to have such counselling, the Redress Support Worker makes a written recommendation to the Coordinator for approval of funding for engagement of a suitable counsellor.</p>
9	<p>The Coordinator notifies the Synod Legal Team of the Redress Support Worker's recommendation.</p>
10	<p>The Coordinator enters details into the database to show that this stage has been completed.</p>

STAGE 2: Receipt of application/email/written inquiry

1	<p>An Employee of the Church who receives an application/email/written inquiry about redress, abuse, and/or making an Application under this Procedure:</p> <ol style="list-style-type: none"> a. Scans the document (on the date of receipt); b. Emails the document to the Coordinator and the Redress Support Worker (on the date of receipt); and c. Emails contact details and any other information provided by the Applicant to the Coordinator and Redress Support Worker (on the date of receipt of information).
2	<p>The Coordinator:</p> <ol style="list-style-type: none"> a. Enters the details into the Church's redress database (on the date of receipt); b. Notifies the Synod Legal Team of the Application (within one working day of receipt).



- 3 Within seven days of receipt, the **Redress Support Worker**:
- a. Acknowledges receipt using the template letter;
 - b. Encloses information about this Procedure (and the Application Form if the material received does not contain the information required in the Church's Application Form);
 - c. Contacts the Applicant to discuss their inquiry or Application. In that conversation the Redress Support Worker:
 - Confirms the Applicant's contact details,
 - Ascertains the Applicant's preferred method of contact,
 - Outlines what redress is available, and what is not available, from the Church,
 - Outlines the steps under this Procedure, encourages the Applicant to use the Application Form, and offers to provide information re the Procedure/Form,
 - Invites the Applicant to attend a Senior Representative Meeting, explains what this entails and outlines the benefits of attending such a meeting,
 - Advises the Applicant that a statutory declaration sworn by them may be required to support their written application,
 - Asks the Applicant if they wish to meet with the Redress Panel, explaining that they may change their mind (one way or the other) about this at a later time,
 - Talks to the Applicant about developing a Care Plan,
 - Explains what immediate counselling/psychological care might be available to the Applicant, and what limits there are on such support,
 - Asks the Applicant if he/she has any record of their connection with the Church Entity in which abuse occurred, and (if so) arranges for copies to be made for the Church,
 - Asks if the Applicant has experienced care and/or abuse as a child in any other non-Uniting Church in Australia institution. If so, the support worker asks the Applicant to sign an Authority to give permission to contact that institution,
 - Explains that to be eligible for redress from the Church, the Applicant must disclose to the Church:
 - i. all institutions (Church and non-Church) they have been in the care of
 - ii. whether they have received any redress (financial and non-financial) from any other institution
 - iii. the nature of that redress.
 - Asks the Applicant if they have contacted the Police or any other government agency about the abuse they have experienced. If not, asks the Applicant if they would like assistance in making such contact,
 - Agrees on the timing of the next contact with Applicant ,
 - Assesses whether or not the Applicant is likely to require assistance to make an application for redress. If so, offers assistance such as:
 - i. Referral to Lotus House or another group that provides Support Persons to assist Applicants make an Application
 - ii. The **Redress Support Worker** themselves will provide direct further assistance
 - iii. Referral of Applicant to a counsellor chosen and funded by the Church/Church Entity, who will assist the Applicant to document their Application.
 - Explains that the Redress Panel meets monthly, and indicates at which meeting of the Panel the Applicant's application is likely to be considered.



Interim Redress

4	The Redress Support Worker does the following (on the date of speaking with Applicant): <ol style="list-style-type: none">Records the Applicant's contact details;Records the Applicant's preferred method of contact;Notifies the Coordinator, Synod Legal Team and the relevant Church Entity Contact Person about the Inquiry/Application, informs them of the making of the Application (if done), informs them of the allegation/s raised, informs them of the steps they are taking, and requests the Church Entity provide any relevant information, documents or comments; andUpdates the internal Redress website as required.
5	The Redress Support Worker actions any further assistance agreed with the Applicant.
6	If the Redress Support Worker assesses that the Applicant should be referred to a counsellor for immediate, interim, counselling, and the Applicant agrees that they wish to have such counselling, the Redress Support Worker makes a written recommendation to the Coordinator for approval of funding for engagement of a suitable counsellor.
7	The Coordinator notifies the Synod Legal Team of the Redress Support Worker's recommendation.
8	In the event that the Applicant says they do not wish to record their application in an Application Form, or any other form of writing, the Redress Support Worker : <ol style="list-style-type: none">Advises the Applicant that he/she will make a note of the conversation and send it to the Applicant for comment before submitting it to the Redress Panel; andExplains to the Applicant that the more information the Applicant can give, the more opportunity the Redress Panel has to assess whether there is a reasonable likelihood that the Applicant has suffered Sexual Abuse as a Child in an Institutional Context while in the care of the Church, that the alleged abuser was an adult, and that the Sexual Abuse or the first incidence of Sexual Abuse occurred before the Cut-Off Date in the State of Queensland or outside Queensland in circumstances where the Church was responsible for the care of the child; andMakes such a note for submission to the Redress Panel.
9	In the event that the Applicant does not respond to the Redress Support Worker's attempts to contact them, the Redress Support Worker makes a note of their conversation with the Applicant and provides it to Synod Legal Team and the Coordinator for submission to the Redress Panel.
10	The Coordinator enters the details in the database to show that this Stage has been completed.

STAGE 3: Senior representative meeting³

1	In the event that the Applicant agrees to attend a Senior Representative Meeting, the Redress Support Worker arranges this, having first ascertained the Applicant's preferred location for the meeting and whether the Church's Senior Representative should be in uniform, that is, in official clerical dress or civilian clothing.
2	At that meeting the Church Entity Senior Representative : <ol style="list-style-type: none"> a. Listens to an Applicant's survival story; b. Explains/answers any questions about what redress the Church offers, and how this Procedure operates; c. If the Applicant and the Redress Support Worker have not personally met before, introduces the Applicant to the Redress Support Worker who will support them in the process; and d. Listens to any initial thoughts the Applicant has on what they would like to see included in their Care Plan.
3	Following the Senior Representative Meeting, the Redress Support Worker briefs the Coordinator on the meeting.
4	The Coordinator prepares a draft briefing paper for the Synod Legal Team to approve.

STAGE 4: Verifying the application

- 1** On receipt of an application for redress, the **Coordinator**:
 - a. Reviews the application and the notes of the Redress Support Worker.
 - b. Identifies any further enquiries to be made and records to be obtained in order to verify that the abuse alleged in the application occurred (the Coordinator does this in consultation with the Redress Support Worker if needed);
 - c. Makes those inquiries—the nature of which will vary with each application, but will typically include a request to the Church Entity Contact Person to:
 - verify that the Applicant was connected with the Church Entity at the relevant time,
 - verify that the alleged perpetrator was connected with the Church Entity at the relevant time,
 - identify the nature of the connection between the Applicant and the alleged perpetrator at the relevant time,
 - identify whether the Church Entity itself has any record of a prior Application by an Applicant, and
 - produce any record they have of whether the Applicant was in care of another non-Uniting Church Entity.
 - d. Makes inquiries of the Synod Legal Team to ascertain whether or not the Applicant has previously made an Application or has previously commenced civil proceedings, and if so, the outcome of the relevant proceedings;

³ This Stage (Senior Representative Meeting) may or may not be sequential with the next Stage (Verifying the Application), depending upon the manner in which the Application/Inquiry is received and the timing of the Senior Representative Meeting.



Interim Redress

	<ul style="list-style-type: none"> e. Makes inquiries of the Synod Legal Team and the Church records to ascertain whether the Applicant has come to notice during the Royal Commission; and f. Makes inquiries to ascertain whether there have been previous criminal proceedings or a previous or current report to police, or a police investigation, and if so, the outcome of that report or investigation.
2	If the Coordinator assesses that the Application alleges conduct which may be a criminal offence or some other situation that triggers the Church's reporting obligations, the Coordinator informs the Redress Support Worker and the Synod Legal Team. (See Stage 5)
3	If appropriate, the Coordinator requests from the relevant Church Entity Contact Officer any further information and records they need to verify the Application, by a nominated date.
4	<p>The Church Entity Contact Officer (and recipients of other requests from the Coordinator):</p> <ul style="list-style-type: none"> a. Makes inquiries to identify relevant information and records; b. Keeps a note of the inquiries made and provides that note and records recovered to the Coordinator (as scanned attachments to an email to the Coordinator, or if not amenable to scanning, by Express Post to the Coordinator); and c. Where the records provided are not self-explanatory, includes a covering explanatory note to the Coordinator.
5	The Coordinator personally makes the inquiries within his/her expertise and notes the results.
6	<p>When the Coordinator completes their own inquiries and has received responses to all inquiries (which will include the response that no relevant records have been located, or that relevant inquiries were made but only limited material was located), the Coordinator:</p> <ul style="list-style-type: none"> a. Assesses all information received; and b. Consults with the Redress Support Worker about whether it is necessary to seek further information from the Applicant. <p>If so, the Redress Support Worker contacts the Applicant.</p> <p><i>Note. This may involve the Coordinator waiting until the Redress Support Worker has progressed Stage 4.</i></p>
7	<p>When the Coordinator has pursued inquiries as far as practicable, the Coordinator reviews all the then available information and makes an initial assessment if:</p> <ul style="list-style-type: none"> a. There is sufficient information to enable the Redress Panel to make a determination about whether there is a reasonable likelihood that: the Applicant suffered abuse; the Applicant suffered harm as a result of the abuse; and/or whether there are any distinctive institutional factors to be taken into account; or b. The Church needs to engage an investigator to conduct inquiries to verify the application, and bearing in mind the information required by the Redress Panel to assess the redress to be offered to the Applicant.
8	If the Coordinator considers that engagement of an independent investigation firm is required, the Coordinator prepares a briefing note to the Synod Legal Team recommending that course and setting out the basis of the recommendation and attaching all relevant material.
9	The Synod Legal Team determines whether an investigation firm will be engaged or whether Coordinator should make further inquiries.



Interim Redress

10	If the Synod Legal Team determines an investigation should take place, the Synod Legal Team engages an independent investigator (via a formal letter of engagement setting out timeframes and formal instructions/brief).
11	The Coordinator informs the Redress Support Worker of the approach to be actioned, so that the Redress Support Worker can inform the Applicant of the current status of their Application.
12	The Independent investigation firm carries out the investigation, and submits the investigation report to the Synod Legal Team.
13	The Synod Legal Team briefs the Coordinator on report findings. If applicable, further follow-up inquiries are undertaken by the Coordinator. This may involve the Redress Support Worker contacting the Applicant.
14	The Coordinator recommends payment of investigation firm's fees to the Synod Legal Team.
15	The Coordinator arranges payment via liaison with the Finance Section.
16	The Coordinator enters details in database to show that this Stage has been completed.

STAGE 5: Observing criminal reporting obligations

1	If the Synod Legal Team assesses that the Application alleges conduct which may be a criminal offence, or some other situation that triggers the Church's reporting obligations, it instructs the Redress Support Worker to have a discussion with the Applicant about this.
2	The Redress Support Worker arranges a discussion with the Applicant about whether or not the Applicant: <ol style="list-style-type: none"> a. Has reported, or wishes to report, the potential offence to police and/or other government agency; and/or b. Wishes the Redress Support Worker or a support person to accompany the Applicant to the police station/any other relevant place to make such a report.
3	If the Applicant does not wish to report the potential offence to police and/or other government agency, the Coordinator arranges for the report to be made; the Church will report to Police and/or statutory authorities any allegations which, if proven, may be a crime or may continue to place children at risk, whether the Church is required by law to mandatorily report or otherwise. In making that report, the Coordinator , if so requested by the Applicant, will not disclose the Applicant's identity, unless it is necessary to disclose the Applicant's identity to comply with any mandatory legal requirements.
4	If the Coordinator makes a report to the police and/or other government agency, the Redress Support Worker will formally advise the Applicant of the action taken, and that the police have been asked to advise (1) whether or not they intend to investigate the allegation, and (2) whether there is any reason why progress of the Applicant's application under this Procedure cannot take place. <i>Note. The Church will not engage an independent investigation firm to investigate an allegation unless it is sure that the police are not undertaking an investigation or not planning to undertake one. If the police are undertaking or planning to undertake an investigation of a potential criminal offence, or have reason to stop the Application progressing, the Redress Panel will not be asked to assess the Application under this Interim Redress Procedure until an outcome is advised by the police.</i> <i>Note. Potential action by the police does not prevent the Redress Support Worker from proceeding to developing a Care Plan with the Applicant, and does not prevent the Redress Support Worker from making a recommendation for funding of counselling for the Applicant on an interim basis.</i>

STAGE 6: Preparation of care plan for applicant

1	The Redress Support Worker : <ol style="list-style-type: none"> a. Develops a personalised Care Plan for the Applicant through discussions with Applicant; and; b. Documents the Care Plan.
2	The Redress Support Worker then actions the Care Plan, with the assistance of the Coordinator where appropriate.



3	<p>If the Redress Support Worker assesses that the Applicant requires immediate counselling, the Redress Support Worker prepares a briefing note to the Coordinator:</p> <ol style="list-style-type: none">Summarising the current status of the claim for redress; andRecommending to the Coordinator that the Church funds provision of a designated number of counselling sessions to the Applicant, as an interim measure, pending the finalisation of the application for redress. <p>The Redress Support Worker may seek from the Applicant a referral from the Applicant's GP to support this recommendation.</p>
4	<p>The Coordinator considers the briefing note and either accepts or declines the recommendation.</p>
5	<p>The Redress Support Worker:</p> <ol style="list-style-type: none">Actions the Coordinator's decision, including informing the Applicant whether funding has been approved or declined and confirming this in writing (Note: the letter to the Applicant will request the Applicant to ask their counsellor to send invoices for their fees directly to the Redress Support Worker); andUpon receipt of an invoice, recommends payment to Coordinator.
6	<p>The Coordinator liaises with the Finance Section to facilitate payment of the counsellor's fees.</p>
7	<p>If the Redress Support Worker assesses that the Applicant requires an immediate referral to a relevant support agency, such as Lotus House or an Applicant support group, the Redress Support Worker actions this approach, with assistance from the Coordinator as appropriate.</p>
8	<p>If the Redress Support Worker suspects that the allegation by the Applicant involves a criminal act the Redress Support Worker discusses this with the Coordinator, who consults with the Synod Legal Team. If the Synod Legal Team is of the view that there is a possible criminal act, the Coordinator and the Redress Support Worker follow their respective steps described in Stage 5 (Observing Reporting Obligations).</p>
9	<p>If the Redress Support Worker is unsure whether the support sought by the Applicant can be provided under this Interim Redress Procedure, the Redress Support Worker discusses this issue with the Coordinator, and informs the Applicant accordingly.</p>
10	<p>The Coordinator enters details into the database to show that this Stage has been completed.</p>



STAGE 7: Assessment whether sufficient material to submit application to redress panel

1	<p>The Redress Support Worker</p> <p>a. Prepares a briefing note:</p> <ul style="list-style-type: none">• Summarising the nature of the Application and outcomes sought,• Making any other observations the Redress Support Worker considers relevant, and• Attaching the Care Plan and any other information provided by the Applicant that the Applicant requests be taken into consideration in assessing their Application. <p>b. The Redress Support Worker provides this to Coordinator.</p>
2	<p>The Coordinator considers material provided by the Redress Support Worker, and information received as a result of the inquiries conducted, including an investigation report if applicable. In consultation with the Synod Legal Team (which may also seek external legal advice on this) the Coordinator forms a view if there is sufficient information to enable the Redress Panel to make a determination about whether there is a reasonable likelihood that (a) the Applicant suffered abuse; (b) the Applicant suffered harm as a result of the abuse; and/or (c) whether there are any additional factors to take into account.</p>
3	<p>If the Coordinator decides that <i>sufficient material is available</i> for the making of a determination, the Coordinator:</p> <p>a. Prepares a briefing note for the Redress Panel using the standard template and attaching relevant information; and</p> <p>b. Submits the briefing note to the Synod Legal Team for approval.</p>
4	<p>If the Synod Legal Team approves the briefing note to the Redress Panel, the Synod Legal Team endorses the briefing note to that effect and returns it to the Coordinator.</p>
5	<p>If approved, the Coordinator makes administrative arrangements for the Redress Panel to consider the application, i.e.</p> <p>a. Copies and collates the briefing note and supporting material;</p> <p>b. Notifies the relevant Redress Panel members of the application;</p> <p>c. Provides the Redress Panel members with the briefing note and supporting material;</p> <p>d. Books a venue for the Redress Panel meeting; and</p> <p>e. Notifies the Coordinator and Redress Support Worker of the arrangements.</p>
6	<p>The Redress Support Worker updates the Applicant on the status of their application.</p>

7	<p>If the Coordinator/Synod Legal Team form a view that <i>sufficient material is not available</i>, the Coordinator:</p> <ol style="list-style-type: none"> a. Either initiates inquiries for further information, or recommends to the Synod Legal Team the appointment of an independent investigation firm to obtain the relevant information; b. Informs the Redress Support Worker of the approach (which may be no further action) to be actioned, so that the Redress Support Worker can inform the Applicant; c. Prepares a briefing note for the Redress Panel about the Coordinator/Synod Legal Team's view that the application/s cannot be put forward to the Redress Panel, and the reasons why; and d. Submits the briefing note to the Synod Legal Team for approval.
8	<p>If applicable, an independent investigation firm conducts an investigation and submits their investigation report to the Synod Legal Team.</p> <p>The Synod Legal Team briefs the Coordinator on the report findings, which may be no further action.</p>
9	<p>Upon receipt of the briefing about the investigation report, the Coordinator follows Stage 5 Steps 2–6 (above).</p>
10	<p>The Coordinator enters details into the database to show that this Stage has been completed.</p>

STAGE 8: Consideration of application by redress panel and implementation of Redress panel's determination

- 1** The **Redress Panel** meets monthly to:
 - a. Receive a verbal briefing from the Redress Support Worker of all applications for monetary redress under this Interim Redress Procedure for consideration that month, including an overview of the relevant Senior Representative Meetings held;
 - b. Consider applications and briefing papers prepared by the Coordinator;
 - c. Hear from any Applicant wishing to address the Panel in relation to an application being considered that month;
 - d. Determine whether there is a reasonable likelihood that an Applicant has suffered Sexual Abuse as a Child in an Institutional Context while in the care of the Church, the alleged abuser was an adult, and the Sexual Abuse or the first incidence of Sexual Abuse occurred before the Cut-Off Date in the State of Queensland or outside Queensland in circumstances where the Church was responsible for the care of the child;
 - e. Determine any redress, in the form of a monetary payment, (if any) to be offered to the relevant Applicants;
 - f. Record its determinations;
 - g. Consider any briefing papers prepared by the Coordinator about any application/s not put forward to the Redress Panel that month; and
 - h. Determine whether to confirm or reject the putting forward of those application/s.



Interim Redress

2	If the Redress Panel confirms the not putting forward of any application/s, the Redress Panel provides its determination to the Synod Legal Team. The Synod Legal Team provides a copy of the determination to the Coordinator , who then updates the database and notifies the Redress Support Worker.
3	If the Redress Panel forms the view that the material given to them is insufficient to determine a monetary redress offer, the Redress Panel formally identifies that further material is required and sends this to the Coordinator to follow up.
4	If, having sufficient material to determine a monetary redress offer, the Redress Panel makes a determination that <i>no offer</i> of monetary redress should be made to an Applicant, the Redress Panel provides that determination to the Synod Legal Team . The Synod Legal Team provides a copy of the determination to the Coordinator , who then updates the database and notifies the Redress Support Worker.
5	If, having sufficient material to determine a monetary redress offer, the Redress Panel makes a determination that <i>an offer of monetary redress should be made</i> to an Applicant, the Redress Panel provides its determination to the Synod Legal Team. The Synod Legal Team provides a copy of the determination to the Coordinator , who then updates the database and notifies the Redress Support Worker.
6	The Synod Legal Team checks if Civil Litigation has been commenced/re-activated.
7	The Synod Legal Team prepares a letter to the Applicant which: <ol style="list-style-type: none">If Civil Litigation <i>has</i> been commenced/re-activated, explains that the Redress Panel has considered their application, but that, given the commencement/re-activation of Civil Litigation, the relevant Church entity will not be making a redress offer and that interim counselling/psychological care will now cease; orIf Civil Litigation <i>has not</i> been commenced/re-activated:<ul style="list-style-type: none">Confirms the outcome of the Redress Panel meeting,Sets out the details of any offer of redress, be it in the form of direct personal response, guaranteed funding, when needed for counselling and psychological care, and/or a monetary payment,Attaches a Deed of Release, if the Applicant is to be offered a monetary payment,Informs the Applicant that the Church will meet the Applicant's reasonable legal expenses of obtaining independent legal advice in relation to the Deed of Release, andAdvises that the offer of redress is open for acceptance for a period of 12 months.
8	The Synod Legal Team gives the letter to the Redress Support Worker to send to the Applicant and gives a copy of the letter to the Coordinator.
9	The Redress Support Worker sends the letter and then discusses the outcome of the Redress Panel meeting with the Applicant.
10	Upon receipt of the signed Deed of Release, the Synod Legal Team sends a letter to the relevant Church Entity Senior Representative to obtain approval for payment to the Applicant.
11	Upon receipt of the invoice from the Applicant's legal representatives relating to fees for providing independent legal advice on the Deed of Release, the Coordinator arranges payment via liaison with Finance Section.

12	The Coordinator , in collaboration with the Redress Support Worker , implements the other redress items determined by the Redress Panel. This could include (but may not be limited to): <ol style="list-style-type: none"> a. Drafting a written apology (ultimately for signature by the appropriate Senior Representative of the Church) for initial approval by the Synod Legal Team; b. If approved by the Synod Legal Team, submitting that letter to the appropriate senior officer for signature; c. Ascertaining, from the Applicant, their preferences for the meeting; and d. Arranging a meeting with the appropriate Church Entity Senior Representative and the Applicant, in order to deliver a verbal apology to the Applicant.
13	If an Applicant rejects their offer of redress and requests Reconsideration/Review of the offer by the Redress Panel, the Redress Support Worker or Coordinator must: <ol style="list-style-type: none"> a. Clarify with the Applicant the basis upon which reconsideration is sought (i.e. what is the new information that the Applicant seeks be taken into account by a Redress Panel in Review); and b. Upon receipt of clarification, draft a further briefing note for the Redress Panel.
14	The Coordinator notifies the Synod Legal Team of the outcome of the Application within one working day of receipt of the Redress Panel's determination.
15	The Coordinator enters details into database to show that this Stage has been completed.

STAGE 9: Requests for review of redress panel determinations

1	Within three months of receiving a letter from the Synod Legal Team (advising of a Redress Panel's determination of an Applicant's application under this Interim Redress Procedure) an Applicant wishing to have that determination reviewed submits a Written Request for a Review to the Synod Legal Team.
2	In making such a Written Request, the Applicant sets out: <ol style="list-style-type: none"> a. Why they think the Redress Panel's original determination should be reviewed (which can include a concern about procedural fairness); b. Their desired outcome of the Review; c. Any information about any changes in their circumstances that support a Review of the Redress Panel's original determination; d. Any new information about which a Redress Panel in Review should be aware, which may include matters not previously known or shared by the Applicant; and e. Any other relevant information.
3	On the date of receipt of a Written Request for a Review, the Synod Legal Team passes a copy of the Written Request to the Coordinator and the Redress Support Worker.
4	On the date of receipt of a copy of a Written Request for a Review, the Coordinator enters the details in the Church's redress database.



- 5 On the date of receipt of a copy of a Written Request for a Review, the **Redress Support Worker** speaks to the Applicant about their Written Request. In doing so the Redress Support Worker:
- a. Explains that it is not automatic that the Applicant's Written Request for Review will go before a Redress Panel in Review, and why;
 - b. Explains that it is possible that, if a Redress Panel in Review is convened to consider the Applicant's Written Request, it may determine that no change should be made to the Redress Panel's original determination;
 - c. Asks if the Applicant wishes to meet with the Redress Panel in Review (in the event that one is convened);
 - d. If possible, indicates when the Applicant's Written Request for Review (if a Redress Panel in Review is convened) is likely to be considered;
 - e. Explains their role in the Review process;
 - f. Confirms the Applicant's current contact details;
 - g. Ascertains the Applicant's preferred method of contact;
 - h. Agrees on the timing of the next contact with the Applicant;
 - i. Assesses whether or not the Applicant is likely to require assistance during the Review process. If so, offers assistance such as:
 - Referral to Lotus House or another group that provides support persons,
 - The Redress Support Worker themselves providing direct further assistance, and
 - Referral of the Applicant to a counsellor chosen and funded by the Church/Church Entity, who will assist the Applicant through the Review process.
- 6 Within 14 days of receipt of the Applicant's Written Request for Review, the **Synod Legal Team** reviews the Written Request to decide whether a Redress Panel in Review should be convened to consider the Written Request. In doing so, the Synod Legal Team has regard to the following:
- a. The original determination of the Redress Panel;
 - b. Any potential concerns about the soundness of the reasons given for the original determination by the Redress Panel;
 - c. The apparent merits, completeness and relevance of the information set out by the Applicant in the Written Request for Review, including whether the Written Request is frivolous, vexatious, misconceived, lacks substance, or there is some other compelling reason that it should not be referred to a Redress Panel in Review;
 - d. Whether any further investigation/enquiries are needed before a Redress Panel in Review could consider the Written Request;
 - e. How quickly a Redress Panel in Review could be convened to consider the Written Request, particularly given the need to ensure it not include any person who was a member of the Redress Panel that made the original determination;
 - f. Whether any Civil Litigation has been commenced/re-activated by or on behalf of the Applicant.
- The **Synod Legal Team** may take this decision in consultation with the relevant Church Entity and/or external legal advisers.

7	The Synod Legal Team advises the Coordinator and the Redress Support Worker of the decision as to whether a Redress Panel in Review should consider the Written Request for Review.
8	<p>If the Synod Legal Team decides that the Written Request for Review <i>should not</i> be considered by the Redress Panel in Review:</p> <ol style="list-style-type: none"> a. The Synod Legal Team prepares a letter to the Applicant explaining that this is the case, and why that decision has been reached. If the reason is that Civil Litigation has been commenced/re-activated by or on behalf of the Applicant the letter explains that this is the reason why the relevant Church Entity will not be making any further redress offer. b. The Coordinator updates the Church's redress database; and c. The Redress Support Worker contacts the Applicant to notify them of the Synod Legal Team's decision.
9	<p>If the Synod Legal Team decides that the Written Request for Review <i>should</i> be considered by the Redress Panel in Review:</p> <ol style="list-style-type: none"> a. The Coordinator <ul style="list-style-type: none"> • makes arrangements for when the Review will take place, • advises the Synod Legal Team and the Redress Support Worker of these arrangements, • prepares a briefing paper for the Redress Panel in Review, • provides the briefing paper to the Synod Legal Team for approval, • updates the Church's redress database. b. The Redress Support Worker contacts the Applicant to notify them of the arrangements for the Review.
10	<p>The Redress Panel in Review meets to:</p> <ol style="list-style-type: none"> a. (if appropriate) Receive a verbal briefing from the Redress Support Worker on the Written Request for Review; b. Consider the Written Request and briefing paper prepared by the Coordinator; c. Consider the original determination by the Redress Panel and its reasons for that determination; d. Consider whether the original determination by the Redress Panel was appropriate/ reasonable in the circumstances and on the basis of the information available to the Redress Panel; e. Determine whether the original determination of the Redress Panel should be confirmed or varied or whether other action should be taken; f. If monetary redress/further monetary redress is to be offered to the Applicant, determine what that redress/further redress should be; g. Record its determination; and h. Record its reasons for that determination.
11	The Redress Panel in Review provides its determination to the Synod Legal Team.
12	The Synod Legal Team notifies the Coordinator and the Redress Support Worker of its determination.

13	<p>The Synod Legal Team prepares a letter to the Applicant which:</p> <ul style="list-style-type: none"> • Confirms the outcome of the Redress Panel in Review meeting, • Sets out the details of any offer of redress/further redress, • If the Applicant is to be offered a monetary payment, attaches a Deed of Release, • Informs the Applicant that the Church will meet the Applicant’s reasonable legal expenses of obtaining independent legal advice in relation to Deed of Release, • Advises that the offer of redress/further redress is open for acceptance for a period of six months, and • Advises that there are no further avenues of review under this Interim Redress Procedure.
14	The Synod Legal Team gives the letter to the Redress Support Worker to send to the Applicant, and gives a copy of the letter to the Coordinator
15	The Redress Support Worker sends the letter, then discusses the Redress Panel in Review determination with the Applicant.
16	The Coordinator updates the Church’s redress database.
17	If the Redress Panel in Review determined a first or further monetary payment be offered, then upon receipt of the signed Deed of Release, the Synod Legal Team sends a letter to relevant Church Entity Senior Representative to obtain approval for payment to the Applicant.
18	Upon receipt of an invoice from the Applicant’s legal representatives relating to fees for providing independent legal advice on the Deed of Release, the Coordinator arranges payment via liaison with Finance Section.
19	The Coordinator , in collaboration with the Redress Support Worker , implements the other redress items approved by the Redress Panel.

Glossary

Application means application for redress under this Procedure.

Care Plan means an individualised plan developed with an Applicant which identifies (and documents) the non-financial redress outcomes desired by the Applicant, what support the Applicant seeks, and who is responsible for provision of relevant support. A Care Plan may, for example, include:

- Counselling, psychological and/or other therapeutic care the Applicant seeks,
- Participation in a Meeting with a Church Senior Representative,
- A written and/or oral apology from that Church Senior Representative,
- Ongoing pastoral care and support,
- Identification and contact with other survivors of the Applicant’s alleged abuser, and/or
- Ongoing support such as assistance with gaining access to records, family tracing help, participation in memory projects, participation in culturally appropriate collective events, or support to connect with relevant support services, government agencies and/or the police.

Church means the Uniting Church in Australia, Queensland Synod, its agencies and its other entities.

Glossary continued

Church Entity Contact Officer means the person designated by each relevant Church Entity to:

- Be notified of any Application for redress made under this Procedure by an Applicant who was connected with that Synod Entity, and
- Assist Synod personnel engaged to implement this Procedure, e.g. in relation to relevant information and records.

Church Entity Senior Representative means a person nominated by the relevant Church Entity with appropriate seniority and skills to conduct a meeting with an Applicant to hear as much of the Applicant's experiences as they wish to communicate to the Senior Church Representative, and to deliver a direct personal response, such as an apology, to an Applicant.

Coordinator means the Coordinator of the Redress Procedure engaged by the Church. This person will have high-level administrative skills and legal or insurance training.

Employee means board/council members, employees, volunteers, presbytery members and adherents, church council members, elders, congregation members, people in the specified ministries of the Church, and any other person with responsibility in the life of the Church.

Redress Panel means a panel of individuals which includes at least one member independent of the Church, and a Church representative who has operational experience and understanding of the Church and its Entities. Together, the panel will possess a mix of legal skills (including victims' compensation), and psychosocial skills (including issues relating to institutional child sexual abuse and Indigenous and special needs). The Redress Panel's role is to determine:

- a. Whether there is a reasonable likelihood that an Applicant has suffered Sexual Abuse as a Child in an Institutional Context while in the care of the Church, the alleged abuser was an adult, and the Sexual Abuse or the first incidence of Sexual Abuse occurred before the Cut-Off Date in the State of Queensland or outside Queensland in circumstances where the Church was responsible for the care of the child;
- b. Whether an offer of redress in the form of a monetary payment—being tangible recognition of the seriousness of the hurt and injury suffered by a survivor—should be made to an Applicant; and
- c. If an offer of a monetary payment is to be made, what that payment should be.

It is not the Redress Panel's role to make findings that any alleged abuser was involved in any abuse.

Redress Panel in Review means a Redress Panel considering an application for a reconsideration/review of (a) an offer of a monetary payment made under our Interim Redress Procedure, or (b) notification of a determination by a Redress Panel that no offer of redress in the form of a monetary payment should be made. A Redress Panel in Review will not include any person who was a member of the Redress Panel that made the determination being reviewed.

Redress Support Worker means the person/s engaged by the Church to be the liaison point for the Applicant throughout the processing of their Application under this Procedure, and afterwards. This person will have psychosocial training.

Glossary continued

Senior Representative Meeting means a face-to-face meeting held, if so desired by an Applicant, between the Applicant and a Church Senior Representative. It may also include a Redress Support Worker, and, in the event the Applicant is legally represented at the meeting, a legal member of the Synod Legal Team. At the Senior Representative Meeting the Church Senior Representative:

- Listens to an Applicant’s survival story,
- Explains/answers any questions about what redress the Church offers, and how this Procedure operates,
- Listens to any initial thoughts the Applicant has on what they would like to see included in their Care Plan.

Synod Legal Team means the Legal Team appointed by the Church for the purpose of implementing the scheme for interim redress.

Support Person means a person chosen by an Applicant who will provide emotional support and/or personal assistance to an Applicant while the Applicant is seeking redress under this Procedure. The type of emotional support and/or personal assistance provided may include: assisting the Applicant to complete the application for redress; accompanying the Applicant to meetings with the Redress Support Worker or to meetings with representatives of the Church Entities; accompanying the Applicant to a police station if the Applicant wishes to make a report of a criminal offence to the police; accompanying the Applicant to an interview if the Applicant is interviewed by an investigator. A Support Person does not represent the Applicant, advocate/speak on behalf of the Applicant, or answer questions on behalf of the Applicant.

General points

Responsiveness. Employees engaged by a relevant Church Entity in relation to this Interim Redress Procedure will respond to inquiries from other employees of the Church in a timely manner to assist them in discharging their duties under this Procedure.

File-keeping. In relation to each application made under this Interim Redress Procedure, people engaged by a relevant Church Entity will:

- Make appropriate near-contemporaneous file notes of their contact with Applicants and/or Applicant’s representatives,
- Attach those file notes and all other documents created and/or received in relation to an application, to the relevant hard copy or electronic record that will be created for each Application,
- Ensure telephone calls from an Applicant’s legal representative are returned by the Synod Legal Team,
- Check any correspondence to an Applicant’s legal representatives, and have it signed through the Synod Legal Team before dispatch,
- Ensure that all correspondence will be signed by an appropriately senior employee employed by the Church Entity to implement this Procedure.

Document Review History

Version Number	Reviewed by	Approved by	Date of approval	Endorsed by	Endorsed date	Review date
1.0	General counsel Legal counsel Manager Insurance and Risk	General secretary	12/09/2016	Synod Standing Committee	07/07/2016	12/09/2017