

## The Benevolent Society Redress Scheme

With a commitment to respond with respect, empathy, compassion and support, the Board of The Benevolent Society developed and adopted a framework for responding to, and managing complaints from people who were in the care of The Benevolent Society at Scarba House.

1. The Benevolent Society historically provided short-term residential care for children at Scarba House, located at Bondi in Sydney's eastern suburbs during the period 1917 to 1986.
  2. The Benevolent Society has developed a framework for responding to, and managing complaints from people who were in the care of The Benevolent Society at Scarba House.
  3. In 2004, The Benevolent Society provided a full and unreserved apology for all abuse, mistreatment or harm experienced by children in our care. A copy of our apology is available on The Benevolent Society's website – [www.benevolent.org.au](http://www.benevolent.org.au)
  4. When an individual makes a claim or allegation of child abuse, The Benevolent Society is committed to responding promptly with respect, empathy, compassion and support. We will seek to provide assistance to help people with their needs.
  5. We will seek to be compassionate to the survivors of child abuse, and provide assistance with their needs and to help them rebuild their lives.
  6. The Benevolent Society is committed to providing survivors with a voluntary and alternative pathway (whether by way of financial assistance or otherwise) to ensure survivors receive appropriate care, counselling and support.
  7. The provision of this assistance is separate from the other processes that The Benevolent Society follows in engaging in litigation. It is designed to be a non-adversarial system whereby the survivor can obtain assistance, support and compensation as an alternative to litigation.
  8. Notification of a survivor who may be entitled to assistance should be provided to the Executive Director, Child and Family Services.
  9. A single point of contact will be nominated to assist the survivor.
  10. A range of assistance may be offered including and not limited to:
    - a. Apology
    - b. Counselling
    - c. Financial Assistance
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