



Confidentiality

Confidentiality and client led care is important to us, however, we may be required to share information with others if:

- We become aware that a child may be at risk of harm or where directed by law.
- We become aware that you may be at risk of harm.
- Where criminal conduct has occurred it may be necessary to report this to police, however you can request anonymity in this report.
- For risk management purposes, to protect children and vulnerable adults, we may need to share selected information with those who can assist to safeguard children in the church community.

At all times we will endeavour to inform you of our reporting obligations.

Adsafe

Contact us

Australia 1800 220 468
New Zealand 0800 442 458

Business hours – Sydney time zone
Monday - Thursday
9:00am – 5.00pm
Friday
9:00am – 12:30pm

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We believe survivors.
We do not judge.
We promote self-determination.
We work within a trauma-informed framework.

Adsafe Ltd is a service of the Seventh-day
Adventist Church (South Pacific Division)



Adsafe

Survivor Services and Redress



Adsafe's Survivor Services and Redress Team (SSRT) supports children and vulnerable adults in our faith communities who have experienced physical or sexual abuse by providing:

- Tailored case management. This means one of our case officers will work with you to assess your needs and goals and assist to coordinate services and provide ongoing support to help you achieve these goals.
- Advocacy to relevant church entities and external service providers on your behalf.
- Links to trauma informed counselling.
- Support through required legal reporting and church investigations where applicable. This includes reporting to police where a crime has been committed.
- Facilitating redress applications for eligible survivors of child sexual abuse.
- Ongoing Support.

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Investigations

Sometimes, a survivor will choose to participate in an investigation. Adsafe is there to support you if you do. There are situations where Adsafe will be legally required to facilitate an independent investigation. This includes when a person subject of an allegation (PSOA) is a church employee or volunteer in a nominated role in our church community. The investigation process seeks to manage the risk a PSOA poses in his/her current role and makes findings about what the PSOA has done. These findings are based on the 'balance of probabilities', however the more serious the alleged abuse, the clearer the evidence needs to be. This may mean other corroborative evidence is needed to make a 'sustained' finding.

Redress

Redress acknowledges that child sexual abuse has occurred within our faith community.

It facilitates a justice pathway that assists survivors through funding for counselling, an ex-gratia financial payment, and through the provision of an apology and/or re-engagement with the Church, if desired.

Privacy and Record Keeping

When you speak with a SSRT Case Officer they will record some of the information that you provide and this is kept on a secure database, under confidential and strictly limited access.

The instances where this information may need to be shared is:

- When subpoenaed by a court.
- When requested by another agency that has the right to request such information, (eg. working with children check schemes).
- For risk management purposes to protect vulnerable adults or children in our church community.

Where information is shared Adsafe will seek to inform you regarding what needs to be shared and remove any identifying information about you that is not required.

