

ROAD TO REDRESS

We thank you and acknowledge your bravery in sharing your complaint. Following the investigation findings and recommendations the Marist Brothers Professional Standards Office or appropriate Catholic Church authority will contact you to provide an outcome.

Your Rights and Choices

- You can have a support person with you at any time
- You can ask questions and receive information in clear language
- You can pause or take time when needed
- Your wellbeing comes first

Following an Investigation

An invitation will be shared with you to meet with members of the Professional Standards Office and or Marist Brothers to hear your experiences and to receive an apology directly. This meeting will also give opportunity to discuss redress. You may choose not to meet in person, and this is fine. Alternatively, we can meet online or continue the conversation sensitively in writing. You are in control. You can take time, ask questions, and make choices that feel right for you.

What Redress Can Look Like

Redress is about supporting your healing. Depending on what feels right for you, support may include one or more of the following:

- A sincere apology and acknowledgment of the abuse and harm, in person or written.
- Psychological, emotional, spiritual, and medical support
- Practical help and rehabilitation services
- Education or training support
- Monetary redress
- A response suited to needs of the individual

You can choose what support you want, and you are not required to accept anything you are uncomfortable with.

Support for You

We provide trauma-informed support that centres your wellbeing, including ongoing support with the Marist Brothers Professional Standards Office, the choice of a support person, access to independent advocates, help with services like ACC, care that respects your culture and beliefs, and culturally safe support for Māori and Pacific survivors

Apology and Acknowledgment

We will offer a personalised apology, either in writing or in person, based on what you prefer. This includes acknowledging the harm you experienced and the ways the institution failed you. We also recognise Survivors of Abuse every year on 12 November.

Health and Wellbeing Support

You may choose to access counselling, therapy, spiritual support, or medical care. Services will be independent, ACC accredited and chosen by you. We aim to reduce the need for you to retell your story multiple times.

Monetary Redress

Financial redress may be part of the Marist Brothers response. Payments aim to be fair and timely and offered within 30 days of the investigation outcome and recommendations received. Some support may be available to help you access independent legal or financial advice.

The Marist Brothers will also support any wider Catholic Church redress when available. The Government's [Common Payment Framework](#) is one model the Catholic Church may consider when determining monetary redress.

Previous Settled Redress

The Marist Brothers committed to honouring monetary redress once a formal scheme was established and remain committed to a Catholic Church wide redress scheme when it becomes available. Survivors may choose to review monetary redress under the Marist Brothers' current sexual abuse guidelines or once the Catholic Church's redress scheme is available.

Support for Whānau

Whānau members who have been affected may also be supported where appropriate, especially where distress is present.