

INDEX

- Aboriginal Legal Service (ALS), 78,
80–81, 135–36
- abuse. *See* injuries and injurious
experiences
- acknowledgement, 4, 20, 37–38, 105,
122, 141, 150–51, 155, 173, 182,
184, 188, 205, 217, 219, 230,
233, 238, 245
- advance payments. *See* interim
payments
- apologies, 5, 9, 36, 38, 229–30, 232–34,
243
- Australia, 81, 230
- Canada, 83, 99, 233
- churches, 204, 232
- Ireland, 47–48, 57–58
- New Zealand, 105, 114,
229
- application forms
design, 163–65, 176
- Assembly of First Nations (AFN), 15,
84, 91, 93, 211, 233
- Barnardos Origins Tracing Services, 52,
210
- Bindoon Boys Town (Australia), 75,
152
- care leavers. *See* Survivors
- care placements, 18
- between public and private, 8
- institutional, 11
- movement between, 25
- ceremonies (traditional), 89, 92–93, 97,
100, 102, 232
- children and young persons
as peer offenders, 153–54
- children and young people
defined, 11
- churches. *See also* offenders, NGOs
as care providers, 18, 57, 74, 83, 142
in programme design, 3, 215
providing funding, 48, 55, 125–26,
137, 215
- roles in delivering redress, 50, 52, 59,
80, 98, 131–32, 154, 176, 204–6,
214, 232
- community agencies, 127, 162,
197–206, 208–10, 213, 240, 244
- compensation
as a regulative ideal, 37, 219, 224
demands for, 5
impossibility of, 178, 194, 217–19,
222
- methods for setting values, 219–25
- rights to, 5, 234
- sensitivity of values, 223, 234
- Confidential Listening and Assistance
Service (CLAS) (New Zealand),
105–7, 111, 164
- Cooper Legal (New Zealand), 107–8,
111–12, 139
- counselling
as a substantial outcome, 5, 157,
211–12, 214
- in Canada, 99
- in New Zealand, 105, 111
- as part of a redress process, 128,
134–36, 161, 168, 208, 210–11,
214, 240, 243
- in Australia, 127
- in Canada, 102
- in New Zealand, 109, 112
- as supporting a redress process, 9

- counselling (cont.)
 in Australia, 66, 71, 79
 in Canada, 85, 89–91, 100
 in Ireland, 52, 61
 for redress programme staff,
 134
- courts. *See* litigation
- Crawford Class Action Services
 (Canada), 84–85, 89, 92, 94
- Crown Litigation Strategy (New
 Zealand), 105, 112
- education. *See* injuries and injurious
 experiences: consequential
 damage
- evidence. *See also* Memory
 accuracy, 4, 20–21, *See also* Fraud
 professional reports, 51, 68, 76,
 95–97, 170, 174–75, 177, 186
 quality, 4, 18–19, 34, 75, 88, 130,
 141, 143, 174–75, 177, 189–91,
 200
 records. *See* Records
 standards of, 34, 53, 78, 88, 96, 111,
 189–91, 193, 196, 238
- Find and Connect (Australia), 210
- Forde Inquiry (Queensland), 23, 64–65,
 67, 70–71, 156
- historical institutionalism, 12
- Indian Residential Schools
 Adjudication Secretariat
 (Canada), 93–98, 126, 135
- Indigenous, defined, 5
- injuries and injurious experiences
 acts, 9, 22
 collective, 23–25, 29–30, 36–37, 76,
 83, 86, 92, 136, 150–51, 155–57,
 159–60, 194–95, 222–23,
 232–33, 235, 237, 239
 consequential damage, 9, 17, 22,
 27–30, 36–38, 47, 49–51, 53, 68,
 75–76, 84, 95–96, 102, 108,
 112, 149, 156–60, 170, 174–75,
 181–82, 193–96, 219–20,
 237
 contemporary standards, 53, 75,
 109–10, 151–53, 160
 individual, 23, 27, 37, 83, 92–93, 149,
 151, 155–58, 160, 220–22,
 237–39
 interactional, 18, 22–23, 30, 37–38,
 47, 49, 83, 93, 108, 144, 149–51,
 153, 156, 237, 240
 non-recent (historic) abuse defined,
 4
 structural and systemic, 3, 8, 11,
 22–27, 29–30, 32, 37–38, 47, 49,
 64, 68, 83, 86, 109, 119, 132,
 135–36, 144, 149–51, 153–56,
 160, 194–95, 204, 222–23,
 232–33, 237, 239–40, 245
 interim payments, 50, 74–75, 86,
 184–86, 239
- Kimberley Community Legal Services
 (Australia), 80–81, 135, 172
- knowmore (Australia), 208–9, 211,
 213–14
- Laffoy/Ryan Commission (Ireland), 19,
 47, 51, 55
- legal counsel/lawyers. *See also*
 knowmore (Australia), *See also*
 Cooper Legal
 as staff in redress programmes, 48,
 53, 69, 78, 94, 99–101, 106, 110
 as support for survivors, 35, 50–54,
 61, 71, 90, 97–99, 107, 111, 163,
 207–9, 214
 costs, 41, 51, 55, 60, 63, 71, 80, 90,
 100, 111, 123, 201, 238
 influence on redress, 51, 120
 problems with, 101–2, 123, 154, 169,
 175, 188, 206–7, 214
- litigation
 as part of New Zealand redress, 106,
 114
 challenges for survivors, 10, 32–33,
 35, 114, 155
 compared to redress, 31, 34, 36,
 39–43, 105, 190–91, 216
 making it accessible to survivors,
 151, 243

- monetary values, 216, 220–21, 234
- to review redress claims and
 - programmes, 54, 61, 72, 87, 89, 103, 114, 122–23, 142
- Lotus Place (Australia), 65–67, 70–71, 198–200, 205, 210

- McClellan Commission (Australia), 20, 42, 120, 172, 208, 212, 215, 229, 245
- memorials, 9, 243–44
- memory, 141–42, 167, 170–73
- Métis, 86, 91

- National Administrative Committee (NAC) (Canada), 84, 89, 94, 121, 189
- National Redress Scheme (Australia), 208, 210–11, 215–17, 231
- National Research and Analysis Unit (NARA) (Canada), 85, 88, 90, 100
- NGOs. *See* community agencies, *See* churches

- offenders
 - NGOs, 153
 - non-staff adults, 153, 160
 - peer offenders, 153–54, 160
 - staff members, 22–23, 25, 109, 153
 - states, 10, *See also* states

- paternalism, 218, 225–28, 234
- police referrals, 49, 81, 131–32, 170
- posthumous claims, 58, 68, 86, 92, 95, 148–49, 151, 160, 184
- priority payments, 96, 149, 160, 184, 196
- privacy
 - of survivors, 6, 32, 35, 38, 43, 76, 81, 89, 91, 131, 136, 154–55, 157, 159, 167, 170, 178, 187–88, 196, 200, 202, 229, 233
 - of third parties, 19

- records
 - in redressing structural injuries, 150, 159, 174, 238
 - quality, 19–20, 90–91, 112–13, 143, 173, 191, 209

- redaction, 70–71, 80, 113, 244–45
- relation to testimony, 141–42, 172
- survivors access to, 19, 35, 61, 70–71, 80, 90–91, 97, 105, 109, 111–13, 146, 173, 177, 190, 198, 208, 214, 244–45
- use by exemplars
 - CEP, 88
 - Forde Foundation, 65
 - HCP, 107, 111
 - IAP, 100
 - Magdalene laundries, 60, 205
 - Queensland Redress, 69
 - Redress WA, 75, 88
 - RIRB, 50, 52

- redress
 - alienating potential, 157–58, 236
 - as an alternative dispute resolution process, 10
 - as holistic/holism, 5, 10, 36–38, 127, 197–201, 208–9, 213–14, 226, 233, 240, 243–45
 - as public policy, 7–11, 39, 43, 124, 245
 - ceremonies, 232–35
 - defined, 9–10
 - in-kind, 56–57, 65, 84, 92–93, 227–28, 234
 - invasive potential, 8, 157–59, 167
 - origins, 3
 - tensions/trade-offs within, 7–9, 16, 40, 44, 126, 132, 134, 140, 144, 159, 161, 170–71, 181, 191, 224, 232, 236, 239–40, 245

- redress programmes
 - accessibility, 16, 31, 33, 35, 38, 48, 52, 79–80, 97–98, 127–28, 137, 147, 160, 162–65, 173–76, 195, 197, 200–1, 206, 208–14, 226, 238, 241–43
 - accessibility challenges, 61, 66–67, 73, 89–91, 112, 244
 - advantages of flexibility and choice, 7–9, 16, 36, 42, 44, 82, 104, 119, 125, 131, 136–38, 140, 142, 144, 147, 149, 151, 154–55, 160–61, 165, 175–76, 184, 199, 211–12, 214, 232, 237–43, 245

- redress programmes (cont.)
- application deadlines, 49, 67, 86, 93, 145–48, 160, 241
 - as harmful, 5, 35, 167–68, 173, 176, 180, 210, 218, 225–26
 - budgets
 - Australia, 64
 - Canada, 90, 92, 104
 - Ireland, 34, 47, 54–55, 58, 63, 121, 124
 - New Zealand, 107, 113–14
 - structure, 42–43, 82, 120, 122, 124–26, 137, 217, 241
 - capped in-kind support, 57, 65, 86, 99, 228
 - communicating payment offers, 229–32
 - counterfactuals in assessment, 37, 192–95
 - creative potential, 120, 246
 - cut-off dates for eligible injuries, 155–56, 160
 - data management, 67, 73, 130–32, 137, 165, 174, 176, 209, 214
 - design and development, 6, 36, 38, 40, 43–44, 47–48, 51, 58–59, 62–63, 73, 94, 119–26, 136, 147, 151, 160, 218, 225, 234, 236–43
 - fraud, 40–41, 171–73, 188, 191, 224
 - hearings. *See* redress programmes: interviews
 - independent delivery, 34, 48, 99, 107, 112, 115, 121–22, 124, 126–27, 137, 148, 174, 205
 - independent design, 119–20, 125, 136
 - interviews, 53, 59, 76–77, 89, 97–100, 107, 109–11, 114, 127–29, 137, 154, 165–71, 176, 204–5, 211
 - late applications, 49, 74, 94, 146–47, 241
 - review procedures
 - for claims including appeals, 34, 54, 59–61, 72, 78, 81, 85, 88, 99, 103, 122–23, 185, 189, 196, 223, 229, 231
 - for programmes, 57–58, 90, 107, 114, 122–24, 137, 142, 172, 185, 196
 - successor programmes, 147–48, 160, 232, 241
 - waivers and indemnities, 48, 55, 60, 71, 80, 125, 137, 231, 235, 242
 - religious orders. *See* Churches
 - research interviews, 14–15
 - Resolutions Health Support Program (RHSP) (Canada), 89–90, 97, 100, 135, 211, 238
 - retraumatisation, 6, 35, 76, 88, 123, 126, 166–68, 170, 187–88, 205, 207, 229
 - Ryan/Laffoy Commission (Ireland), 17
 - Scottish Redress, 121, 145, 149, 184, 223–24
 - Settlement Agreement Operations Branch (SAO) (Canada), 93–94, 97–102, 127, 168–69, 186
 - Shaw Commission (New Zealand), 21, 105, 199, 242
 - staff. *See also* offenders. *See also* legal counsel
 - employment of survivors, 136, 201–4, 214
 - in care placements, 22–23
 - redress programmes, 35, 40, 56
 - caseworker structure, 133, 137, 198, 213
 - descriptive representation, 136, 138
 - training, 40, 94, 132, 137, 168, 200, 214
 - turnover, 56, 66, 73, 85, 94, 106, 133–34, 137
 - use of civil servants, 48, 58, 66, 73, 85, 106, 121, 126, 132
 - support services, 66, 70, 198–200
 - vicarious trauma. *See* Vicarious trauma
 - states
 - character, 7, 10, 31–32, 35, 38–39
 - responsibilities for young people in care, 18
 - support
 - community agencies. *See* community agencies
 - counselling. *See* counselling

- cultural, 43, 89–90, 92–93, 97, 100, 111, 113, 122, 135–36, 162, 164, 175, 211, 213, 238
- financial advice, 53, 71, 81, 100, 102, 112, 208, 212–14
- legal. *See* legal counsel
- records access. *See* Records
- survivor populations
 - disadvantage and marginalisation, 5, 18, 29, 31, 38, 43, 132, 135, 139, 157, 162, 190, 194, 212, 226, 237, 244
 - diversity, 30–31, 190, 192–93
- Swedish Redress, 141, 222
- transitional justice, 9, 33, 165, 247–48
- Trevorrow, Bruce, 33, 35, 42
- Truth and Reconciliation Commission (TRC) (Canada), 17, 22, 85, 95, 131, 153, 245
- vicarious trauma, 133–34, 137, 146, 167
- victims. *See* Survivors
- Wiffin, Keith, 3–5, 16
- young persons
 - as peer offenders, 153–54
- young persons, defined, 11

