

# National Redress Scheme

For people who have experienced institutional child sexual abuse

## FACT SHEET

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### FILLING IN THE APPLICATION

This fact sheet gives information about when and how to make an application to the National Redress Scheme.

#### When can I apply?

The National Redress Scheme started on 1 July 2018 and will run for 10 years. You can make an application any time between now and 30 June 2027. You can only apply once.

#### How do I apply?

To apply you need to fill in the application for redress form. You can fill in the form:

- online through myGov ([www.my.gov.au](http://www.my.gov.au)),
- downloading a copy and completing the form on your computer, or
- use the paper application form.

You will need to send your application form to the National Redress Scheme, submit it online through myGov, or you can submit it in person through a Centrelink Service Centre.

You will be asked to answer questions in the application for redress even if you have already taken part in other schemes, commissions or enquiries.

#### Getting support to make an application

The National Redress Scheme's application process is intended to hear and acknowledge your experience.

The application process is designed to be as simple as possible, hoping it will not cause a person further distress, but there may be times when a question or process may be found difficult.

You may want to think about getting support from someone you know. You can also get support to apply from the free, confidential specialist **Redress Support Services**. You can access these services by calling **1800 737 377** or find a service near you at **[www.nationalredress.gov.au](http://www.nationalredress.gov.au)**.

You can also access free independent legal support and financial counselling through **knowmore** by calling **1800 605 762**.

You can also arrange for another person to act for you. This person is called a redress nominee. Your nominee will need to fill in the **Redress Nominee form**. This form is available at: [www.nationalredress.gov.au](http://www.nationalredress.gov.au).

## How do I get an application form?

You can decide whether to use a paper or online application. You can get a copy of the paper application by:

- asking your Redress Support Service or knowmore for a copy
- downloading a copy from [www.nationalredress.gov.au](http://www.nationalredress.gov.au) to your computer
- call **1800 737 377** (charges may apply) and ask for an application to be sent to you.

The online application can be accessed through **myGov**. If you don't already have a myGov account you can create one. Visit [www.my.gov.au](http://www.my.gov.au).

## What will the application ask?

The application asks for three main types of information:

1. Your personal information. For example: your name, contact details and Centrelink Customer Reference Number (CRN) (if you have one).
2. Details about the abuse you experienced and how it impacted you. Include as much information as you remember.
3. Your signature, and the date you signed the application form. If applying online, you can fill in the form and sign it digitally.

You can seek redress from more than one institution in your application. The form includes instructions on how to tell the Scheme about your experience at each institution.

You can include supporting documentation. For example, a police statement or a doctor's report. You do not need to have any supporting documents to apply. Many people do not have access to their records.

If you don't have a Centrelink Customer Reference Number (CRN), you will be asked to take some identity documents into a Centrelink office. For example, this could be a driver's licence or bank statement. There are options for people who don't have identification or access to Centrelink offices.

You will need to make a copy of your application for your own records. Please do not send original supporting documents, as the National Redress Scheme cannot return your application to you.

## What will happen once I have submitted my application?

Once you have submitted your application, a staff member from the National Redress Scheme will call you to let you know your application has been received. They will:

- Confirm your personal details, such as your contact information and Centrelink Customer Reference Number (CRN).
- Give you a Redress ID and an Application ID. Please keep these. They will help if you need to make changes or ask questions about your application.
- Let you know if more information is needed.
- Talk you through the next steps.

## What if I need to change my application after I submit it?

While your application is being considered, please contact the National Redress Scheme on **1800 737 377** (Monday to Friday 8am to 5pm AET, excluding public holidays - charges may apply) if:

- your contact details or circumstances change (for example, you move address or are diagnosed with a terminal or serious, illness)
- you want to change your application (add information or supporting documents) — you can do this at any time up until the Independent Decision Maker makes a determination on your application
- you want to withdraw your application for redress.

## How can I get support and more information?

Free, confidential specialist support services are available before, during and after the application process.

To find out **how to apply** and connect with a free **Redress Support Service**, please go to **[nationalredress.gov.au](http://nationalredress.gov.au)** or call the National Redress Scheme on **1800 737 377** Monday to Friday 8am to 5pm AET, excluding public holidays – charges may apply.

For immediate support, contact:

- Beyond Blue 1300 22 4636
- Lifeline 13 11 14
- 1800 Respect 1800 737 732
- Suicide Call Back Service 1300 659 467
- Mensline 1300 78 99 78
- In an emergency call Triple Zero (000)

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## Free services to support you with the next steps

### Redress Support Services

#### Free legal advice

**knowmore** is a free, independent legal support service for people applying to the Scheme. You can call **knowmore** on **1800 605 762** (call charges may apply) or go to **[knowmore.org.au](http://knowmore.org.au)**

You may choose to get your own legal service. The cost of using your own legal service is not covered by the Scheme.

#### Free support services

Redress Support Services can offer you information, support and advice.

You can connect with a support service by going to **[nationalredress.gov.au/support](http://nationalredress.gov.au/support)** or calling the Scheme on **1800 737 377** (call charges may apply). If you are overseas, call us on **+61 3 6222 3455** and ask to speak to the National Redress Scheme.

#### Free financial counselling

**knowmore** provides a free, independent and confidential financial counselling service that can support you.

To speak to a financial counsellor, call **knowmore** on **1800 605 762** (call charges may apply) or go to **[knowmore.org.au/services/financial-counselling/](http://knowmore.org.au/services/financial-counselling/)** for more information.