

National Redress Scheme

For people who have experienced institutional child sexual abuse

FACT SHEET

HOW YOUR APPLICATION IS CONSIDERED

This fact sheet has information on how your application will be considered.

Who will assess your application?

Your application will be considered by an Independent Decision Maker.

Independent Decision Makers are highly experienced people. They have backgrounds including social welfare, case management and the law.

Independent Decision Makers will be assisted by staff from the Department of Human Services and the Department of Social Services, who will:

- Ask you for more information if this is needed. On your application you can tell us how you prefer to be contacted.
- Send some of the information you provided to the institution in your application. This includes your name, date of birth, and if you choose the description of the abuse and its impact.
- Ask the institution for more information, including their records of the time you were there (if they exist) or if you have received a prior payment.
- Contact the police or child protection authorities if they believe there is a risk of ongoing abuse. They will let you know if there is a need to report the abuse.

How will a decision be made?

An Independent Decision Maker will consider all the information provided by you and the institution. They will require a lower level of proof than you would need in court. If they determine that the events are likely to have happened, then an offer of redress will be made.

How long will an application take to be processed?

Applications may take between 3 and 12 months to process where the relevant institution/s have joined the Scheme. If the relevant institution has not yet joined the Scheme, applications cannot be processed. People can take as much time as they need to complete their application and they will have up to 6 months to consider the offer of redress.

How can I get support and more information?

Free, confidential 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** 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)