

National Redress Scheme

For people who have experienced institutional child sexual abuse

FACT SHEET

WHAT YOU CAN APPLY FOR?

This fact sheet has information on what people can apply for from the National Redress Scheme.

The National Redress Scheme is for people who experienced institutional child sexual abuse and related non-sexual abuse.

The National Redress Scheme (the Scheme) can help you get access to three things:

1. Counselling,
2. A Redress payment, and
3. A direct personal response from an institution (e.g. an apology).

If you receive an offer of redress, you can accept any or all of these things. This is your choice.

Counselling

How you access counselling will depend on where you live.

In some states, you will be connected to a free, local service as part of your offer. These services will have expertise in supporting people who have experienced child sexual abuse.

In other states, you may receive a lump sum payment of up to \$5,000 as part of your offer. This is to pay for services in your local area.

When the Scheme writes to you to offer you redress, the letter will explain how you can access counselling.

Getting counselling as part of an offer of redress is in addition to support to help you apply.

Redress payment

Payments will be decided on an individual basis. They will range from less than \$10,000 through to \$150,000.

Any earlier payments made in recognition of abuse will be deducted from your redress payment.

- This includes payments from other redress and victims of crime schemes and out of court settlements.
- Earlier payments will be adjusted to today's value. An annual inflation rate of 1.9 per cent will be used.
- The adjusted amount will be deducted.
- Past payments that were made to support people with medical bills, or other items, will not be taken into account for redress.

Redress payments will be:

- Non-taxable,
- Exempt from Commonwealth debt recovery,
- Exempt from income tests relevant to Commonwealth Government payments, and
- Exempt from creditors where a person is bankrupt.

A redress payment can be included as part of the assets test for Commonwealth Government payments.

If you received a payment as a result of a court decision, you cannot receive redress for this abuse.

Direct personal response

You can choose to have a direct personal response from an institution.

For example, an institution might:

- Say sorry
- Acknowledge the impact of the abuse on you
- Say what they have done or will do to stop abuse from happening again
- Have a senior official meet with you, send you a letter, or make a wider public apology acknowledging the harm done by the institution to survivors of child sexual abuse and their families.

Redress Support Services can give you support during the direct personal response.

Offers of redress will have information on how to arrange this.

The response can happen at any time during the operation of the Scheme until 20 June 2028.

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)