

National Redress Scheme

For people who have experienced
institutional child sexual abuse

Our Service Charter

How our services work



How to use this guide



This guide is about **child sexual abuse**.

Child sexual abuse is when a person younger than 18 is included in or shown sexual acts:



- they don't understand
- the community thinks are wrong
- that are against the law.



This subject may be hard to:

- read about
- talk about.

It may bring up difficult feelings and memories.



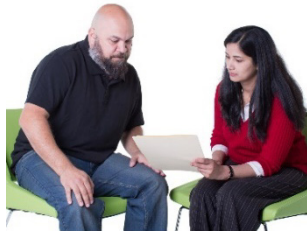
The Australian Government wrote this guide.

When you see the word 'we', it means the Australian Government.



We wrote this information in an easy to read way.

We use pictures to explain some ideas.



You can ask for help to read this guide.

A friend, family member or support person may be able to help you.



You can find free support services on our website.

www.nationalredress.gov.au/support



You can also contact us for help.

Our details are on page 18.

Bold
Not bold

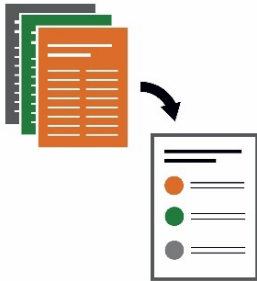
We wrote some important words in **bold**.

This means the letters are thicker and darker.



We explain what these words mean.

There is a list of these words on page 19.



This is an Easy Read summary of a fact sheet.

This means it only includes the most important ideas.



You can find the fact sheet and other Easy Read information on our website.

www.nationalredress.gov.au/about/resources

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What's our Service Charter?



Our Service Charter explains the rules we must follow when people:

- contact us
- get support from us.

In this guide, we call it our Charter.

Our Charter includes:



- how we'll support you when you contact us



- our 4 **principles** – important ideas we should always think about.



We'll explain what's in our Charter on the following pages.

How we'll support you



We have 18 promises about how we'll support you when you use the Scheme.

We call these our 'commitments'.

Finding out about the Scheme



1. We'll make sure you can find and use information about the Scheme.



2. If you need it, we'll make sure you can find and use:

- support services
- legal advice
- advice about your financial situation.



3. We'll be clear about how we:

- protect your information
- keep it safe and private.

Making an application



4. We'll make it easy to understand and fill in your **application**.

An application is a form you fill in.

You can send it to us or upload it to apply to the Scheme.



5. We'll make it clear what information you need to put in your application.



6. We'll support you with your application if you need it.



7. We'll give you enough time to fill in and send your application.



8. We'll connect with you in a safe way after we get your application.



9. We'll make sure:

- your application is safe
- you know how we'll use the information in it.

Checking your application



10. We'll make sure you know what's happening while we check your application.



11. We'll make sure you can find and use free support while you wait to hear back from us.

These support services will be separate from the government.

And the services can make their own decisions.

Telling you about your redress



Redress is a way of trying to make up for the harm that was done.



12. We'll tell you in a safe way what redress you can get.

We call this your 'redress outcome.'

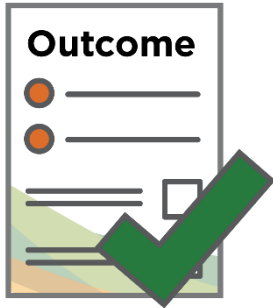
It might include choices you can make about the redress you want.



13. We'll make sure you have support to think about your redress outcome.

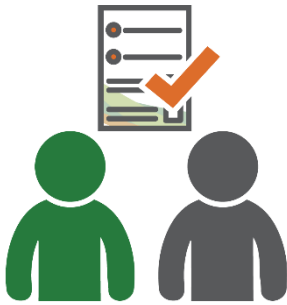


14. We'll explain your redress outcome to you in a clear and respectful way.



15. We'll make it clear:

- how you can get your redress
- what support you can get if you need it.



16. We'll make sure you have support to accept the redress.



17. We'll make sure you know how to ask for someone to check our decision.

For example, if you aren't happy with it.

And we'll make sure you have support to do this.



18. If you want someone to check our decision, we'll give you an answer:

- quickly
- clearly.

Our principles



Our 4 principles guide the way we support you.

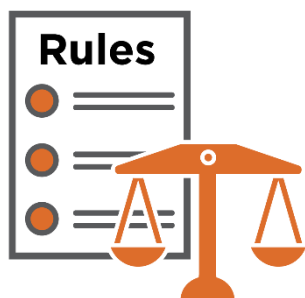


1. You are at the centre of what we do



We respect your **rights**.

This includes your right to make your own decisions.



Rights are rules about how people must treat you:

- fairly
- equally.



2. We are supportive and safe



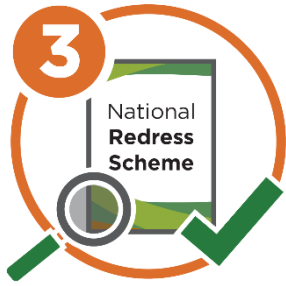
We support what you need.



We treat what happened to you with care.



This includes respecting you if you want to keep this private.



3. Everyone can find and use the Scheme



We support everyone who can use the Scheme to take part in it.

We make our information easy to:



- find and use



- understand.



4. We are open and honest

We are open and honest about:



- what you can expect from us



- how we will meet our promises.

Our standards



Standards are rules about how to do things well.

We can:

- meet standards
- go above standards.



We have standards for our services.

This includes standards for:



- the person who will connect with you about the Scheme



- our contact centre – the people you talk to when you call us.

We also have standards about how we:



- check applications



- protect your information



- manage **feedback**.



When you give feedback, you tell someone what they:

- are doing well
- can do better.

Contact us



You can contact us to find out more about the Scheme.



You can visit our website.

www.nationalredress.gov.au



You can call us:

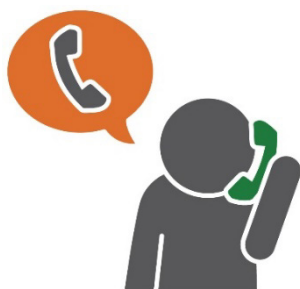
- Monday to Friday
- 8 am to 5 pm, Melbourne time.

1800 737 377



If you speak a language other than English, you can call the Translating and Interpreting Service (TIS National).

131 450



TIS National can:

- connect you to any phone number
- help you speak in your own language.

Word list

This list explains what the **bold** words in this guide mean.



Application

An application is a form you fill in. You can send it to us or upload it to apply to the Scheme.



Child sexual abuse

Child sexual abuse is when a person younger than 18 is included in or shown sexual acts:

- they don't understand
- the community thinks are wrong
- that are against the law.



Feedback

When you give feedback, you tell someone what they:

- are doing well
- can do better.



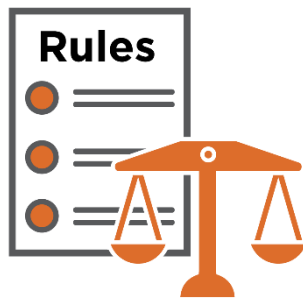
Principles

Principles are important ideas we should always think about.



Redress

Redress is a way of trying to make up for the harm that was done.



Rights

Rights are rules about how people must treat you:

- fairly
- equally.



Standards

Standards are rules about how to do things well.

We can:

- meet standards
- go above standards.



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