

National Redress Scheme

For people who have experienced
institutional child sexual abuse

Redress Application Guidebook

To accompany the application process

Disclaimer

The National Redress Scheme (the Scheme) started on 1 July 2018, in response to the Royal Commission into Institutional Responses to Child Sexual Abuse. The Scheme acknowledges the significant trauma caused to people who have experienced institutional child sexual abuse. The Scheme aims to help people access support and hold institutions to account.

This Guidebook provides information for people applying for redress. This document accompanies the ***Application for Redress*** form to provide more information about the application process, why application questions are asked, and how to access Redress Support Services to help you during this process.

Please keep this Guidebook in a safe place and refer to it when you need to. It can help you prepare for and complete your application.

Contacting the Scheme

If you have questions about the Scheme or the application process, please:

- visit **nationalredress.gov.au**
- call **1800 737 377** (call charges may apply) between 8:00 am – 5:00 pm Monday to Friday AET, excluding public holidays, or
- if you are calling from overseas, please call +61 3 6222 3455 and ask to speak to staff from the National Redress Scheme.

Interpreter services are available when calling the Scheme.



Protecting your information and where to find our Privacy Notice

The Australian Government Department of Social Services (the department) administers the National Redress Scheme, assisted by Services Australia. The information you provide us in your application (and in any attachments, related verbal or written statements, or documents) is protected by law, including the *Privacy Act 1988* and the strict confidentiality provisions of the *National Redress Scheme for Institutional Child Sexual Abuse Act 2018* (the Redress Act).



Under the Privacy Act, the department is required to inform you of the purposes for our collection of this information, and how we use and disclose your personal information. That notification is set out in full in the **Redress Privacy Notice** and the **Redress Privacy Policy** is available at nationalredress.gov.au/about/privacy

The primary purpose for which we collect the information in your application is to **process your application for redress**, including to check your identity, and determine your eligibility for redress under the National Redress Scheme. We are authorised under the Redress Act and the Privacy Act to use that information for that purpose.

In the course of using your information for that purpose, we may disclose your information to other people and organisations who may need to view it in order to manage or respond to your application, or for other authorised purposes. A description of those people and organisations, and the purposes of our use and disclosure, is set out in the Redress Privacy Notice and the Redress Privacy Policy.

The information you provide is also protected by the Redress Act. Where we disclose information that is protected by the Redress Act, institutions or persons with whom it is shared are only authorised to use the information for limited purposes. Non-compliance with those authorisations can be a criminal offence.

- At the end of your application form, you will be asked to declare that you have read and understood the Redress Privacy Notice and that you agree to the collection, use and disclosure of personal information described in the Redress Privacy Notice.
- In Part 3 of your application form, you will be asked whether you agree to us sharing impact information with institutions. Impact information is information that describes the impact that experiencing child sexual abuse has had for you.

If you do not agree to us collecting, using and disclosing information that is relevant to your application, or after making your application you no longer agree to us using or disclosing your information, we may not be able to progress your application, or our ability to progress your application may be restricted.

If you have any questions or would like a copy of the Privacy Notice sent to you, call us on **1800 737 377**.

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What is the National Redress Scheme?

Redress means to acknowledge harm done. The National Redress Scheme (the Scheme) seeks to acknowledge harm done to people who experienced institutional child sexual abuse. The following is available through the Scheme:

- a redress payment
- access to Counselling and Psychological Care services
- a Direct Personal Response from the institution(s) responsible for the abuse.

For more information about each component, see page 3.

Are you eligible for the Scheme?

To be eligible:

- you experienced sexual abuse when you were a child (under 18 years of age), and
- the sexual abuse happened **before** 1 July 2018, and
- you are aged 18 years or over before the end of the Scheme, and
- you are an Australian citizen or permanent resident, and
- you are applying for redress from an institution that is in the National Redress Scheme.

Note: You can still apply if the institution is not yet in the Scheme. For more information about how we ask institutions to join, see page 15.

Residency

To be eligible you need to be an Australian citizen or permanent resident at the time you apply for redress (some exceptions may apply). **Questions 12 to 16** will ask you about your residency.

You do not need to have been an Australia citizen or permanent resident at the time the abuse happened.

Children applying to the Scheme

If you turn 18 years of age before **30 June 2028** you can apply for redress. A decision about whether you are eligible for redress will be made on, or soon after you turn 18 years of age.

We will also contact you about your application just before you turn 18.

The knowmore legal service is for anyone who is considering applying for redress under the Scheme. It is free, confidential and independent.

You can call knowmore on **1800 605 762** (or if overseas +61 2 8267 7400) or visit **knowmore.org.au**



You can only make one (1) application to the National Redress Scheme

Question 8 of the *Application for Redress* form will ask if you have already applied to the Scheme.

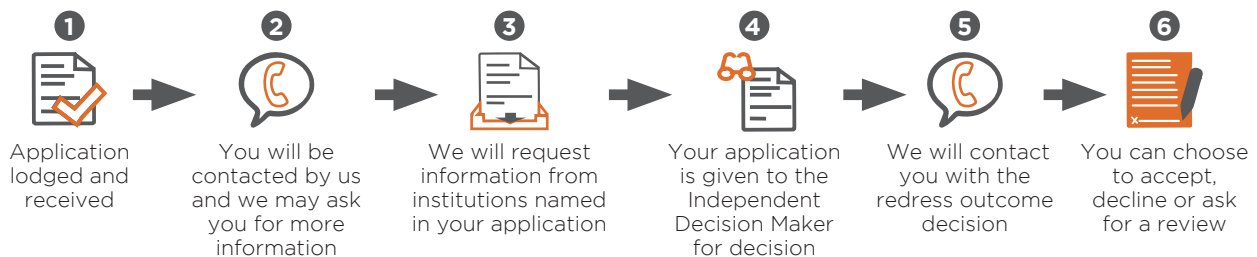
If you made an application to the Scheme before, and you want to know your unique RV number that was previously given to you, please call us on **1800 737 377**.

You can withdraw your application at any time before a decision is made on your application. If you withdraw your application, you can make a new application to the Scheme.

Lodge your application by 30 June 2027

Your *Application for Redress* can be lodged with the Scheme on or before **30 June 2027**. After this date, the Scheme Operator may accept an application in exceptional circumstances.

Application stages



An application can take up to 12 months to give you a redress outcome, however it may take longer in some circumstances.



Completing the application form

To apply for redress you need to fill out the *Application for Redress* form and send it to us. Please complete all three (3) parts, sign and date the form. If you are not able to sign the form, please call us.

We understand that filling in the application may sometimes be distressing.

You can go at your own pace when completing the application. You might want to take breaks between filling in each part of the form.

You can ask a support person to be with you as you go through the form. If you cannot complete the application form yourself, please ask someone for help. You can arrange for someone you trust to be your redress nominee (see page 6), or contact a free, confidential Redress Support Service to help you with your application (see page 21).

You will need to complete a separate Part 2 of the *Application for Redress* form for **each institution**. For example, a person with four institutions responsible for abuse will need to fill out Part 2 four times.

You can copy Part 2 pages from the *Application for Redress* form, or download a new Part 2 from our website nationalredress.gov.au/applying or call us on **1800 737 377** to receive a copy by mail.

Note: If you choose to fill out the *Application for Redress* form online through myGov, you can add a Part 2 for each institution.



How to fill in your application

Please follow the below points when filling in your application form.

- Write clearly so we can understand.
- Write in BLOCK letters.

N	A	M	E						
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- Use Black Pen.
- Black out where you make a mistake.
- Please do not use correction fluid or tape.

Please initial any changes you make.

	N	A	M	E					
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- Mark this box like
- Please sign and date the *Application for Redress* form on page 27. If you cannot sign, please call us on **1800 737 377**.

Redress Components



Redress Payment

If you are eligible for redress, the Independent Decision Maker determines a redress payment amount using the *National Redress Scheme for Institutional Child Sexual Abuse Assessment Framework 2018 (Assessment Framework)*. You can access a copy of the Assessment Framework from our website **nationalredress.gov.au/about/about-scheme**

The **maximum** redress payment that can be offered is \$150,000.

If you are made an offer and accept the redress payment component, you can choose to be paid either by a single lump sum payment, by instalments, or a combination of both.



Does the redress payment affect welfare payments?

The redress payment is not treated as payment of compensation or damages under the *Social Security Act 1991* and the *Veterans' Entitlements Act 1986*. This means it will not affect a person's current welfare payments, however it may affect the asset test threshold.

If you receive a Commonwealth welfare payment you are required to report receiving the redress payment to Services Australia.

For information about how the redress payment may affect you, the Scheme provides free, independent and confidential financial support through knowmore. You can call knowmore on **1800 605 762** (or if overseas +61 2 8267 7400) or visit **knowmore.org.au**



Does the redress payment affect civil claims?

If you are offered and accept redress, you will be agreeing to release the responsible participating institution(s), their associated institutions and officials (other than the abuser(s)) from any current or future civil claims.

You will also be agreeing to allow the participating institution(s) or official(s) to reveal the acceptance of the redress offer in the event that a relevant civil claim is made.



Other payments for abuse

If you receive a payment from an institution for abuse, the Scheme refers to this as a prior payment. The Independent Decision Maker must take into account all prior payments when calculating the amount of redress they can offer. This means it may affect your redress payment amount offer.

Questions 44 and 45 will ask you to include information about any payments you received from or on behalf of each institution in relation to the abuse. For more information, see page 15.



Counselling and Psychological Care

If you apply and receive an offer of redress through the Scheme, you can choose to access Counselling and Psychological Care. If you accept this part of redress, you will be provided with access to free services depending on where you live. Most states and territories provide services. If services are not provided in your state or you live overseas, you will be offered a maximum lump sum payment of \$5,000.

The Counselling and Psychological Care services have expertise in supporting people who have experienced child sexual abuse. You will be able to access a minimum of 20 hours of counselling over your lifetime.

If you are made an offer of redress, you will receive a letter which will outline how you can access counselling if you accept this part of redress.

To find out about counselling and psychological services in your state or territory, visit nationalredress.gov.au/counselling-arrangements



Direct Personal Response

A Direct Personal Response (DPR) is an opportunity for you to receive an apology from the institution(s) for the harm you experienced as a child. It can also include a description of what the institution(s) has done to stop abuse from happening to anyone else.

If you apply and receive an offer of redress through the Scheme, you can choose to have a DPR. It is important for you to decide if a DPR is right for you. It could be helpful to speak to a support person, such as a friend, family member, counsellor, or Redress Support Service to help you make this decision.

For more information, call us on **1800 737 377** and ask to talk to someone from our DPR Information and Support team or visit our website nationalredress.gov.au



Things to think about before you apply

When you apply for redress you need to know that:

- we will need to call and send you letters
- we may need to contact you to talk about your options if an institution in your application has not joined the Scheme
- we will use the information you give and any other information available to determine your eligibility and to process your application
- we will share information with institutions (this is described on page 7)
- we may need to report some information about the person or people who sexually abused you to police and/or child protection authorities
- it is a serious offence to provide false or misleading information, documents or statements to the Scheme and penalties apply under the law.



Tips when applying for redress

- Find out what redress may mean for you. Redress Support Services can help you with this. For example, they can help you understand how to complete the redress application and give you support.
- Check that you are an Australian citizen or permanent resident (some exceptions may apply).
- You can provide copies of statements, reports, photographs or other evidence with your application, but you do not need to. Ask a Redress Support Service for help if you are not sure what to include.
- If you are offered redress, and choose to accept, you will need to sign a document agreeing to release the institution(s) from future civil claims. To discuss your options before applying, we recommend seeking free, independent and confidential legal advice through knowmore.
- If you receive a welfare payment, the redress payment is exempt from income tax, but may affect the Commonwealth assets test. You may want to seek free financial counselling through knowmore.



Redress Nominees

A redress nominee is a person or an organisation who can be your main point of contact and act on your behalf when communicating with the Scheme.

Your redress nominee can be a family member, long term friend, someone from a Redress Support Service, or someone who has power of attorney or guardianship for you. We will ask your redress nominee to confirm their identity with the Scheme before we can share any information about you or your application.

There are two (2) types of redress nominees: an assistance nominee and a legal nominee.

An assistance nominee can:

- help you apply for redress and can provide us with information on your behalf
- ask for a review of your application on your behalf
- give you extra support when we call or send you letters.

A legal nominee can:

- help you apply for redress
- ask for a review of your application on your behalf
- make or withdraw your application on your behalf
- accept or decline an offer of redress on your behalf.

If you have an existing power of attorney, guardianship or financial management order in place, this person or organisation can be appointed as your redress legal nominee. Documents to confirm these arrangements will need to be provided to the Scheme before they can be appointed as a legal nominee.

For more information about redress nominees, or to download a copy of the *Redress Nominee Form*, visit nationalredress.gov.au or call us on **1800 737 377**. If you are overseas, please call +61 3 6222 3455 and ask to speak to someone from the National Redress Scheme.

How we use information

Who will see your information?

Staff working in the Scheme and the Independent Decision Maker will see your information when processing your application.

To process your application, the following information will be shared with the relevant institution(s):

- your name and date of birth from **Part 1** of the application
- your experience of abuse – this is **all of Part 2** of the application including supporting documents, and
- if you agree, your impact information from your experience of abuse.

We will share your information with the institutions named in your application, or with other institutions who we believe may have information or hold records relevant to your application. Where the law allows or requires it, and in limited circumstances, your information may be seen by others.

Keeping children safe

The Scheme staff and institutions must report risks of ongoing abuse to the police and child protection authorities. This is commonly known as a child safety report.

We will contact you before making any report. We can also make a report that does not identify you if that is your preference.

If we make a report, we will notify the relevant institution(s) that:

- a report has been made to the relevant authorities, and
- if you have agreed to be identified in the report.

Institutions may use your information to meet their own child safe reporting obligations. Some institutions may also need to share your information with police and child protection authorities under the reporting requirements of the relevant state or territory law. The institution is not required to contact you before a report is made. You can choose not to take part in any reviews initiated by the police and child protection authorities.

Protection of Information

The information you provide will be protected from unauthorised disclosure. Protected information about you can generally be disclosed to you, or to your redress nominee. It is an offence to disclose protected information about you to another person unless the disclosure is required or authorised by, or under, the *National Redress Scheme for Institutional Child Sexual Abuse Act 2018*. Your application information will not be disclosed under the *Freedom of Information Act 1982* without your express consent.


Answering questions

Part 1 – Your personal information

Part 1 of the *Application for Redress* form asks for information about:

- your name, date of birth and contact details
- your eligibility for the Scheme
- your identity.

If you need assistance to complete this part, a list of Redress Support Services are available at nationalredress.gov.au/support or call us on **1800 737 377**.

 Your **name** and **date of birth** from Part 1 will be shared with institution(s) that may have information the Scheme needs to help with your application.

Identity

Questions 1 to 7 ask you about your identity. You will need to answer all questions.

Question 6 asks about your gender. If you change your gender during the application process, you do not need to let us know unless you have changed your legal name.

If you have changed your gender or legal name, we may contact you and ask you to provide documents, such as:

- a statement from a Registered Medical Practitioner or Registered Psychologist verifying your gender
- a valid Australian Government travel document, such as a valid passport showing your gender identity
- a state or territory birth certificate showing your gender identity, or
- a state or territory Gender Recognition Certificate or Recognised Details Certificate showing a state or territory Registrar of Birth, Deaths and Marriages has accepted a change in sex.

Health and Disability at time of applying

Questions 9 and 10 ask information to help us provide you appropriate support during the application process.

If you answer **Yes** to **question 10**, please provide a letter from your doctor or medical professional with your application. We also encourage you to provide details of a redress nominee or alternative contact. If you do not have a letter at the time of applying, that is okay. We will contact you to ask you to provide a letter to better support you to access redress.

Note: If a person dies after their application is received, we will progress the application for decision and provide redress payment to the estate. If a person dies before their application is received, their application cannot be processed. Please call us on **1800 737 377** if you have any concerns about your health (for example, if you have a serious illness).

Eligibility

Questions 11 to 18 asks about your eligibility for the Scheme and your citizenship. If you answer **No** to any of these questions, you may not be eligible for redress. If you have any questions, please call us.

Special Assessment Processes

Serious Criminal Convictions

Question 19 in Part 1 asks if you have been sentenced to imprisonment for a period of 5 years or more for a single offence in Australia or overseas.

A serious criminal conviction is a sentence of imprisonment for 5 years or more for a single offence. If you answer **Yes** to **question 19**, you will need to complete another form asking you for more information about the nature of your offence, the sentence and your rehabilitation. You can download the *Serious Criminal Conviction Additional Information* form from our website at nationalredress.gov.au/applying or call us on **1800 737 377** to receive a hard copy.

This information, along with your application, may be reviewed by the:

- specified advisor in the jurisdiction where the abuse occurred
- specified advisor in the jurisdiction where you were convicted of the offence.

Where required, the Scheme Operator will consider the specified adviser's advice and your application information before making a decision to allow your application to be processed to assessment. If more information is needed for the Scheme Operator to make this decision, we will contact you.

If you need help to complete this part of the application for redress form, please contact a Redress Support Service, see page 21.

Applying from Gaol (prison or remand)

Question 20 in Part 1 asks if you are currently in gaol, prison or remand.

If you apply from gaol, the Scheme recommends you appoint a redress nominee to act on your behalf. For information about appointing a *Redress Nominee Form*, see page 6.

If you or your redress nominee have any questions, please call us on **1800 737 377**.

Contacting you

Questions 21 to 27 asks how we can best contact you.

Question 21 asks if you would like to appoint a redress nominee, for more information see page 6.

Question 22 asks if you have a Power of Attorney, Guardianship and Financial Management Order in place. If yes, please attach the documents to your application and we will contact you about the next steps.

Question 23 asks if you speak a language other than English. Please tick the box if you need an interpreter.

Question 24 asks you to provide your phone number.

Note: If you are deaf, or have difficulty with your hearing or speech, you can use the National Relay Service to assist you, call **1300 555 727**.

Question 27 asks if you have an alternative contact if we are not able to contact you.

Confirming your identity

To make sure your application can be assessed, we need to confirm your identity. Confirming your identity is one way your privacy and information is protected.

Question 28 will ask how you will confirm your identity with us. You can do this by providing your:

- Customer Reference Number (CRN)
- Department of Veterans' Affairs (DVA) file number
- original identity documents.

Using your Customer Reference Number (CRN) or Department of Veterans' Affairs (DVA) file number

If you choose to use your CRN or DVA file number, we will call you to ask some questions about your identity and to discuss next steps. In most cases, if you have a CRN or DVA file number we can confirm your identity over the phone.

What if I don't have a CRN or DVA number or I live overseas?

If you **do not** have a CRN or DVA file number or you live overseas, please call us. You will need to take your identity documents to a Services Australia service centre to have your identity confirmed.

Identity documents **must** be original and unaltered.

If you **live overseas**, please visit an Australian embassy or consulate near you. If you are applying for redress, the Australian embassy or consulate is able to verify and certify your identity documents. **This is a free service.**

A full list of Australian Government embassies and consulates can be found at **dfat.gov.au**

What are acceptable identity documents?

A full list of acceptable identity documents can be found at **servicesaustralia.gov.au/identity**

You will need to give Services Australia one original and unaltered document from each of the below categories:

- a commencement document to show your birth or arrival in Australia.
For example, an Australian birth certificate, Australian visa, Australian citizenship certificate or Australian passport.
- a primary document to show the use of your identity in the community.
For example, an Australian driver licence, Australian marriage certificate, a foreign passport, proof of age card or secondary student ID card.
- a secondary document to show the use of your identity in the community.
For example, motor vehicle registration, bank or financial institution card, statement or passbook, tenancy agreement or lease, rates notice, utility account or Australian student ID card.

At least one of these must be an accepted photo identity document.

If you do not have identity documents

It may be difficult for some people to confirm their identity. Please call us for help to confirm your identity.



If you need to lodge a document, provide identity documents or have other questions about confirming your identity, please call us on **1800 737 377** or +61 3 6222 3455 from overseas, and ask to speak to staff from the National Redress Scheme to discuss your options.

Part 2 – Your experience of sexual abuse

Part 2 begins on page 10 of the *Application for Redress* form. You will need to complete a separate Part 2 for each institution responsible for your experience of sexual abuse.

We strongly recommend you contact a Redress Support Service or someone you trust to help you complete this part and to provide you with emotional support. To find a Redress Support Service near you visit nationalredress.gov.au/support or call us on **1800 737 377**.

In Part 2 you will be asked to describe:

- your experience of child sexual abuse
- other forms of abuse that were related to your experience of sexual abuse, such as physical abuse, emotional abuse and/or neglect
- the person or people who abused you.

Please answer questions with as much detail as you can to assist the Independent Decision Maker in their determination.

This guidebook includes more information on how and why you need to complete some difficult questions in Part 2.



The Scheme will share your experience of abuse from Part 2 with the institution(s) you name.

We may also share information with another institution(s) if it holds information or records relevant to your application.

Institution details

Questions 29 and 30 will ask for details about the institution and how you were known at the institution. Please write the name of the institution as you know it. If you are not sure of the name, you can search for the institution by name, location, or address on our website nationalredress.gov.au/institutions/search

It is okay if you do not know the name of the institution; please write what you know, what the institution's role was in the community, its address or location at the time of abuse and any landmarks located near buildings. We will try and locate the institution that you describe.

Information about when the abuse happened

Questions 30 to 36 will ask questions to understand how old you were when the abuse happened, and other questions about the sexual abuse and care arrangements at that time.

Child migrants

Question 37 will ask if you were a child migrant. A child migrant means you came to Australia without a parent or guardian and were placed into state care before 1984. If you are currently living overseas and were previously a child migrant but are not an Australian Citizen or Australian permanent resident, you may still make an application for redress.

This applies where:

1. you arrived in Australia before 1984 as a child who was sent from the United Kingdom or Malta by an institution and, when you arrived, there were no other adult members of your family in Australia, and
2. either:
 - a. you were sent to Australia under a scheme carried out under the *Empire Settlement Act 1922 (United Kingdom)*, or
 - b. you became a ward under the *National Security (Overseas Children) Regulations 1940* or the *Immigration (Guardianship of Children) Act 1946*, and
3. you became a ward of a participating state or participating territory, and
4. the abuse occurred while you were a ward of the state or territory.

Disability at the time of abuse

Question 38 is asked to better understand your circumstances at the time of abuse.

A disability is, but is not limited to:

- physical disability
- intellectual disability
- mental illness
- sensory disability
- neurological disability
- learning disability
- physical disfigurement
- immunological disability.

Question 39 asks for information about the person or people who abused you at this institution.

This question will ask you to describe them, and the role they had at the institution. It is okay if you do not remember some details. We recommend you seek support when completing this question.

Question 40 will ask about how the person or people who abused you came in contact with you. Your answer will help the Independent Decision Maker understand what your circumstances at this institution were like when you were a child.

Question 41 will ask you to describe **in detail** the sexual abuse that you experienced as a child.

It is important to tell us as much as you can. If there is not enough information about how you were sexually abused in your application, we will need to contact you. Information about child sexual abuse is provided below.

We ask this question about your experience of abuse to make sure that we understand your information and experience correctly. There is a framework that is used in assessing applications and it is important that we understand in your own words, what you experienced, to help guide the assessment of your application.

The National Redress Scheme's Assessment Framework can be accessed from our website nationalredress.gov.au/about/about-scheme

We strongly recommend you ask for support from someone you trust, or a Redress Support Service to answer this question.

Note: If you would like to use a copy of your statement made to the Royal Commission into Institutional Child Sexual Abuse to answer question 41, please contact the Attorney-General's Department ag.gov.au/about-us/connect-us/contact-us

What is child sexual abuse?

Child sexual abuse is when someone involves a person under the age of 18 in sexual activities that they do not understand, or that are against community standards.

Child sexual abuse may include (but is not limited to):

- sexual touching of any part of the body, either clothed or unclothed
- preparing or encouraging a child to engage in sexual activity
- sex of **any kind** with a child
- persuading or forcing a child to engage in sexual activity
- sexual acts done by an adult of any gender, to a child of any gender.

When are institutions responsible?

The Scheme is designed so that institutions take responsibility for child sexual abuse that should not have occurred. For example, where child sexual abuse happened:

- on the premises of an institution (such as a school, church, club, orphanage or children's home)
- where activities of an institution take place (such as a camp or sporting facility)
- by an official of an institution (such as a teacher, a religious figure like a priest or nun, a coach, or a camp leader, who is either employed or works as a volunteer).



Institutions in the Scheme

For an application to be processed at least one institution responsible for the abuse must be in the Scheme.

An institution can be described as (but is not limited to):

- churches, synagogues, mosques, temples and missions
- hospitals and welfare services
- foster care, children's homes and orphanages
- detention centres
- schools, clubs, youth centres and training facilities.

You can find out which institutions are in the Scheme by searching online on our website nationalredress.gov.au/institutions/search or call us on **1800 737 377**.

An institution is responsible when the Independent Decision Maker finds it to be responsible for the abuser having contact with you.

If you cannot find the institution listed on our website, that is okay. The institution may be participating under a different name. You can still apply to the Scheme even if an institution is not yet participating.

If you name an institution that is not in the Scheme, the institution is given 6 months to join. If the institution does not join within 6 months, they may be publicly named, could face financial penalties, and may lose their charitable status until they join.

Prior Payments

A prior payment is money paid to you from an institution in relation to the abuse you experienced at an institution. These payments are made in recognition of abuse (sexual or physical), or harm caused by the abuse. Payments can be made as a court awarded payment, through victims of crime, or from another redress scheme.

A payment that has previously been paid to you by an institution for the abuse may be deducted from the amount of redress payment you can receive. Only payments that the Scheme considers 'relevant prior payments' will be deducted from the redress monetary payment amount.

You will need to include information about any payments when completing the questions about prior payments in Part 2 of the application form. You will need to let the Scheme know if:

- the payment was made for legal costs or other expenses, such as medical, dental or other treatment
- you have settlement, legal or other documents that show the payment amount and when it was paid to you (please attach these documents)
- you have received one or more payments to recognise the abuse you experienced at the institution.



The Scheme is required to take into account any payments made to you by, or on behalf of the institution for abuse. This includes any payments made to you at any time during the application process. You **must** tell us if you receive a payment.

If the institution made a payment to you for any medical, dental, legal or other expenses, the payment will not be considered and will not be deducted from your redress payment. This is explained further below.

As the value of money changes over time, we are required to inflate the prior payment using a calculation. This calculation accounts for the number of full years since you received the payment to the date that the application was submitted to the Scheme.

Payments that are not considered a prior payment include:

- certain payments or compensation paid under the
 - *Military Rehabilitation and Compensation Act 2004*
 - *Australian Participants in British Nuclear Tests and British Commonwealth Occupation Force (Treatment) Act 2006*
 - *Safety, Rehabilitation and Compensation (Defence-related Claims) Act 1988*
- any payment which is not in recognition of the abuse or harm caused by the abuse
- any payment which can reasonably be attributed to expenses of medical, dental or other treatment (including legal fees)
- any payment for non-sexual abuse if it does not relate to sexual abuse in a person's application for redress.

Question 44 asks if you have received any prior payments in relation to your abuse. These payments may be taken into account when calculating an offer of redress.

If you answer **Yes** at **question 44**, please attach any documents, such as a settlement or deed you have signed. We need these documents to understand why the payment was made and that you did agree to accept the payment from the institution.

We will contact you if an institution tells us a payment was made to you.

Question 45 asks that you specify the payment you received.

You can tick one or more options depending on how many prior payments you have received. Payments may be from:

- victims of crime
- another redress scheme (such as Redress WA)
- a payment awarded by a court
- a settlement from a class action, or
- money paid to you directly from the institution, or another institution on its behalf.

At **question 45** you will also be asked to specify the date of payment, the amount you received and what the payment was made for (for example sexual abuse, medical treatment, rent or housing).

Part 3 – Impact of sexual abuse

Part 3 begins on page 23 of the *Application for Redress* form.

This part includes some confronting questions about the impact the sexual abuse has had on your life.

If you need help to complete Part 3, a Redress Support Service can assist you. To find a service near you visit nationalredress.gov.au/support or call us **1800 737 377**.

You only need to complete Part 3 once, even if you have named more than one institution in your application.



Question 46 asks for your agreement to share your impact information with the institution(s). If you choose to answer **No**, we will ask you about this later.

We will only share the impact of the abuse (Part 3 of the application, and anywhere else it is described in this form or any related documents or verbal or written statements) if you have indicated that you choose to share that information with the relevant institution(s).

You can withdraw your agreement to share your impact information by calling us on **1800 737 377**.

For more information about how we share your information, see page ii – ‘Protecting your information and where to find our Privacy Notice’.

Help you received to complete your application

Questions 48 and 49 ask about who helped you fill out your application form. Please write the name of the organisation or person who helped you in the text box provided in the form. You do not need to answer these questions if you filled out this form on your own.

Question 50 asks you to list any supporting documents you will attach to your application. This helps us understand if there are any documents missing when we receive your application.

The information in the supporting documents that you provide when you submit your application, or at a later time, is used to process your application. The supporting information is treated as part of your application and it is used by the Scheme and protected in the same way as the rest of your information.

Providing supporting information or documents may help the Independent Decision Maker understand your experience of abuse as a child. We recognise that you may not be able to provide supporting documents. An Independent Decision Maker will consider your application with or without supporting documents.

Statement and Declaration

Question 51 is your declaration that you understand that everything you have provided to us is complete, correct and true, that you have read the Privacy Notice, and that you agree to the collection of personal information in your application. Please sign and date **page 27** of the *Application for Redress* form. If you cannot sign your application form, your appointed redress legal nominee can sign on your behalf.

If you cannot sign the form, call us on **1800 737 377**.



Finishing your application

On completing your application, we recommend you review your answers to make sure information is accurate, and you have included everything you want to.

To help you, a checklist can be found on the last page of the application form.

If you are providing supporting documents with your application (see question 50), please only attach copies as we cannot return your original documents.

Some examples of supporting documents are:

- school reports and photos
- letter from your doctor
- psychological reports
- police reports
- prior payment documents
- witness statements
- testimony to the Royal Commission of Institutional Child Sexual Abuse, or
- other documents.

How to lodge your completed application

You can send your completed *Application for Redress* form to us by post or online through myGov.



NRS
Reply Paid 7750
Canberra BC ACT 2610
Australia



If you apply for redress online through myGov at **my.gov.au** a copy of your *Application for Redress* will be available online.



IMPORTANT: If you are completing a paper of the application form, it is important you make and keep a copy of your completed application before sending it in the mail to the Scheme.

What happens next?

We contact you to let you know when your application has been received either by text message or in writing. If we send you a text message, it will include '**NRS**' to help you identify us.

We will need to speak to you (and/or your redress nominee) before processing your application. We will need to confirm your identity and check information provided in your application or supporting documents. At that time, we will also let you know about the application process steps.

We will request information from institution(s) when processing your applications. We may also need to ask you to provide more information or to clarify details as part of the application process. It is okay if you do not have any more information at that time; just let us know.

You may choose to place your application on hold or withdraw it up to the time a decision has been made.

Providing us with more information

If you want to change or add more information to your application, please call us on **1800 737 377**.

Withdrawing your application

If you want to withdraw your application, you can do this at any time before a determination is made. Please seek advice from a Redress Support Service or call us on **1800 737 377**. When an application is withdrawn, a new application can be made.

When your circumstances change

It is important to let us know if you have changed your contact details.

If you have other changes to your circumstances (for example, you received a prior payment, want to appoint or change a redress nominee, or have a diagnosis of a serious illness), please call us on **1800 737 377**. Any information you provide will help us to process your application.

How long does it take us to process your application?

The assessment process can take up to 12 months, however it may take longer in some circumstances.

Outcome Decision

Once a decision has been made, you will receive a call advising your outcome followed by an outcome letter that is sent to you (and your redress nominee). The call and outcome letter will explain the determination made by an Independent Decision Maker.

The Redress Offer

If you are eligible, you will receive an offer of redress in writing. You will have **6 months** from the date of the outcome letter to decide what you want to do next.

The letter will describe each component of redress offered:

- the **redress payment**.
- access to **Counselling and Psychological Care (CPC)**.
- the **Direct Personal Response (DPR)** offer for each responsible institution.

You can choose to accept, review or decline your offer of redress. If you choose to accept an offer of redress, the CPC and DPR components can be accessed at a time that best suits you.

If you need more time to decide, you can ask for an extension by calling us on **1800 737 377**.

If you choose to do nothing after the 6 month timeframe, the offer will be considered declined.



Support Services

Redress Support Services

Redress Support Services can provide you with information and support to complete your application. These are specialist, trauma-informed, culturally safe, survivor centred services. Free, confidential, practical and emotional support is available before, during and after people make, or consider making, an application to the National Redress Scheme. Redress Support Services can refer survivors to knowmore for free legal advice and financial counselling, as well as other community services as needed.

Redress Support Services offer face-to-face, online and phone support.

For a list of Support Services by state and territory, visit

nationalredress.gov.au/support

For help to find Redress Support Services call us on **1800 737 377**. Call charges may apply when calling a 1800 number, please check with your phone service provider.

Free legal advice and financial counselling – knowmore

You can access free legal advice and financial counselling through knowmore. Their staff can help you understand and complete the application. knowmore can also offer advice when you receive a decision about your application. Their financial counsellors can help you understand the impacts of redress payments and give you information and advice if you are in financial difficulty. Contact knowmore at **knowmore.org.au** or call **1800 605 762** (or if overseas call +61 2 8267 7400).



24/7 Support

If you need immediate help to manage the emotional impact of applying for redress, 24 hour phone support is available through:

- **Beyondblue** 1300 224 636
- **Lifeline** 13 11 14
- **1800RESPECT** 1800 737 732
- **13YARN** 13 92 76
- **Full Stop Australia** 1800 385 578 or 1800 211 028
- **MensLine Australia** 1300 789 978
- **Suicide Call Back Service** 1300 659 467

This is the end of the Redress Application Guidebook.