

National Redress Scheme

For people who have experienced institutional child sexual abuse

TRANSCRIPT

APPLYING TO THE SCHEME VIDEO

The National Redress Scheme acknowledges the significant trauma caused to people who experienced institutional child sexual abuse.

It aims to help people access support and to hold institutions to account.

This video provides information on how to apply to the Scheme and what happens next.

Watching this video could raise difficult memories and feelings.

Remember to look after your wellbeing.

This might involve approaching someone you know and trust, or a Redress Support Service which can offer you help and support.

Free, confidential Redress Support Services are available in all states and territories providing emotional and practical support, before, during and after you apply to the Scheme.

You can find details at www.nationalredress.gov.au/support, or call 1800 737 377 from Australia, or from overseas call +61 3 6222 3455.

knowmore is a free, independent legal service which provides advice and support around the National Redress Scheme.

You can contact knowmore via a free call – 1800 605 762, or you can visit their website www.knowmore.org.au.

You can apply to the Scheme online via myGov, www.my.gov.au.

You can also complete a paper copy of the application and post it to the Scheme.

You can print this from the Scheme website, or get a copy sent to you by calling the Scheme.

There are some things to keep in mind when filling in your application.

You can apply in your own time and pace.

You do not need to have statements, reports, photographs or other evidence, but you can attach copies if you wish.

There are three parts to the application and you will need to complete all of them.

You will need to write about each institution responsible for bringing you into contact with the person or people who abused you in one application.

Make sure you give enough detail to help an Independent Decision Maker consider your application, including when writing about the type and extent of abuse.

Give as much identifying information as you can about the institution or institutions responsible for bringing you into contact with the person or people who abused you.

This might include its name, location, what function it served, and anything else you remember about the institution.

You will need to provide accurate details of any prior payments you have received for the abuse, including copies of any records you may have.

If you apply online, save your application regularly as the myGov website can time out.

Remember to keep a copy of your application for your records.

Once your application has been received, the Scheme will contact you confirming your application has been received, talk to you about the next steps, and confirm your identity to protect your privacy.

If you would prefer the Scheme to contact someone else on your behalf, you can appoint a nominee using the 'Redress Nominee Form' available on the Scheme's website.

This might be a family member, friend, legal guardian or someone from a Redress Support Service.

An Independent Decision Maker not affiliated with an institution named in your application will consider your application.

Independent Decision Makers are highly experienced people from a range of backgrounds.

They will determine whether it is reasonably likely your application meets the eligibility criteria.

If further information is needed for an Independent Decision Maker to assess your application, the Scheme will contact you or your nominee and let you know.

The time it takes to process your application will vary depending on your circumstances.

If you are very ill or elderly your application can be progressed quicker.

The Scheme also takes into account the health and life expectancy for Aboriginal and Torres Strait Islander peoples.

The Scheme will call you and send you a letter about the outcome.

If you receive an offer, you will have six months to accept it.

If you need more time to consider your offer, you can request an extension.

To accept your offer, you will need to fill out, sign and return the acceptance document.

You can decline your offer by writing to the Scheme or by doing nothing.

If you do not agree with your outcome, you can ask for a review by a different Independent Decision Maker.

This might keep the original decision, or it may result in a new decision.

If watching this has brought up difficult feelings for you, 24-hour telephone assistance is available.

Beyond Blue – 1300 224 636.

MensLine Australia – 1300 789 978.

Lifeline – 13 11 14.

Suicide Call Back Service: 1300 659 467.

If you would like more information or support around the National Redress Scheme, Redress Support Services and knowmore are available to help.