

National Redress Scheme

For people who have experienced institutional child sexual abuse

TRANSCRIPT

DIRECT PERSONAL RESPONSE 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.

The Scheme helps eligible applicants get access to counselling, a Direct Personal Response and a redress payment.

This video provides information on what a Direct Personal Response is.

It can help you decide if it's right for you, and if so, how you can arrange one.

Watching this video could raise difficult memories and feelings.

Remember to look after your wellbeing.

This could involve inviting a support person to be with you as you watch this video, and throughout the Direct Personal Response process.

This could be someone you know and trust, or someone from a Redress Support Service.

Free, confidential Redress Support Services are available in all states and territories to provide emotional and practical support throughout the application process.

For more details, go to www.nationalredress.gov.au/support or call 1800 737 377, or from overseas, call +61 3 6222 3455.

What is a Direct Personal Response?

This is your opportunity to share what happened to you and how it affected your life, and for the responsible institution to acknowledge and say sorry for your experience.

If you choose to participate in a Direct Personal Response, you can share as much or as little about your experience with the institution as you wish.

This might include a safe and carefully prepared meeting with a representative of the institution, an opportunity to ask questions or learn about what has changed to better protect children, and/or a personal letter of apology from the institution. It is your choice.

For some people, sharing their story and getting support can help with healing, but this is a personal decision and may not be for everyone.

Participating in a Direct Personal Response is your choice.

How do you arrange a Direct Personal Response?

Well, if you decide you might want a Direct Personal Response, you will need to tick a box on the form you receive with your redress offer.

If you are unsure if it is right for you, you may still want to tick this box.

This will mean you can take part in a Direct Personal Response at any time before 30 June 2028, and you can always change your mind and not go ahead with it.

If you don't tick the box, the institution does not have to participate in a Direct Personal

Response, even if you change your mind later on.

Once you've ticked the box and returned the form, you will be sent contact details for the institution.

You or your support person will need to contact the institution to begin the process, if and when you feel ready.

When you contact the institution, you can talk to them about what you want to achieve.

Many institutions have appointed a facilitator with skills and experience to help you with this.

You could also talk to them about any specific needs you have.

This might be something relevant to your cultural or linguistic background or accessibility needs.

Your support person can be with you throughout the Direct Personal Response process, including when you receive the apology and to support you afterwards.

A Direct Personal Response is always your choice and you can stop, pause, or slow down the process at any stage.

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 are available to help.