

National Redress Scheme

For people who have experienced
institutional child sexual abuse

What does the National Redress Scheme offer?

Easy Read fact sheet



How to use this fact sheet



We want to warn you that this fact sheet talks about **child sexual abuse** in **institutions**.



We explain what these words mean in the word list on page 10.



This subject may be very hard to:

- read about
- talk about.

It may bring up difficult feelings and memories.



The Australian Government wrote this fact sheet. When you see the word 'we', it means the Australian Government.



We have written this fact sheet to make it as easy to read as we can.

We use pictures to explain some ideas.



You may decide to ask for help to read this fact sheet.

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



We also have free and confidential Redress Support Services that can help you.

These can be found on our website at

www.nationalredress.gov.au/support

There are services that can help:



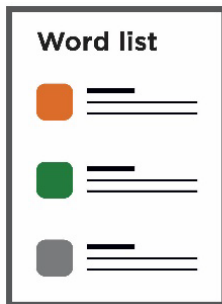
- Aboriginal and Torres Strait Islander peoples



- people with disability.



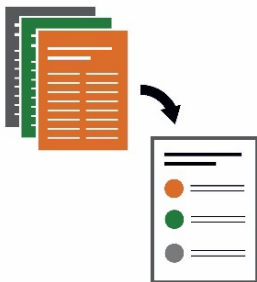
You can also call the National Redress Scheme on **1800 737 377**.



We have written some words in **bold**.

We explain what these words mean.

There is a list of these words on page 10.



This fact sheet is from a set of fact sheets about the National Redress Scheme.



You can find the whole set on our website at www.nationalredress.gov.au/about/resources

What does the Scheme offer?



Redress is a way of trying to make things right.

The Scheme will support you if:



- you were sexually abused as a child while an institution was supposed to be looking after you
- you were sexually abused as a child and an institution took part in the abuse.



The Scheme can only help you if an institution responsible for the abuse has joined the Scheme.



You can go online to find out if an institution has joined the Scheme at www.nationalredress.gov.au/institutions

After we have gone through your application, the Scheme can offer you 3 things:

- **counselling** – talking to someone about how you think and feel.

This can help you:

- reach goals
- feel safe
- learn skills
- understand what happened to you.



- a **payment**

When you get a payment, you are given some money.



- a **direct personal response**.

A direct personal response means the institution will say sorry for the child sexual abuse that happened to you.





The institution will tell you what they have done to stop abuse from happening to anyone else.

You can choose to have a senior person from the institution:



- meet with you in person
- talk to you over the phone
- send you a letter
- make a public announcement.



You can choose if you want to have a direct personal response or not.



We will ask you if you want to have a direct personal response.



If you do, we will give you a phone number.
You or your support person can call the institution when you are ready to set up your direct personal response.



The direct personal response is:

- for you
- about you.



You can choose:

- how it will happen - in person, over the phone or in a letter
- when it will happen
- who will be there.



You can ask someone to help you talk to the institution to get the direct personal response you want.

You might ask a:



- family member
- friend
- support worker
- redress support worker
- counsellor.



If you choose to have a direct personal response, you can ask for it when you are ready.



You can also change your mind.



You can have a direct personal response any time before 30 June 2028.

Word list

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.

Child sexual abuse includes:

- sexual touching of any part of the body, with or without clothes, including with an object
- sex of any kind with a child
- showing a child sexual acts.



Child sexual abuse is:

- wrong
- a crime
- never the child's fault.

Counselling

Talking to someone about how you think and feel.



This can help you:

- reach goals
- feel safe
- learn skills
- understand what happened to you.

Direct personal response

A direct personal response means the institution will say sorry for the child sexual abuse that happened to you.



The institution will tell you what they have done to stop abuse from happening again.

You can choose to have a senior person from the institution:



- meet with you in person
- talk to you over the phone
- send you a letter
- make a public announcement.

Institution

An organisation set up:

- by the government
- for a religion
- for teaching and learning
- to run a business
- for a social activity
- for sporting activities.



Payment

When you get a payment, you are given some money.



Redress

A way of trying to make things right. It includes offering support if you were sexually abused as a child and while an institution was supposed to be looking after you.



Contact us



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



1800 737 377



www.nationalredress.gov.au



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