

# National Redress Scheme

For people who have experienced institutional child sexual abuse

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## Direct Personal Response (DPR) Action Plan

The Direct Personal Response (DPR) Action Plan has been developed in response to the Final Report of the second year review of the National Redress Scheme, March 2021, which found that major revitalisation and process improvements were necessary to improve the uptake and quality of DPR.

This DPR Action Plan sets out three key priority areas and a number of actions designed to address areas needing improvement in order to increase DPR uptake and quality.

A DPR consultation process undertaken in October-November 2021 with key Scheme stakeholders including participating government and non-government institutions, Redress Support Services and selected survivor advocacy groups informed the development of the DPR Action Plan. The consultation process highlighted a strong commitment to DPR as a component of the National Redress Scheme, in recognition of its role in supporting healing and as part of a restorative process. Feedback from the consultation confirmed more information and support is needed to improve survivors' understanding of DPR and to make it easier for survivors to access DPR. It also reinforced the need for institutions and support services to have better access to training and support to improve their understanding about DPR and the quality of DPRs they provide to survivors. The consultation process also reinforced the need for a stronger evidence base to better understand why some survivors do not take up DPR and a need for improved DPR data reporting and oversight.

The DPR Action Plan was developed in conjunction with the National Redress Scheme Inter-Jurisdictional Committee through a DPR Working Group.

### Overarching objectives

- Reduce barriers to DPR take-up
- Enhance Scheme support for survivors to engage with DPR process
- Improve quality of DPRs to ensure meaningful outcomes for survivors
- Improve DPR data and reporting

### Implementation

Implementation of the DPR Action Plan will occur over 2021 and 2022. A number of actions have been completed or are nearing completion; and others are in the design and development stage.

Priorities / Actions	Performance Outcomes	Implementation Timeframe
<b>Priority 1 - Improve information and support for survivors</b>		
1.1. Amend the Acceptance of Redress Offer form to make it easier for survivors to accept the offer of DPR.	<ul style="list-style-type: none"> <li>• Increased acceptance of DPR component of Redress offer.</li> </ul>	July 2021 ( <i>Complete</i> )
1.2. Review and simplify all DPR information and communications with survivors, including phone call guides, letters, forms, fact sheets, website, and resources for Redress Support Services.	<ul style="list-style-type: none"> <li>• Survivors have greater knowledge and understanding about DPR and are more likely to accept and take-up DPR.</li> </ul>	April 2022
1.3. Provide more and earlier information about DPR to survivors: <ol style="list-style-type: none"> <li>Introduce DPR to survivors in the Orientation Call (conducted within 2-3 weeks of a National Redress Scheme application being received).</li> <li>Explain DPR in the Outcome Determination Call to survivors and offer warm referral to the new Scheme DPR liaison officer (Action 1.4).</li> </ol>	<ul style="list-style-type: none"> <li>• Survivors have greater knowledge and understanding about DPR</li> <li>• More survivors take-up DPR.</li> </ul>	April 2022
1.4. Pilot a new Scheme DPR liaison officer role to provide DPR end-to-end liaison throughout the DPR process (when requested by the survivor), including providing information to survivors about DPR and facilitating linkages between the survivor/nominee, institution, and Redress Support Service or CPC.	<ul style="list-style-type: none"> <li>• Survivors feel more supported to engage with institutions about DPR, leading to increased take-up of DPR.</li> <li>• Survivors that need additional support to arrange a DPR (e.g. homeless or transient people) are assisted to do so.</li> <li>• Increased number of DPRs initiated and completed.</li> </ul>	April – September 2022
<b>Priority 2 - Enhanced training, education and information resources for institutions, professional facilitators and RSS</b>		
2.1. Establish the new Redress Education Portal to provide increased and enhanced access to National Redress Scheme education and training resources.	<ul style="list-style-type: none"> <li>• Increased accessibility to a wider range of DPR training and education resources.</li> <li>• Increased knowledge and understanding of DPR.</li> </ul>	February 2022
2.2. Develop a new suite of DPR specific training resources (face-to-face and eLearning) to improve knowledge and understanding of characteristics, impacts and dynamics of institutional child sexual abuse and trauma informed DPR, and to ensure DPRs are culturally and socially appropriate, and are conducted in a timely manner.	<ul style="list-style-type: none"> <li>• Improved understanding of institutional child sexual abuse and trauma informed engagement.</li> <li>• Increased knowledge and understanding of DPR process.</li> <li>• Improved quality of DPRs.</li> <li>• DPRs are culturally / socially appropriate and safe.</li> <li>• DPRs are conducted in a timely manner.</li> <li>• Reduction in the number of DPR complaints received by the Scheme.</li> </ul>	September 2022

Priorities / Actions	Performance Outcomes	Implementation Timeframe
2.3 Facilitate access for institutions to trauma informed professional facilitators who are trained in the Scheme and DPR engagement, and are culturally and socially sensitive to the individual needs of survivors.	<ul style="list-style-type: none"> <li>• Improved quality of DPRs.</li> <li>• Ease of access to DPR-appropriate professional facilitators.</li> <li>• DPRs are culturally / socially appropriate and safe.</li> </ul>	October 2022
2.4 Introduce an occasional DPR forum to share good practice with institutions, survivor advocates and facilitators. The Forum will actively engage appropriate Aboriginal and Torres Strait Islander facilitators and agencies to support the development of culturally strong and appropriate DPR processes and frameworks within institutions.	<ul style="list-style-type: none"> <li>• Improved quality of DPRs, including culturally appropriate and safe.</li> <li>• Increased knowledge of DPR good practice.</li> </ul>	August 2022
<b>Priority 3 - Strengthen the DPR evidence base and reporting</b>		
3.1 Build system enhancements to automate DPR reporting to allow for point in time reporting by institutions, and improved data to be collected and used.	<ul style="list-style-type: none"> <li>• Scheme has more complete information about take-up and quality of DPRs and more accurate point in time reporting.</li> <li>• Stronger evidence base to inform policy development and program management.</li> </ul>	June 2022
3.2 Pilot survey with a sample of survivors to harness greater feedback from survivors about DPR take-up and experiences.	<ul style="list-style-type: none"> <li>• The Scheme has greater knowledge about barriers to DPR take-up to inform future policy development. Knowledge to include: <ul style="list-style-type: none"> <li>• Survivor experiences of DPR.</li> <li>• Reasons for take-up/ non take-up of DPR.</li> </ul> </li> </ul>	February – April 2022
3.3 With survivor approval, Scheme DPR liaison officers to follow-up with survivors about the quality of their DPRs.	<ul style="list-style-type: none"> <li>• Scheme has increased knowledge about survivor satisfaction with their DPRs.</li> <li>• Scheme has increased understanding of key elements that support genuine and meaningful DPR process.</li> </ul>	April – September 2022
3.4 Scheme to work with RSS providers to better harness feedback about DPR process and outcomes.	<ul style="list-style-type: none"> <li>• Increased engagement with RSS about DPR to better inform DPR policy development</li> </ul>	October 2021 (Ongoing)
3.5 Provide DPR data to the National Redress Scheme Inter-Jurisdictional Committee (IJC) twice yearly.	<ul style="list-style-type: none"> <li>• Improved Scheme oversight of take-up and quality of DPRs.</li> </ul>	December 2022