# National Redress Scheme – written case study

## Gloria’s story

Gloria was placed in institutional care when she was 18 months old. As a survivor of institutional child sexual abuse, Gloria knew she wanted to apply when she heard about the National Redress Scheme, but felt she needed to do it on her own.

“Even though I'm not good at filling out forms I wanted to do this by myself,” Gloria says. “My daughter wanted to help me, but I said no because I didn't want to share a lot of things out.”

Although revisiting and writing about what she experienced in the application was not easy, Gloria says she was glad she did it and did it herself. She believed the result would be worth it.

“Go for it. You'll surprise yourself. There are questions there that you have to fill out and answer truthfully, but you'll find when you're writing them, you're getting it off your chest. You're putting it down on paper and from that you'll get a good result,” she says.

Gloria's offer of redress included a payment and the option to receive in-person and written apologies from representatives of the institutions responsible for what she experienced (this is known as a Direct Personal Response). She decided to accept.

“I looked forward to those apologies actually. And when they were happening, I was so, so happy about it.”

At the meeting with the institutional representatives, Gloria revealed what she had in mind for her written apologies.

“I said ‘I'm going to put it in a frame when I get the written one’ – and I did! It's like a closing for me, a complete ending of all the situations that happened.”

Although Gloria decided not to seek help with her application, Redress Support Services are available to anyone who needs assistance.