# National Redress Scheme – written case study

## Lana’s story

Lana is a Forgotten Australian who spent the first twelve years of her life in different state institutions alongside her twin sister. During this time, her sister passed away and Lana experienced child sexual abuse. She did not speak about what happened until many years later.

As a survivor, Lana had shared parts of her story in several published interviews about her life and her art. When Lana heard about the National Redress Scheme, she was interested but also worried whether she would be able to put her experience of abuse into words.

“I needed help because I wasn't very good with words,” Lana says. “I didn't know how to do it in writing or how to explain. For me, there was a lot of ‘how do I say it? how do I tell it? which way will I go?”

With the help of her local Redress Support Service, Lana wrote her story and overcame her fears while being guided through the application process.

“Redress gave me the opportunity to express myself and my needs by truth-telling. To me, it is a chance to be believed and heard – and have a voice,” she says.

As part of her redress offer, Lana received a payment and chose to accept an in-person apology for herself and her sister from representatives of the institutions responsible for what they experienced.

Lana remembers feeling scared at first, but her Redress Support Service helped her prepare for the meeting and attended it with her.

Reflecting on her decision, she believes that applying for redress was a better option for her than letting the opportunity pass.

“Redress helped me a lot, in everything, I guess. From one Forgotten Australian to another, please try and give it a go.”