National Redress Scheme Logo

National Redress Scheme
For people who have experienced institutional child sexual abuse

# Information for people applying

Easy Read version



How to use this document

|  |  |
| --- | --- |
| An adult and a child in front of an institution icon. | This document is about child sexual abuse in **institutions**.  We explain what institutions are on page 7. |
| Person icon thinking about a sad face. | Child sexual abuse might be hard for you to read about and talk about.  This document might bring up difficult feelings and memories. |
| Man and a woman reading a document together. | You can ask for help to read this document.  A friend, family member or support person may be able to help you. |
| A person supporting somebody else and a sign that says 'Free' above them. | There are free support services.  We explain them on page 29. |
| Website icon. | You can also find free support services on our website.  [www.nationalredress.gov.au/support](http://www.nationalredress.gov.au/support) |
| Phone icon. | And you can call us for help.  **1800 737 377** |
| Group of 5 people. A woman at the front of the group is holding a card that says "we". | The Australian Government wrote this document.  When you see the word ‘we’, it means the Australian Government. |
| Easy Read icon. | We wrote this information in an easy to read way.  We use pictures to explain some ideas. |
| The words 'Bold' and 'Not bold'. | We wrote some important words in **bold**.  This means the letters are thicker and darker. |
| Word list icon. | We explain what these bold words mean.  There is a list of these words on page 32. |
| Group of documents summarised as one Easy Read document. | This is an Easy Read summary of some other documents.  This means it only includes the most important ideas. |

What’s in this document?

[What is the National Redress Scheme? 5](#_Toc137905278)

[What is an institution? 7](#_Toc137905279)

[Can you apply for the Scheme? 9](#_Toc137905280)

[Is the Scheme right for you? 12](#_Toc137905281)

[What will happen when you apply for the Scheme? 14](#_Toc137905282)

[How do you apply? 26](#_Toc137905283)

[Free support services for applying 29](#_Toc137905284)

[Contact us 31](#_Toc137905285)

[Word list 32](#_Toc137905286)

## What is the National Redress Scheme?

|  |  |
| --- | --- |
| A document with 'National Redress Scheme' written on it. This is a National Redress Scheme icon. | The National Redress Scheme is a way to support people who:   * experienced sexual abuse as a child   while   * an institution was supposed to look after them.   In this document, we call it the Scheme. |
| A set of 3 icons arranged in a circle and connected to each other. The 3 icons are a speech bubble, a money icon and 2 people talking - a counselling icon. | **Redress** is a way of trying to make up for the harm that was done. |
| A person and a number '18' with an arrow pointing down. | **Child sexual abuse** is when a person younger than 18 is included in or shown sexual acts that:   * are against the law * they don’t understand * the community thinks are wrong. |
| An adult and a child. | Child sexual abuse includes:   * sex of any kind with a child * showing a child sexual acts. |
| A hand and 2 clothing icons. One of the clothing icons has a line through it. | It also includes sexual touching of any part of the body.  This can be:   * with or without clothes * with an object. |
| A cross next to a child raising their hand, and 2 icons above them. One of them is a cross and the other is a judge's gavel. | Child sexual abuse is:   * wrong * a crime * never the child’s fault. |
| A form icon with a pen and a courthouse with a cross next to it. | You can apply to the Scheme instead of going through the courts. |
| A calendar with '30 June 2027' written on it. | You have until 30 June 2027 to apply to the Scheme. |

## What is an institution?

|  |  |
| --- | --- |
| A building and a circle with 3 people inside of it. This is an institution icon. | An **institution** is a group or organisation. |
|  | The institution might have been set up: |
| A Jewish star and a Christian cross. | * for a religion |
| A book. | * for teaching and learning. |
| 2 people. One of them has a speech bubble. | Or it might have been set up for activities.  For example:   * social activities * sporting activities. |
| A church, a temple and a mission building. | Institutions include:   * churches * temples * missions. |
| A school building and a training farm. | They include:   * schools * training farms. |
| A sports stadium and a youth centre. | They also include:   * sports clubs * youth centres. |
| A hospital and a detention centre. | Institutions can be:   * hospitals * detention centres. |
| An orphanage and a welfare services building. | And they can be:   * orphanages * welfare services. |

## Can you apply for the Scheme?

|  |  |
| --- | --- |
| A building and a circle with 3 people inside of it. This is an institution icon. | You can apply if child sexual abuse happened while an institution was supposed to look after you. |
| 2 people next to each other with a cross. | The Scheme does not include child sexual abuse by a friend or family member.  But it does if an institution was looking after you when it happened. |
| A document that has 'Citizenship' written on it and a document that has 'Permanent Resident' written on it. | When you apply for redress you must be:   * an Australian citizen   or   * a permanent resident – you’re allowed to live in Australia but you’re not a citizen. |
| A number 18 with an arrow pointing down and a calendar icon that has '1 July 2018' written on it. | The child sexual abuse must have happened before:   * you turned 18 * 1 July 2018 – when the Scheme started. |
| A number 18 with an arrow pointing down and a form icon with a pen. | You can apply for the Scheme if you’re still under 18.  But we can’t offer you redress until you turn 18. |
| A person and a number 18. | You need to turn 18 before the Scheme ends in 2028. |
| A judge's gavel. | You can apply for the Scheme if you have:   * committed a crime * gone to prison. |

|  |  |
| --- | --- |
| A calendar icon with multiple days filled out and a judge's gavel. | If you have been to prison, we’ll think about:   * your crime * how long you were in prison. |
| A form icon and a pen. | If you’re in prison, you might have to wait until you get out of prison before you can apply. |
| A form icon with a cross next to it. | Some people can’t get redress because they have committed very serious crimes. |
| A person pointing at themselves with the other hand raised. | But this might not be true for everybody.  It will depend on your own case. |
| Phone icon. | You can call us for free from prison if you have questions about the Scheme. |

## Is the Scheme right for you?

|  |  |
| --- | --- |
| A building and a circle with 3 people inside of it. This is an institution icon. | The Scheme might be right for you if child sexual abuse happened while an institution was supposed to look after you. |
| A form icon. | You need to send in an **application**.  An application is a form you fill in when you apply for the Scheme. |
| A number 3. | After we have gone through your application, the Scheme might offer you 3 things. |
| A number '1' and a money icon. | A **payment** of money.  When you get a payment, the government gives you some money.  We talk about redress payments in more detail on pages 16 to 20. |
| A number '2' and a counselling icon. | **Counselling** − talking to someone about how you think and feel.  This could help you:   * understand what happened to you * feel safer and start to heal * reach goals. |
| A number '3' and a speech bubble with 'sorry' written in it. | 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 also tell you how they are stopping abuse happening to anyone else.  We talk about direct personal responses in more detail on pages 21 to 23. |
| A person choosing between 3 options. | You can choose what you would like to accept from the offer.  If you do not agree with the offer, you can ask us to check it. |

## What will happen when you apply for the Scheme?

|  |  |
| --- | --- |
| Person icon with a speech bubble. There is also a document with a pen icon. | To apply for redress, you will need to talk or write about what happened to you. |
| 2 people. One of them has a speech bubble. | You can ask someone you trust to help you fill in the application form. |
| A person helping somebody read a document. | A Redress Support Service can:   * help you fill in your application * give you emotional support during the process. |
| A speech bubble with a cross in it and a money icon with a cross next to it. | Redress Support Services:   * are free * won’t share your information with anyone else. |
| A website icon. | You can find the contact details for Redress Support Services on our website.  [www.nationalredress.gov.au/support](http://www.nationalredress.gov.au/support%20) |
| A calendar with '12 months' written on it and a plus symbol next to it. | We will try to work through your application within 12 to 18 months.  But it might take longer. |
| A person reading a document. | An **Independent Decision Maker** will look at your application to decide:   * if you can receive redress * what types of redress you can receive * how much the payment will be. |
| A thought bubble with an information icon inside of it. | Independent Decision Makers think about all the information:   * in your application form * we have about the institutions. |
| A law icon and a services icon. | Independent Decision Makers have experience in different areas.  For example:   * law * services that help people. |

### What is a redress payment?

|  |  |
| --- | --- |
| Application form with a pen icon and a dollar sign. | The payment you receive will depend on what you include in your application about:   * what happened when you experienced child sexual abuse while an institution was supposed to be looking after you * the effect the child sexual abuse has had on your life. |
| A money icon and '150 thousand dollars' written underneath it. | If you can get redress, your payment could be up to $150,000. |
| A money icon and an arrow pointing down. | But if you had a payment for the abuse before, your redress payment might be lower. |
| A box with 'Payment' and 3 dollar signs written on it. An arrow is pointing out of the top of the box, at another dollar sign. | We will:   * decide how much that other payment would be worth now * take that amount out of your redress payment. |
|  | This doesn’t include payments you were given for: |
| A lawyer and a courthouse. | * lawyers |
| A doctor's stethoscope and a health icon. | * medical care |
| A tooth and a medical cross. | * dental care |
| A counselling icon. | * counselling |
| A house and a money icon. | * living costs. |
| A large money icon and 3 smaller money icons. | You can choose to get your payment in:   * one amount * smaller amounts over time. |
| A calendar with an arrow on it pointing backwards, and a forms icon with a magnifying glass on it. | You might be able to get part of it before the Independent Decision Maker looks at your application.  We call this an ‘advance payment’. |
| A person using a walking stick. | To get an advance payment you need to be an older person. |
| A person looking sick. | Or you need to be very sick.  And this needs to affect how long you might live for. |
|  | If you get a redress payment: |
| A government building with a dollar sign next to it and a large cross. | * you won’t need to pay tax on it |
| Hand icon holding a dollar sign. There is also a cross. | * it won’t count as income – money you earn by working. |
| Document that says 'asset test' with some ticked boxes on it. There is also a government icon with a dollar sign. | But it might count in an **assets** test for a government payment. |
| Montage of 4 icons: a car, land, house and a dollar sign. | Your assets are things you own that  have value, such as:   * a car * land * a house, a flat or a unit * money you have saved or put away. |
| A speech bubble with a money icon inside of it. | If you get Centrelink payments, you must tell them you’re getting a redress payment. |
| A calendar icon with '14 days' written on it. | You need to do this within 14 days after you get your redress payment. |
| A money icon with an arrow pointing at a person. | If you give any of your redress payment to someone else, you need to tell Centrelink. |
| A person with a speech bubble that has a money icon inside of it. | If they get Centrelink payments, they also need to tell Centrelink about your redress payment. |

### What is a direct personal response?

|  |  |
| --- | --- |
| A person pointing at themselves with the other hand raised. | A direct personal response is:   * for you * about you. |
| A speech bubble. | We will ask you if you want to have a direct personal response.  For example, if you want the institution to say sorry. |
| A hand pointing at a speech bubble. | You can choose if you want to have a direct personal response or not. |
| 2 people having a conversation in front of a desk, a mobile phone icon and a letter icon. | If you want a direct personal response, a senior person from the institution can:   * meet with you in person * talk to you over the phone * send you a letter. |
| A person choosing between 3 options. | You can choose what happens. |
| A speech bubble and a calendar icon with a tick on it. | You can ask for your direct personal response when you’re ready. |
| 2 people looking at a document. | You can call us to help you set up your direct personal response with the institution.  **1800 737 377** |
| 2 people looking at a document and an institution icon. | You can ask someone to help you deal with the institution to get the personal response you want.  We call this person a ‘nominee’. |
| 2 people talking. | You can ask a:   * family member or friend * support worker * redress support worker * counsellor. |
| A form icon. | They will need to fill out a Redress Nominee form.  [www.nationalredress.gov.au/document/76](http://www.nationalredress.gov.au/document/76) |
| A change icon. | You can also change your mind at any time. |
| A calendar icon that has '30 June 2028' written on it. | You can get a direct personal response any time before 30 June 2028. |

### The Scheme is different to the court system

|  |  |
| --- | --- |
| A judge holding a gavel. | Getting redress through the Scheme is different to getting a payment through the court system. |
| A person with a thought bubble and a money icon with a cross next to it. The thought bubble has a courthouse inside of it. | Some people will choose to go to court rather than getting a payment from the Scheme. |
| 3 overlapping money icons. | They might do this because a court may get them a bigger payment. |
| A folder icon with 'Evidence' written on it. There are 3 documents inside it and a magnifying glass. | Courts need strong **evidence** about the abuse.  Evidence is proof that what you shared happened. | |
| A folder icon with 'Evidence' written on it. There is one document inside it and a magnifying glass. | You need less evidence to get a payment from the Scheme. |
| An institution icon with a cross on it. | Getting redress through the Scheme means you don’t have to deal with an institution directly. |
| A courthouse and a stopwatch with 3 lines to show speed. | It may also be faster than going through the courts. |
| A person talking on the phone. | You can contact knowmore to help you work out which option is better for you. |
| A law icon and a money icon with a cross next to it. | knowmore is a free legal service that supports people who have experienced child sexual abuse. |
| A website icon. | You can visit their website.  [www.knowmore.org.au](http://www.knowmore.org.au) |

## How do you apply?

|  |  |
| --- | --- |
| A form icon with a pen and a computer icon with a form on its screen. | You can apply by filling out:   * a paper form   or   * the form on our website   or   * the form on myGov. |
| A form icon and a pen. | The form will ask you to tell us about what happened to you. |
| A person pointing at a form that has been filled in. | You can only apply once.  You should include all the information you can. |
| An information icon and a plus symbol. | You can give us more information:   * after you have applied * but before we make a decision. |
| A folder that has 'Records' written on it, and a cross. | You might not have any records from the institution that was supposed to look after you.  That’s ok. |
| 2 people having a conversation. One of them has a speech bubble with an information icon inside of it. | We’ll ask institutions for information we need to help with your application. |
| A building and a circle with 3 people inside of it. This is an institution icon. | We do this to prove that the institution was looking after you at the time. |
| A person with a thought bubble. The thought bubble has an institution icon and a cross inside of it. | You don’t have to deal with the institution yourself. |
| A speech bubble with a cross next to it. | Institutions:   * don’t make decisions about your application * can’t contact you. |
| A website icon. | On our website, you can find out if an institution has joined the Scheme.  [www.nationalredress.gov.au/institutions](http://www.nationalredress.gov.au/institutions) |

### What if there’s more than one institution?

|  |  |
| --- | --- |
| A document with '1' '2' and '3' written on it. | You can tell us if you experienced child sexual abuse in more than one institution when you apply to the Scheme.  Or when you get support from a Redress Support Service. |
| A person talking on the phone. | If any of these institutions haven’t joined the Scheme, we will:   * contact you * explain what you can do. |
| 2 people looking at a document. | You can wait until the institution joins the Scheme.  Or you can ask the Scheme to look at your application now. |
| A money icon with an arrow pointing down. | You might receive less money if:   * one of the institutions you named hasn’t joined the Scheme * you want us to look at your application before they join. |
| An institution icon. | The amount of money you receive will depend on what happened to you in each of the institutions. |

## Free support services for applying

|  |  |
| --- | --- |
|  | Redress Support Services can: |
| A person reading a document. They have a thought bubble with a tick inside of it. | * help you understand the Scheme |
| A person thinking. | * help you decide if you want to apply |
| A person helping somebody read a document. | * support you when you apply |
| 2 people talking. | * support you after you apply. |
| 2 people talking. One of them has a speech bubble. | Redress Support Services can also give you emotional support. |
| A website icon. | You can find the contact details for Redress Support Services on our website.  [www.nationalredress.gov.au/support](http://www.nationalredress.gov.au/support%20) |
| 2 people talking. One of them is taking notes. | To help you understand your options we also have free:   * legal support services * financial support services. |
| A person talking on the phone. | You can contact us to find out how to use these support services. |
| A dollar sign with a cross. | These services are free.  You don’t have to pay to use them. |

## Contact us

|  |  |
| --- | --- |
| A person talking on the phone. | You can contact us to find out more about the Scheme. |
| A website icon. | You can visit our website.  [www.nationalredress.gov.au](http://www.nationalredress.gov.au) |
| A phone icon. | You can call us.  **1800 737 377** |
| The Translating and Interpreting Service logo. | If you speak a language other than English, you can call the Translating and Interpreting Service (TIS National).  **131 450** |
| A person talking on the phone. There is a speech bubble with a phone icon next to them. | TIS National can:   * connect you to the Scheme or a service * help you speak in your own language. |

## Word list

|  |  |
| --- | --- |
| Montage of 4 icons: a car, land, house and a money icon. | **Assets**  Your assets are things you own that have value, such as:   * a car * land * a house, a flat or a unit * money you have saved or put away. |
| A form icon. | **Application**  An application is a form you fill in when you apply for the Scheme. |
| Person icon. There is the number 18 with an arrow pointing downwards. | **Child sexual abuse**  Child sexual abuse is when a person younger than 18 is included in or shown sexual acts:   * that are against the law * they don’t understand * the community thinks are wrong. |
| A counselling icon. | **Counselling**  Talking to someone about how you think and feel.  This can help you:   * understand what happened to you * feel safer and start to heal * reach goals. |
| A speech bubble with the word 'Sorry' inside of it. | **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 also tell you how they are stopping abuse happening to anyone else. |
| A folder with 'Evidence' written on it. There are 3 documents inside of it and a magnifying glass. | **Evidence**  Evidence is proof that something happened. |
| A person reading a document. | **Independent Decision Maker**  Independent Decision Makers think about all the information:   * in your application form * we have about the institutions. |
| A building and a circle with 3 people inside of it. This is an institution icon. | **Institution**  An institution is a group or organisation.  The institution might have been set up:   * for a religion * for teaching and learning.   Or it might have been set up for activities.  For example:   * social activities * sporting activities. |
| A hand holding a money icon. | **Payment**  When you get a payment, the government gives you some money. |
| A set of 3 icons arranged in a circle and connected to each other. The 3 icons are a speech bubble, a money icon and 2 people talking - a counselling icon. | **Redress**  A way of trying to make up for the harm that was done. |

|  |  |
| --- | --- |
| The Information Access Group logo. | This Information Access Group created this Easy Read using stock photography and custom images. The images may not be reused without permission. For any enquiries about the images, please visit [www.informationaccessgroup.com](http://www.informationaccessgroup.com).  Quote job number 5227. |