

National Redress Scheme

For people who have experienced institutional child sexual abuse

Content for social media channels – General Audience

About the National Redress Scheme and these social media posts

The National Redress Scheme is for people who experienced child sexual abuse while in an institution such as a school, church or place of worship, mission, orphanage, foster care, hospital, detention centre or a sporting club.

The National Redress Scheme supports people to access redress, which can include a payment, counselling, and a direct personal response from the institution acknowledging and apologising for what happened.

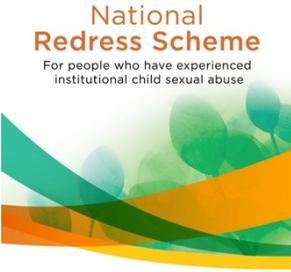
These social media posts have been designed for you to issue across your own platforms to raise awareness of the Scheme.

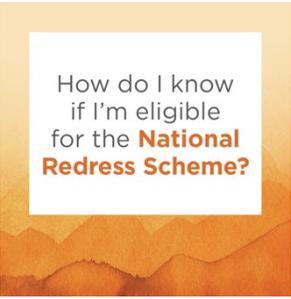
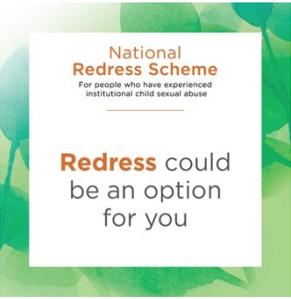
You can also refer to the moderation guide within the social media kit to assist you monitor and moderate your posts.

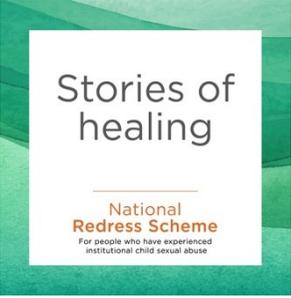
Images in this document are placeholders to indicate which image should be used against each post. Please do not copy and paste images from this document for use in posts. Higher resolution image tiles are available within the social media kit, and are available in formatting for Facebook, Instagram and LinkedIn.

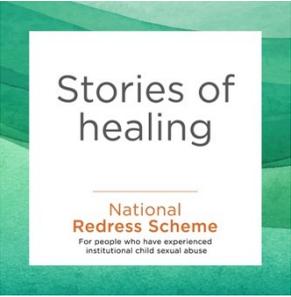
For additional support while issuing this content on social media, please email DSSRedressEngagement@dss.gov.au

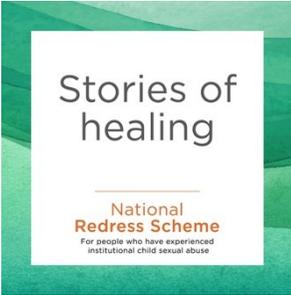
Social media posts written for survivors

Post	Imagery and alt text
<p>Who is The National Redress Scheme for?</p> <p>The National Redress Scheme is for people who experienced child sexual abuse while in an institution. This could include a school, church, mission, orphanage, foster care, hospital, detention centre, sporting club or others.</p> <p>It helps people access redress and can connect them with a range of free, confidential, culturally safe Redress Support Services.</p> <p>For more information or to access support visit www.nationalredress.gov.au or call 1800 737 377, Monday to Friday, 8 am to 5 pm.</p>	 <p>Text at the top of the tile reads 'National Redress Scheme. For people who have experienced institutional child sexual abuse.' The text is against a background of green leaves with orange and green curved lines.</p>
<p>What is 'redress'?</p> <p>Redress is about recognising the harm done to people who experienced sexual abuse as children, and holding the institutions responsible to account.</p> <p>An offer of redress can include:</p> <ul style="list-style-type: none"> • a payment • free counselling that is confidential and culturally safe • a direct personal response, such as an apology, from an institution. <p>For more information or to access support visit www.nationalredress.gov.au or call 1800 737 377, Monday to Friday, 8 am to 5 pm.</p>	 <p>Text at the top of the tile reads 'National Redress Scheme. For people who have experienced institutional child sexual abuse. What is 'redress'?' The text is against a green background with orange and green curved lines.</p>
<p>You don't have to decide on your own.</p> <p>When deciding if the National Redress Scheme is the right option for you, talking to a Redress Support Service can really help.</p> <p>They are free, confidential, culturally safe and available whether you apply for redress or not.</p> <p>To find out more about your options, visit: www.nationalredress.gov.au/support/get-help-apply or call 1800 737 377, Monday to Friday, 8 am to 5 pm.</p>	 <p>Text at the top of the tile reads 'National Redress Scheme. For people who have experienced institutional child sexual abuse. You don't have to decide on your own.' The text is against a background of green leaves.</p>

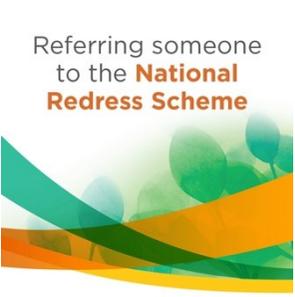
Post	Imagery and alt text
<p>How do I know if I'm eligible for the National Redress Scheme?</p> <p>The National Redress Scheme is for people who were under the age of 18 when they experienced sexual abuse while in an institution.</p> <p>An institution could be a school, church, mission, orphanage, foster care, hospital, detention centre, sporting club or others.</p> <p>You can apply for redress if:</p> <ul style="list-style-type: none"> • you were born before 30 June 2010 • the abuse happened before 1 July 2018 • you are an Australian citizen or permanent resident when you apply (some exceptions apply). <p>To find out if you are eligible to apply, visit www.nationalredress.gov.au or call 1800 737 377, Monday to Friday, 8 am to 5 pm.</p>	 <p>How do I know if I'm eligible for the National Redress Scheme? Words are against an orange background with mountains.</p>
<p>Redress could be an option for you.</p> <p>The National Redress Scheme is for people who were under the age of 18 when they experienced sexual abuse while in an institution.</p> <p>An offer of redress can include a payment, free counselling, and an apology from the institution.</p> <p>Applying to the National Redress Scheme is different to seeking compensation in court. The level of proof required is lower than the courts, and you don't have direct contact with the institution.</p> <p>For more information or to access support visit www.nationalredress.gov.au/support/get-help-apply or call 1800 737 377, Monday to Friday, 8 am to 5 pm.</p>	 <p>Text at the top of the tile reads 'National Redress Scheme. For people who have experienced institutional child sexual abuse. Redress could be an option for you.' The text is against a background of green leaves.</p>
<p>Redress Support Services can help you.</p> <p>If you, or someone you support, need help deciding if the National Redress Scheme is the right option, talking to someone from a Redress Support Service can help.</p> <p>Redress Support Services are free, confidential, culturally safe and available whether you apply for redress or not.</p> <p>They offer:</p> <ul style="list-style-type: none"> • emotional and practical support • help with the application form 	 <p>Text at the top of the tile reads 'National Redress Scheme. For people who have experienced institutional child sexual abuse. Redress Support Services can help you.' The text is against a background of green curved lines.</p>

Post	Imagery and alt text
<ul style="list-style-type: none"> • legal advice • financial counselling. <p>To connect with your local support services, visit: www.nationalredress.gov.au/support/explore or call 1800 737 377, Monday to Friday, 8 am to 5 pm.</p>	
<p>Stories of healing.</p> <p>As a Forgotten Australian, Jessie was unsure about whether to apply to the National Redress Scheme due to a fear of not being believed.</p> <p>Looking back, she says getting the support she needed to apply and receive an offer of redress helped her move on with her life.</p> <p>Hear more of Jessie's story: https://youtu.be/q-ULmT2j-2E</p>	 <p>Text at the top of the tile reads 'Stories of healing. National Redress Scheme. For people who have experienced institutional child sexual abuse.' The text is against a background of green curved lines.</p>
<p>Introduction to the National Redress Scheme short video</p> <p>The National Redress Scheme is for people who experienced child sexual abuse while in an institution.</p> <p>The National Redress Scheme helps people access redress and can connect them to free confidential Redress Support Services.</p> <p>Redress can include:</p> <ul style="list-style-type: none"> • access to a payment • counselling • psychological support • an apology from the institution. <p>Learn more about the National Redress Scheme at www.youtube.com/watch?v=cyYXpkO1PgY</p>	<p>Video resources available. This video helps to explain what the National Redress Scheme is.</p>
<p>What is the National Redress Scheme</p> <p>The National Redress Scheme is for people who experienced institutional sexual abuse as a child.</p> <p>The person may have experienced child sexual abuse while on the premises or at an activity organised by an institution. Learn more about the National Redress Scheme at www.youtube.com/watch?v=K2aa-ijkynw</p>	<p>Video resources available. This video helps to explain what the National Redress Scheme is.</p>

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<p>Stories of healing.</p> <p>For many years, Lana did not talk about what happened to her while living in an institution as a child. Lana heard about the National Redress Scheme, but she was unsure if she wanted to apply.</p> <p>Once Lana decided to apply, she felt the National Redress Scheme gave her a chance to be believed, heard and have a voice.</p> <p>Hear more of Lana’s story at www.youtube.com/watch?v=vONYRDn8XUo</p>	 <p>Text at the top of the tile reads ‘Stories of healing. National Redress Scheme. For people who have experienced institutional child sexual abuse.’ The text is against a background of green curved lines.</p>
<p>Who is eligible for Redress</p> <p>Redress is about recognising the harm done to people who experienced sexual abuse as children and holding the institutions responsible to account.</p> <p>You are eligible for redress if:</p> <ul style="list-style-type: none"> • you experienced sexual abuse when you were under 18 years of age • you were born before 30 June 2020 • the abuse happened before 1 July 2018, while you were in an institution • you are an Australia citizen or permanent resident when you apply <p>Find out more about eligibility for the National Redress Scheme at www.youtube.com/watch?v=2bDagBHFSRI</p>	<p>Video resources available. This video helps to explain who is eligible for the National Redress Scheme.</p>
<p>Reasons to apply for redress short video</p> <p>Applying to the National Redress Scheme is a simpler way to access redress, and you don’t have to deal with the institution directly.</p> <p>Redress is an alternative to seeking compensation in court, which can be expensive and traumatic.</p> <p>Free, confidential, culturally safe support is available from Redress Support Services.</p> <p>Learn more about reason to apply to the National Redress Scheme at www.youtube.com/watch?v=0LZV1ohYD3k</p>	<p>Video resources available. This video helps to explain reasons to apply for the National Redress Scheme.</p>
<p>Applying to the National Redress Scheme short video</p> <p>You can apply for the National Redress Scheme in paper form or online through MyGov at my.gov.au</p> <p>Applying to the National Redress Scheme can feel a bit overwhelming at first.</p> <p>It can be helpful to talk to someone from a Redress Support Service before deciding if you want to apply. They can help you with your application and provide support.</p> <p>Find out more about applying to the National Redress Scheme at www.youtube.com/watch?v=jLaYcQDuX6w</p>	<p>Video resources available. This video helps to explain reasons to apply for the National Redress Scheme.</p>

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<p>What happens after you apply to the National Redress Scheme</p> <p>After you apply to the National Redress Scheme, we will contact you to talk about the next steps.</p> <p>We'll gather information from the institutions you identified in your application.</p> <p>An Independent Decision Maker will review the information and decide the outcome. The National Redress Scheme will contact you to tell you if you're eligible.</p> <p>It can take 12 months or longer to process an application, depending on a person's circumstance.</p> <p>Learn more about what happens after you apply to the National Redress Scheme at www.youtube.com/watch?v=Qx7-NvfzqVU</p>	<p>Video resources available. This video helps to explain things to keep in mind when applying to the National Redress Scheme.</p>
<p>Stories of healing</p> <p>Gloria was sexually abused while she was in institutional care. She heard about the National Redress Scheme through a Redress Support Service.</p> <p>Gloria applied to the National Redress Scheme and received a face-to-face apology from the institution and a payment.</p> <p>She found that revisiting her experience was not easy but knew it would be worth it in the end.</p> <p>Hear more of Gloria's story at www.youtube.com/watch?v=sjP3SulxUeg&t=1s</p>	 <p>Text at the top of the tile reads 'Stories of healing. National Redress Scheme. For people who have experienced institutional child sexual abuse.' The text is against a background of green curved lines.</p>

Social media posts written for support people and organisations

Post	Imagery and alt text
<p>The National Redress Scheme could be an option for someone you support</p> <p>The National Redress Scheme is for people who experienced sexual abuse when they were under the age of 18 while in an institution. This could include a school, church, mission, orphanage, foster care, hospital, detention centre, sporting club or others.</p> <p>An offer of redress can include a payment, free counselling that is confidential and culturally safe, and an apology from the institution.</p> <p>If someone you support experienced institutional child sexual abuse, consider referring them to a confidential Redress Support Service. They can talk about their options and get help with the application form if they decide to apply.</p> <p>To find out more, visit www.nationalredress.gov.au/support/explore or call 1800 737 377, Monday to Friday, 8 am to 5 pm.</p>	 <p>The National Redress Scheme could be an option for someone you support</p> <p>Text at the top of the tile reads 'The National Redress Scheme could be an option for someone you support.' The text is against a background of green leaves.</p>
<p>Referring someone to the National Redress Scheme</p> <p>There are different reasons why people who experienced institutional child sexual abuse may not apply to the National Redress Scheme. Not knowing about it and what it can offer should not be one of the reasons.</p> <p>Service providers are often the first to hear about a client's past experience of child sexual abuse.</p> <p>If someone in your care chooses to confide in you, you are in a strong position to provide information about the National Redress Scheme and the free, confidential Redress Support Services.</p> <p>For more information, and advice on managing client disclosures visit www.nationalredress.gov.au/support or call 1800 737 377, Monday to Friday, 8 am to 5 pm.</p>	 <p>Referring someone to the National Redress Scheme</p> <p>Text at the top of the tile reads 'Referring someone to the National Redress Scheme.' Words are against a background of green leaves with orange and green curved lines.</p>
<p>Managing disclosure of child sexual abuse – new resource for professionals</p> <p>From health to legal, social and community services, professionals are often the first people that a client or patient confides in.</p> <p>It's often difficult for survivors of institutional child sexual abuse to take the first step to talk about what they experienced. That's why it is so important to feel prepared and plan how you will respond if a client makes a disclosure.</p> <p>The National Redress Scheme has developed a trauma-informed, survivor-centred guide to support positive discussions with clients who chose to confide in a professional they trust.</p> <p>To access the new Discussion Guide visit nationalredress.gov.au/document/1701</p>	 <p>National Redress Scheme Discussion Guide</p> <p>Text at the top of the tile reads 'National Redress Scheme. For people who have experienced institutional child sexual abuse. Image shows the front cover of the new Discussion Guide resource.'</p>

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<p>Referring someone to the National Redress Scheme short video</p> <p>There are different reasons why people who experienced institutional child sexual abuse may not apply to the National Redress Scheme. Not knowing about it and what it can offer should not be one of the reasons.</p> <p>Service providers are often the first to hear about a client’s past experience of child sexual abuse.</p> <p>If someone in your care chooses to confide in you, you are in a strong position to provide information about the National Redress Scheme and the free, confidential Redress Support Services.</p> <p>For more information, and advice on managing client disclosures visit www.nationalredress.gov.au/support or call 1800 737 377, Monday to Friday, 8 am to 5 pm.</p>	 <p>Referring someone to the National Redress Scheme. Words are against a background of green leaves with orange and green curved lines</p>