

Inquiry into the operation of the National Redress Scheme

Private Hearing – 11 October 2024

ANSWER TO QUESTION ON NOTICE

Department of Social Services

Topic: Redress Scheme applications, reviews and revocations

Question reference number: IQ24-000249

Question asked by: Catryna Bilyk

Type of Question: Written. **Hansard Page/s:** N/A

Date set by the Committee for the return of answer: 18 October 2024

Question:

1. Since the Scheme commenced, for each financial year period, could the Department please provide:

- The number of redress applications withdrawn.
- The number of requests for review.
- The number of requests for review withdrawn.
- The number of revocations and requests to withdraw revocations, if counted separately from data on reviews in (b) and (c) above.

Answer:

1. a. The number of redress applications withdrawn:

Withdrawn	FY18–19 FY19–20*	FY20–21	FY21–22	FY22–23	FY23–24	FY24–25 (to date)
Withdrawn applications	260	110	106	477	841	270

b. The number of requests for review:

Reviews	FY18–19 FY19–20*	FY20–21	FY21–22	FY22–23	FY23–24	FY24–25 (to date)
Reviews requested	147	127	99	104	295	109
Reviews upheld	119	83	71	82	156	0
Reviews changed	28	44	27	20	18	<5
Increase payment	22	37	20	Not provided	6	<5
Decrease payment	<5**	0	0	0	0	0
No change	Not provided**	7	7	<5	12	0
Reviews outstanding	0	0	<5	<5	121	Not provided

c. The number of requests for review withdrawn: Over the life of the Scheme, 37 applicants have withdrawn their request for a review.

d. The number of revocations and requests to withdraw revocations, if counted separately from data on reviews in (b) and (c) above:

Revocation	FY18–19 FY19–20*	FY20–21	FY21–22	FY22–23	FY23–24	FY24–25 (to date)
Revocations requested	13	59	68	74	153	25
Not granted	0	0	13	23	63	<5
Increase	Not provided	50	39	33	29	0
Decrease	0	<5	Not provided	8	<5	0
No change	<5	Not provided	8	<5	Not provided	0
Revocation in progress	0	0	<5	Not provided	49	Not provided

*The Scheme's reporting functionality was not completely developed in the first year of operation. Therefore, the data for the first 2 financial years have been combined.

**Figures that are less than 5 have been replaced to minimise risk to the privacy of applicants. Also, other figures have not been provided in order to protect this figure when totals are provided.

Please note: Due to the live nature of the system used for capturing data, figures may change due to a retrospective update from operational teams within the National Redress Scheme.

Data is not available on the number of revocations withdrawn.

Data as at 27 September 2024.

Inquiry into the operation of the National Redress Scheme

Private Hearing – 11 October 2024

ANSWER TO QUESTION ON NOTICE

Department of Social Services

Topic: Redress Scheme review of determination form

Question reference number: IQ24-000250

Question asked by: Catryna Bilyk

Type of Question: Written. **Hansard Page/s:** N/A

Date set by the Committee for the return of answer: 18 October 2024

Question:

2. The form to ask for a review of determination (NRS073-120424) states:

‘I acknowledge that after the review is completed, the following may happen:

- the redress outcome may stay the same,
- if an offer was made it may increase or decrease, or
- a different decision may be made about whether I am eligible for redress.’

a. Is this representation accurate?

b. What is the basis for including this language in the form?

Answer:

This representation is correct. A review determination can have the effect of reducing the amount of the redress payment determined in the original determination, if the reviewer is satisfied that:

(a) either:

- (i) the reduction is the result of new information from the applicant or an institution; or
- (ii) the Operator has reasonable grounds to believe that information given, a document produced, or a statement made to an officer of the scheme in relation to the application for redress, or the application for review, is false or misleading in a material particular; and

(b) the reduction is appropriate, having regard to the principles set out in section 10.

While the Scheme considers that these circumstances are unlikely to eventuate in the vast majority of reviews, the basis for including this language in the form is to provide transparency to applicants regarding all potential review outcomes. This is consistent with the Scheme’s limited ‘no worse off’ provisions built into the review process.

If no new information is provided, a redress offer cannot be reduced where the reviewing Independent Decision Maker (IDM) has the same information and documents that were available to the original IDM.

Inquiry into the operation of the National Redress Scheme

Private Hearing – 11 October 2024

ANSWER TO QUESTION ON NOTICE

Department of Social Services

Topic: Independent decision makers information on Redress Scheme website

Question reference number: IQ24-000251

Question asked by: Catryna Bilyk

Type of Question: Written. **Hansard Page/s:** N/A

Date set by the Committee for the return of answer: 18 October 2024

Question:

3. The Scheme's website (<https://www.nationalredress.gov.au/>) has recently been updated. Information about independent decision makers, including names and some biographical information, was available on the previous version of the website.

- a. Are there plans to restore this information to the website?
- b. If the absence of this information is intended to be permanent, is there a reason or background that explains this change?
- c. If independent decision maker names and biographies are available on the website, could a link please be provided?

Answer:

3. a. The Scheme's website content on Independent Decision Makers (IDMs) is currently under review. New content is being developed on the role of the IDMs.

b. The Scheme is reviewing its position on the publication of Independent Decision Maker biographies, as it undertakes an assessment of the personal security risks in continuing to publish this information.

c. At this time, the names and biographies of IDMs are not available on the National Redress Scheme website.