

Joint Select Committee on Implementation of the National Redress Scheme

Private Briefing – 16 September 2020  
ANSWER TO QUESTION ON NOTICE

Department of Social Services

**Topic:** Joint Select Committee on Implementation of the National Redress Scheme -  
Question 11

**Question reference number:** SQ20-000615

**Member:** Sharon Claydon

**Type of Question:** Spoken. Hansard Page/s:

**Date set by the Committee for the return of answer:** 15 October 2020

**Question:**

Ms CLAYDON: Thank you. I understand you use data-tracking software called Data Exchange. What data does that track?

Ms Hefren-Webb: That data only relates to external funded service providers, so redress services.

Ms CLAYDON: Yes.

Ms Hefren-Webb: Mr Riley may have more detail on what data we've received.

Ms CLAYDON: Just before you start, I'm just interested in what data it's tracking and what sorts of reports you generate regularly from it, for example.

Mr Riley: Data Exchange is our system for tracking outputs and outcomes from our Redress Scheme support services and, indeed, our broader grants arrangements. We use the data for a variety of purposes. For example, it may contribute to our annual performance reporting, which would appear in the Redress Scheme's annual report. It contains a range of demographic and other data—service usage, numbers of cases and so forth. I would have to take the details on notice, but it is our general grants performance-tracking data and it also gives us quite a lot of information about who is accessing our services.

Ms CLAYDON: Right. Presumably, all of those service providers have to enter the data. I'd be interested if you could supply the committee with a list of those most active organisations which are supporting Redress Scheme clients in terms of case loads and services provided—maybe the top five or something like that. We'd be interested to know who those peak performers are.

Mr Riley: Yes, we can do that.

**Answer:**

The five Redress Support Services with the highest number of individual clients are provided in the following tables.

**Five Redress Support Services with the highest numbers of individual clients for the period 1 July 2018 to 30 June 2020**

	<b>Redress Support Services</b>	
1.	Child Migrants Trust	
2.	Care Leavers Australasia Network (CLAN)	
3.	Blue Knot Foundation	
4.	Micah Projects – Lotus Support Services	
5.	Rape and Domestic Violence Services Australia	