

# **Joint Select Committee on Implementation of the National Redress Scheme**

Public Hearing – 13 September 2021  
ANSWER TO QUESTION ON NOTICE

Department of Social Services

**Topic:** Joint Select Committee on Implementation of the National Redress Scheme -  
Questions from Chair, Senator Dean Smith

**Question reference number:** IQ21-000088

**Senator:** Dean Smith

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

**Date set by the Committee for the return of answer:** 05 October 2021

**Question:**

1. When did the Department confirm with the National Debt Hotline that the service would not receive additional funding to provide financial counselling services to survivors engaging with the National Redress Scheme?

**Answer:**

The department has never funded the National Debt Helpline to specifically deliver National Redress Scheme (Scheme) financial counselling services.

The department has funded knowmore Legal Services \$4.5 million over four years to 30 June 2024 to deliver free and independent financial counselling services to specifically support participants in the Scheme. This aims to ensure financial counselling is available to support people make informed choices and promote the improved use and management of payments received under the Scheme. knowmore Legal Services will also provide information and training on the financial impact of a payment under the Scheme to Redress Support Services and financial counsellors around Australia.

# **Joint Select Committee on Implementation of the National Redress Scheme**

Public Hearing – 13 September 2021  
ANSWER TO QUESTION ON NOTICE

Department of Social Services

**Topic:** Joint Select Committee on Implementation of the National Redress Scheme –  
Questions from Chair, Senator Dean Smith

**Question reference number:** IQ21-000089

**Senator:** Dean Smith

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

**Date set by the Committee for the return of answer:** 05 October 2021

**Question:**

2. When did the Minister announce that knowmore would receive specialist funding to provide financial counselling services to survivors engaging with the National Redress Scheme?

**Answer:**

The grant to knowmore Legal Service Limited was published on GrantConnect on 1 June 2021.

## **Joint Select Committee on Implementation of the National Redress Scheme**

Public Hearing – 13 September 2021  
ANSWER TO QUESTION ON NOTICE

Department of Social Services

**Topic:** Joint Select Committee on Implementation of the National Redress Scheme –  
Questions from Chair, Senator Dean Smith

**Question reference number:** IQ21-000090

**Senator:** Dean Smith

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

**Date set by the Committee for the return of answer:** 05 October 2021

### **Question:**

3. Following the tabling of the Committee's First Interim Report, the Department noted that the government response to that report would not be tabled until the conclusion of the second anniversary review. Now that the review process has been finalised, when will the government provide a response to the Committee's recommendations?

### **Answer:**

The department understands the Government response to the Committee's First Interim Report has been tabled.

# **Joint Select Committee on Implementation of the National Redress Scheme**

Public Hearing – 13 September 2021  
ANSWER TO QUESTION ON NOTICE

Department of Social Services

**Topic:** Joint Select Committee on Implementation of the National Redress Scheme –  
Questions from Chair, Senator Dean Smith

**Question reference number:** IQ21-000091

**Senator:** Dean Smith

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

**Date set by the Committee for the return of answer:** 05 October 2021

**Question:**

4. What corporate name is being used for the Jehovah's Witnesses to join the Scheme?
- o How many applications can now be processed as a result of its joining?
  - o How would you describe the engagement of the organisation in regards to on-boarding processes, and now the sharing of information and processing of applications?

**Answer:**

The Jehovah's Witnesses joined the National Redress Scheme (the Scheme) under the name Watchtower Bible & Tract Society of Australia.

Due to protected information provisions in the Scheme's governing legislation, the Department is unable to advise the number of applications that can now be progressed. All of the applications have been prioritised for action by the Scheme.

# **Joint Select Committee on Implementation of the National Redress Scheme**

Public Hearing – 13 September 2021  
ANSWER TO QUESTION ON NOTICE

Department of Social Services

**Topic:** Joint Select Committee on Implementation of the National Redress Scheme –  
Questions from Chair, Senator Dean Smith

**Question reference number:** IQ21-000092

**Senator:** Dean Smith

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

**Date set by the Committee for the return of answer:** 05 October 2021

## **Question:**

5. The Strategic Success Measures July 2021 state that “a further 23 defunct institutions are currently being considered under funder of last resort provisions.” Can the Department provide the Committee with a state and territory breakdown of where those institutions were based, the nature of the institutions, and how many applications are currently on hold in consideration of these institutions.

## **Answer:**

15 defunct institutions are currently being considered and account for 29 applications under funder of last resort provisions. The institutions are in a range of sectors, including charitable, community, education, health, religious and recreational.

Providing a further breakdown of the number of defunct institutions by state and territory the Scheme is negotiating FOLR for, could potentially disclose protected information under the Scheme.

There have been several Funder of Last Resort Declarations since the Strategic Success measures were released in July 2021. As a result, 57 institutions are now covered under funder of last resort provisions.

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Public Hearing – 13 September 2021  
ANSWER TO QUESTION ON NOTICE

Department of Social Services

**Topic:** Joint Select Committee on Implementation of the National Redress Scheme –  
Questions from Chair, Senator Dean Smith

**Question reference number:** IQ21-000093

**Senator:** Dean Smith

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

**Date set by the Committee for the return of answer:** 05 October 2021

**Question:**

6. In the third year of operation how many survivors indicated that they would like a direct personal representation when accepting an offer?

**Answer:**

In the period 1 July 2020 to 30 June 2021 1,922 applicants indicated an interest in a direct personal response from at least one of the institutions found responsible for their abuse.

## **Joint Select Committee on Implementation of the National Redress Scheme**

Public Hearing – 13 September 2021  
ANSWER TO QUESTION ON NOTICE

Department of Social Services

**Topic:** Joint Select Committee on Implementation of the National Redress Scheme –  
Questions from Chair, Senator Dean Smith

**Question reference number:** IQ21-000094

**Senator:** Dean Smith

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

**Date set by the Committee for the return of answer:** 05 October 2021

**Question:**

7. In the third year of operation how many direct personal representations were undertaken by institutions?

**Answer:**

In the third year of operation (20-21), 188 people received a direct personal response (DPR) from an institution. A further 284 people made contact with an institution to begin the process to receive their direct personal response. Consultation is now occurring with all stakeholders to inform the DPR Action Plan as per recommendation 4.7 of the 2 Year Review, and the Government's interim response.

# Joint Select Committee on Implementation of the National Redress Scheme

Public Hearing – 13 September 2021  
ANSWER TO QUESTION ON NOTICE

Department of Social Services

**Topic:** Joint Select Committee on Implementation of the National Redress Scheme –  
Questions from Chair, Senator Dean Smith

**Question reference number:** IQ21-000095

**Senator:** Dean Smith

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

**Date set by the Committee for the return of answer:** 05 October 2021

## **Question:**

8. What feedback has the Department received on the quality of direct personal representations being made? Please provide examples of feedback received, and details regarding how the Department responded to this feedback.

## **Answer:**

The department has received feedback on a small number of direct personal responses (DPR). Specific examples of feedback received in relation to a DPR cannot be shared, consistent with protected information requirements under Division 2 of the *National Redress Scheme for Institutional Child Sexual Abuse Act 2018*.

When negative feedback is received, the department contacts the relevant institution to discuss the applicant's concerns and follows this up in writing. Where an applicant is seeking a response to their feedback, one of the Scheme's Clinical Advisors contacts the applicant. The Scheme also seeks a written response from the institution, detailing the steps taken to address the applicant's feedback, as required under the *National Redress Scheme for Institutional Child Sexual Abuse Direct Personal Response Framework 2018*. The institution is referred to the Scheme's dedicated DPR resources and training, to guide the delivery of quality and meaningful outcomes for applicants. Applicants may be encouraged to engage or re-engage with a Redress Support Service to guide them through a DPR.

The Scheme has also received feedback about the quality, preparation and delivery of DPRs by participating governments and some non-government institutions. This feedback is being used to inform education and training resources for participating institutions and communications materials for applicants. The feedback covers themes such as professional



facilitation, seniority of officers delivering DPR and the value of authenticity in the delivery of the DPR.

## Joint Select Committee on Implementation of the National Redress Scheme

Public Hearing – 13 September 2021  
ANSWER TO QUESTION ON NOTICE

Department of Social Services

**Topic:** Joint Select Committee on Implementation of the National Redress Scheme –  
Questions from Chair, Senator Dean Smith

**Question reference number:** IQ21-000096

**Senator:** Dean Smith

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

**Date set by the Committee for the return of answer:** 05 October 2021

### Question:

9. How much was WhereTo Research paid to develop the survivor experience survey (as discussed in the Strategic Success Measures July 2021)? How many responses were received in total? Please provide a copy of the survey to the Committee. Please provide an update on what work is currently underway to understand and collect survivor experience data.

### Answer:

*WhereTo Research* was contracted to develop and design a survivor experience survey in late 2020. The survivor survey was agreed as part of the Redress Minister's Board Scheme Success Measures. Participation in the survey is completely voluntary. Applicants who wish to participate in the survey are provided a choice to complete the survey either online, by phone or paper copy. Redress Support Services are available for applicants who need assistance to complete the survey. A copy of the survey is attached.

To date, there have been three payments to *WhereTo Research* in relation to the survey.

	<i>Amount (GST inc.)</i>	<i>Job of work</i>
Payment 1	\$91,542	Survey development
Payment 2	\$31,641.50	Survey pilot
Payment 3	\$23,650	Milestone payment for survey administration

### *Payment 1*

Development of the survey involved obtaining human research ethics committee approval; development of research instruments; independent coaching, supervision and review of research instruments; 22 stakeholder interviews with jurisdictions and Redress Support Services, and 12 cognitive interviews with survivors.

### *Payment 2*

*WhereTo Research* administered a pilot of the survey for applicants who accepted redress during the period 1 October 2020 to 31 March 2021. This pilot required the establishment of a separate online platform and included trauma informed training for phone interviewers, analysis and reporting, and survey administration (including a variable survey receipt method). 15 surveys were received for this initial reporting period.

### *Payment 3*

*WhereTo Research* is currently working on the survivor survey for the current reporting period. An initial payment has been made for this period.

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Public Hearing – 13 September 2021  
ANSWER TO QUESTION ON NOTICE

Department of Social Services

**Topic:** Joint Select Committee on Implementation of the National Redress Scheme –  
Questions from Chair, Senator Dean Smith

**Question reference number:** IQ21-000098

**Senator:** Dean Smith

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

**Date set by the Committee for the return of answer:** 05 October 2021

**Question:**

11. What is the number of active Independent Decision Makers currently? How many claims has each (de-identified) IDM completed?

**Answer:**

As at 16 September 2021, there are 43 IDMs currently working on the National Redress Scheme (the Scheme). The Scheme does not have readily available data on individual determinations by IDM.

# **Joint Select Committee on Implementation of the National Redress Scheme**

Public Hearing – 13 September 2021  
ANSWER TO QUESTION ON NOTICE

Department of Social Services

**Topic:** Joint Select Committee on Implementation of the National Redress Scheme –  
Questions from Chair, Senator Dean Smith

**Question reference number:** IQ21-000099

**Senator:** Dean Smith

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

**Date set by the Committee for the return of answer:** 05 October 2021

**Question:**

12. How much has the total scheme operation cost to the end of the third-year operation? This should include all consultancies, policy development, legislation development, and stakeholder engagement activities.

**Answer:**

To 30 June 2021, funding in the order of \$129 million was provided to the Department of Social Services (the department), Services Australia and the Attorney-General's Department (AGDs) to administer the National Redress Scheme (the Scheme).

In February 2020, as part of machinery of government changes (MOG), National Redress Scheme Operations moved from Services Australia (SA) to become part of the Redress Group in the department. The department's expenditure of \$94.6 million over three years from 1 July 2018 to 30 June 2021 does not include Services Australia costs prior to the MOG.

From 1 July 2018 to 30 June 2021, participating institutions (including jurisdictions) have contributed \$48.5 million for the scheme administration element. This is made up of \$38.6 million for the administration charge and \$10.0 million for the contribution to legal costs.

The Scheme also provides services to assist and support survivors throughout their redress journey. To 30 June 2021, \$90 million was provided for Redress Support Services and free (to applicant) legal support delivered by knowmore Legal Services Limited

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Public Hearing – 13 September 2021  
ANSWER TO QUESTION ON NOTICE

Department of Social Services

**Topic:** Joint Select Committee on Implementation of the National Redress Scheme –  
Questions from Chair, Senator Dean Smith

**Question reference number:** IQ21-000100

**Senator:** Dean Smith

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

**Date set by the Committee for the return of answer:** 05 October 2021

**Question:**

13. What number of staff currently working on National Redress Scheme matters are permanent staff? How many staff are employed on contracts or temporary engagement arrangements?

**Answer:**

As at 31 August 2021, there are 323 staff working on the Scheme (excluding Independent Decision Makers):

- Australian Public Servants (APS) – 246 in total, with 229 employed in a permanent capacity and 17 in a non-ongoing capacity; and
- Contractors – 77.

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Public Hearing – 13 September 2021  
ANSWER TO QUESTION ON NOTICE

Department of Social Services

**Topic:** Joint Select Committee on Implementation of the National Redress Scheme –  
Questions from Chair, Senator Dean Smith

**Question reference number:** IQ21-000101

**Senator:** Dean Smith

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

**Date set by the Committee for the return of answer:** 05 October 2021

**Question:**

14. How many defective administration payments have been made in total? What were the circumstances surrounding each payment?

**Answer:**

The department has not made any defective administration payments to date relating to the National Redress Scheme.

# **Joint Select Committee on Implementation of the National Redress Scheme**

Public Hearing – 13 September 2021  
ANSWER TO QUESTION ON NOTICE

Department of Social Services

**Topic:** Joint Select Committee on Implementation of the National Redress Scheme –  
Questions from Chair, Senator Dean Smith

**Question reference number:** IQ21-000102

**Senator:** Dean Smith

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

**Date set by the Committee for the return of answer:** 05 October 2021

## **Question:**

15. How many revocations have been granted? What were the outcomes of those final decisions compared to the original decision?

## **Answer:**

As at 16 September 2021, there have been 93 revocations accepted by the Scheme. Of these, 65 have led to an increase in the redress payment, six have led to a decrease in the redress payment, 10 have led to no change in the redress payment and 12 are currently being determined.

Of the six revocations that have led to a decrease in the offer of redress payment, one was due to the applicant providing further information as they believed the offer of redress reflected a level of abuse that was higher than that which they experienced. The remaining five were due to the applicant receiving a larger financial redress payment, in a settlement with the relevant institution, after their initial offer of redress from the scheme.



# **Joint Select Committee on Implementation of the National Redress Scheme**

Public Hearing – 13 September 2021  
ANSWER TO QUESTION ON NOTICE

Department of Social Services

**Topic:** Joint Select Committee on Implementation of the National Redress Scheme –  
Questions from Chair, Senator Dean Smith

**Question reference number:** IQ21-000103

**Senator:** Dean Smith

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

**Date set by the Committee for the return of answer:** 05 October 2021

**Question:**

16. What actions have been taken to address predatory and exploitive practices by law firms and survivor advocacy services?

**Answer:**

In October 2020, the department provided information to the Joint Select Committee noting the five recommendations put forward by knowmore Legal Services to address concerns around “exploitative practices” by private law-firms under the Scheme. The department advised the Joint Select Committee that initial legal advice on these options outlined that many would fall within the remit of state/territory governments.

The department is continuing to implement communication and engagement strategies to address the concerns being raised about the practices of private law-firms. These include:

- sponsoring key search terms and making website updates to improve the Scheme website’s search results position in relation to private law-firms (both commenced in October 2020)
- updating the Scheme’s website and other letters and forms to emphasise the availability of free legal support through knowmore legal services
- developing a Fact Sheet containing information for applicants to consider if hiring a lawyer and how to make a complaint to a professional body about a private law-firm’s practice, and
- making changes to the legislation to restrict the use of the Scheme name and logo without the Scheme Operator’s consent, primarily to stop law firms from representing themselves as connected to the Scheme.

Officials will continue discussions with jurisdictions on further opportunities to address the concerns raised about the practices of some private law firms.

# **Joint Select Committee on Implementation of the National Redress Scheme**

Public Hearing – 13 September 2021  
ANSWER TO QUESTION ON NOTICE

Department of Social Services

**Topic:** Joint Select Committee on Implementation of the National Redress Scheme –  
Questions from Chair, Senator Dean Smith

**Question reference number:** IQ21-000104

**Senator:** Dean Smith

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

**Date set by the Committee for the return of answer:** 05 October 2021

**Question:**

17. Since the beginning of the Scheme, how many survivors in jail have applied for redress?

- o How many of these have been successful?
- o How many have been rejected, and how many remain under consideration?

**Answer:**

As at 15 September 2021, the Scheme has received 96 applications from people who are seeking to apply from gaol citing exceptional circumstances.

Of these, 18 exceptional circumstances requests have been granted and seven have not.

71 matters are pending. This includes applications where:

- incomplete exceptional circumstances documentation was provided and the person is unable to be contacted
- the person requested that their application be placed on hold until they are released from gaol
- the Scheme Operator is in the process of making a decision, or
- the Scheme has received an application which indicates the person is in gaol, however no exceptional circumstances application has been provided to the Scheme, and the person is unable to be contacted.

# **Joint Select Committee on Implementation of the National Redress Scheme**

Public Hearing – 13 September 2021  
ANSWER TO QUESTION ON NOTICE

Department of Social Services

**Topic:** Joint Select Committee on Implementation of the National Redress Scheme –  
Questions from Chair, Senator Dean Smith

**Question reference number:** IQ21-000105

**Senator:** Dean Smith

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

**Date set by the Committee for the return of answer:** 05 October 2021

## **Question:**

18. Please describe the Scheme's outreach efforts in relation to First Nations survivors.
- o What specific steps have been taken to raise awareness of the Scheme in regional, rural and remote areas?
  - o Are First Nations survivor organisations and Stolen Generation groups being engaged as a means of raising greater awareness?
  - o How have these outreach efforts changed in the three years of the Scheme's operation?

## **Answer:**

The Scheme is implementing strategies to improve engagement with Aboriginal and Torres Strait Islander survivors, including those in remote, rural and regional areas. This is a significant expansion from initial efforts in the first years of the Scheme's operations.

- Establishing a specialist engagement team for Aboriginal and Torres Strait Islander applicants. The team provides the option for Aboriginal and Torres Strait Islander applicants to speak with Indigenous staff directly.
- Launching more accessible communication materials on the Scheme website to help meet the needs of those facing literacy, language and other barriers.
- Implementing a communication and engagement plan for Indigenous Australians living in Northern Australia, including undertaking public relations activities.

- Engaging with survivors, survivor advocacy groups and intermediary organisations through the Second Anniversary Review and Survivor Roundtables, including a Survivor Roundtable in Darwin on 15 June 2021 focused on Indigenous engagement.
- Investing \$73.1m additional funding for mainstream and specialist Redress Support Services (RSS) to 30 June 2024, including continued funding for specialist services to provide culturally safe and appropriate support to Indigenous applicants, address service gaps and needs, and enable more outreach agents to work in remote areas.
- Engaging the Healing Foundation to provide advice, assistance and culturally appropriate community-based support and materials to other support services, including access to interpreting and cultural translation services.
- Extending the capabilities of all RSS to engage and improve the experience of the Scheme for Aboriginal and Torres Strait Islander applicants through development of a national toolkit.

The department is currently undertaking a competitive grant round to fund RSS from 1 July 2022 to 30 June 2024. Organisations able to provide specialist support to Indigenous Australians have been encouraged to apply.

Currently eight Indigenous specific Redress Support Services provide confidential and free support. During the first three years of the Scheme, these services assisted 1,131 clients, including through 12,238 support sessions. Specific outreach activities include healing camps

In 2020-21, the Scheme engaged an Indigenous public relations consultant to undertake of media and community engagement activities, including editorial media partnerships and targeted feature pitching with relevant Indigenous media outlets and community organisations, with a focus on Indigenous Australians living in northern Australia. Public relations activities were supported by a moderate social media, Indigenous print and Indigenous radio media buy. Outcomes of this work included:

- English-language community service announcements on over 112 Indigenous radio stations throughout northern Australia.
- Translated community service announcements on over 63 Indigenous radio stations in the NT and Kimberley.
- Live reads on over 96 Indigenous radio stations throughout northern Australia
- RSS interviews with four key national or regional radio programs, reaching over 102 Indigenous radio stations nationally.
- 11 organisations, community groups and peak bodies such as the Royal Flying Doctor Service, Primary Health Care Networks and health councils sharing redress content with their members.

The Second Anniversary Review included studies of the experiences of Aboriginal and Torres Strait Islander survivors and their advocates/support services around applying. The Cultural and Indigenous Research Centre Australia led these studies.

# **Joint Select Committee on Implementation of the National Redress Scheme**

Public Hearing – 13 September 2021  
ANSWER TO QUESTION ON NOTICE

Department of Social Services

**Topic:** Joint Select Committee on Implementation of the National Redress Scheme –  
Questions from Chair, Senator Dean Smith

**Question reference number:** IQ21-000106

**Senator:** Dean Smith

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

**Date set by the Committee for the return of answer:** 05 October 2021

## **Question:**

19. How many applications for redress have been received from survivors living in a residential care facility?
- o In the Department's view, what are the barriers to disabled survivors participating in the Scheme in greater numbers?
  - o How can these barriers be effectively addressed, and what steps is the Department taking in relation to them?
  - o What steps are being taken to raise awareness in the disabled survivor community?

## **Answer:**

The National Redress Scheme (the Scheme) does not currently capture data to this level of detail e.g. personal living arrangements. The Scheme does capture other information that supports the trauma-informed assessment and prioritisation of applications. This includes information about applicant disabilities, demographics, and nominee details.

The department is aware of the potential barriers to access for survivors with disability, including limited access to specialised support services and reliance on application forms requiring manually written responses. Legal nominees (which includes those with Power of Attorney and Public Trustees) can complete applications on behalf of applicants.

The department is committed to providing outreach support to assist applicants in the completion of their applications. This includes better access to enhanced front-end financial, legal, psychological, Indigenous and disability support services to minimise trauma and assist survivors to obtain better outcomes. As part of the current Grants process, the Scheme is funding support services that meet the diversity of survivors' needs with regard to disability, gender, sexuality, culture and language. The Scheme is also taking proactive steps to better communicate the availability of all support services, including access to free legal services to survivors, nominees, advocates and institutions.

The Government has committed \$4.1 million over four years for targeted communication activities to improve awareness of the Scheme, increase engagement with support services, and increase access to redress amongst Aboriginal and Torres Strait Islander peoples, people with a disability, culturally and linguistically diverse populations and other vulnerable cohorts.

# National Redress Scheme Feedback Survey

## Your feedback

- We are seeking feedback from people who have accepted an offer from the National Redress Scheme
- We would like to hear what you think about the National Redress Scheme
- Your feedback can help make the application process better for people in the future

## Taking part

- Taking part in this survey is your choice. You can change your mind about taking part at any time
- We think the survey will take about 30 minutes to do
- If you would like to do the survey by telephone or online, you can call 1800 975 045, visit [survey.canvasu.com.au/canvasu/O21853](https://survey.canvasu.com.au/canvasu/O21853), or use the QR code or to arrange this
- If you have any questions or feedback about this survey, please contact Benita at [survey@wheretoresearch.com.au](mailto:survey@wheretoresearch.com.au)



**Once you have finished the survey, please post it back using the reply-paid envelope**

## What will happen to your feedback?

- The survey is being conducted by two independent research companies (Whereto Research and CanvasU) on behalf of the Department of Social Services
- We will abide by the *Privacy (Market and Social Research) Code 2014*
- Whereto will write a report for the Department of Social Services. Your feedback will be treated in strict confidence. The report will not have names or identifying information. The Department will publish findings from the report.
- Your responses are anonymous and will be used only for survey analysis and reporting
- Although it is not the focus of this survey, if you tell us about a child who is currently at risk of sexual abuse we are required to report this to relevant authorities

☐ ***I understand the purpose of this survey and what will happen to my feedback***

*This research project has been approved by the Victoria University Human Research Ethics Committee. If you have any concerns, you can contact the Chair of the Committee at [researchethics@vu.edu.au](mailto:researchethics@vu.edu.au)*



## Taking care of yourself

*If you decide to do the survey, please take the time to feel safe and well.*

This could include choosing to:

- only answer the questions you want to
- take breaks when doing the survey
- stop doing the survey whenever you like
- contact someone you trust to help you before, during or after the survey – we have listed support services below.

## Support services who can help

### Redress Support Services

*There is the full list of Redress Support Services on the last four pages.*

### 24/7 support services

Lifeline		13 11 14
Beyond Blue		1300 224 636
Suicide Call Back Service		1300 659 467

### Here are a few things to note about how the survey works

- For most questions you can choose to answer in your own words. You can also respond to set answers (tick boxes and circles)
- You can answer as many (or as few) questions as you like

The first question is about when you accepted your offer.

**When did you accept your offer of redress?**

☐ *I would like to skip this question*

*Please tick one box for 'Month' and one box for 'Year'*

<b>Month</b>	<b>Year</b>
<input type="checkbox"/> January	<input type="checkbox"/> 2020
<input type="checkbox"/> February	<input type="checkbox"/> 2021
<input type="checkbox"/> March	<input type="checkbox"/> 2022
<input type="checkbox"/> April	<input type="checkbox"/> 2023
<input type="checkbox"/> May	<input type="checkbox"/> 2024
<input type="checkbox"/> June	<input type="checkbox"/> 2025
<input type="checkbox"/> July	
<input type="checkbox"/> August	
<input type="checkbox"/> September	
<input type="checkbox"/> October	
<input type="checkbox"/> November	
<input type="checkbox"/> December	

The next questions are about finding out about the National Redress Scheme and getting support to apply.

**1. Was it easy to find out about the National Redress Scheme?**

☐ *I would like to skip this question*

*Please circle an answer*



**It was easy to  
find out**



**It was ok**



**It wasn't easy to  
find out**

*Is there anything else you would like to say about this?*

**2. Was it easy to get support to apply?**

☐ *I would like to skip this question*

*Please circle an answer*



**It was easy to get  
support**



**It was ok**



**It wasn't easy to  
get support**

*Is there anything else you would like to say about this?*

The next few questions are about getting support to apply for redress. *If you didn't get support and would like to skip this section, please feel free to go to question 6.*

### 3. Who helped you apply for redress?

☐ I would like to skip this question

*Please tick as many boxes as you like*

- ☐ Redress Support Service (such as those listed on the last two pages)
- ☐ Friend or family member
- ☐ Legal service
- ☐ Someone else

### 4. What did you get support with?

☐ I would like to skip this question

*Please tick as many boxes as you like*

- ☐ Help filling in the form
- ☐ Someone else speaking to the National Redress Scheme on my behalf
- ☐ Receiving letters from the National Redress Scheme for me
- ☐ Understanding my legal rights
- ☐ Something else

### 5. Was the support helpful?

☐ I would like to skip this question

*Please circle an answer*



The support was  
helpful



It was ok



The support  
wasn't helpful

*Is there anything else you would like to say about this?*

The next questions are about talking to people from the National Redress Scheme team. It does not ask about Redress Support Services. *If you didn't speak with the National Redress Scheme team or try to contact them, please feel free to go to [question 9].*

6. Was it easy to contact people from the National Redress Scheme when you needed to?

☐ I would like to skip this question

Please circle an answer



It was easy to contact them



It was ok



It wasn't easy to contact them

Is there anything else you would like to say about this?

7. Were the people from the National Redress Scheme helpful and respectful?

☐ I would like to skip this question

Please circle an answer



They were helpful and respectful



They were ok



They weren't helpful or respectful

Is there anything else you would like to say about this?

**8. Did you have to follow up to get information or answers from the National Redress Scheme?**

☐ I would like to skip this question

*Please circle an answer*



**Did not have to  
follow up**



**Sometimes had  
to follow up**



**Had to follow  
up a lot**

*Is there anything else you would like to say about this?*

The next questions are about how long it took to get a decision, the outcome, and the overall quality of service.

**9. Was the time the National Redress Scheme took to make a decision about right?**

☐ I would like to skip this question

*Please circle an answer*



**The time was  
about right**



**It was ok**



**The time was  
too long**

*Is there anything else you would like to say about this?*

**10. Was the outcome letter (offer letter) easy to understand?**

☐ I would like to skip this question

*Please circle an answer*



**The letter was  
clear**



**The letter was ok**



**The letter  
wasn't clear**

*Is there anything else you would like to say about this?*

**11. Did the National Redress Scheme protect your privacy?**

☐ I would like to skip this question

*Please circle an answer*



**My privacy was  
protected**



**My privacy was  
treated ok**



**My privacy wasn't  
protected**

*Is there anything else you would like to say about the way your privacy was treated?*

**12. How was the overall quality of service provided by the National Redress Scheme?**

☐ I would like to skip this question

*Please circle an answer*



**The service was  
good**



**The service  
was ok**



**The service  
was bad**

*Is there anything else you would like to say about this?*

**13. Were you satisfied with your redress offer outcome?**

☐ I would like to skip this question

*Please circle an answer*



**I was satisfied with  
the outcome**



**The outcome  
was ok**



**I wasn't satisfied  
with the outcome**

*Is there anything else you would like to say about this?*



**We are interested to learn more about you.**

**This information will not be used to identify you in any reporting.**

**14.How do you describe your gender?**

☐ *I would like to skip this question*

*Please tick a box*

- ☐ Man/Male
- ☐ Woman/Female
- ☐ Non-binary
- ☐ I use another term

**15.Which age range do you fall into?**

☐ *I would like to skip this question*

*Please tick a box*

- |                                   |  |
|-----------------------------------|--|
| <input type="checkbox"/> Under 18 | <input type="checkbox"/> 60-69             |
| <input type="checkbox"/> 18-29    | <input type="checkbox"/> 70-79             |
| <input type="checkbox"/> 30-39    | <input type="checkbox"/> 80-89             |
| <input type="checkbox"/> 40-49    | <input type="checkbox"/> 90 years and over |
| <input type="checkbox"/> 50-59    |  |

**16.Where do you live?**

☐ *I would like to skip this question*

*Please tick a box*

- |                              |  |
|------------------------------|--|
| <input type="checkbox"/> ACT | <input type="checkbox"/> TAS               |
| <input type="checkbox"/> NSW | <input type="checkbox"/> VIC               |
| <input type="checkbox"/> NT  | <input type="checkbox"/> WA                |
| <input type="checkbox"/> QLD | <input type="checkbox"/> Outside Australia |
| <input type="checkbox"/> SA  |  |

**17.What language do you mainly speak at home?**

☐ *I would like to skip this question*

*Please tick as many boxes as you like*

- ☐ English
- ☐ Another language

**18.Are you Aboriginal and/or Torres Strait Islander?**

☐ *I would like to skip this question*

*Please tick as many boxes as you like*

- ☐ Aboriginal
- ☐ Torres Strait Islander
- ☐ Aboriginal and Torres Strait Islander
- ☐ None of the above

**19.Did you advise the National Redress Scheme you are a...?**

☐ *I would like to skip this question*

*Please tick as many boxes as you like*

- ☐ Care Leaver
- ☐ Unaccompanied Child Migrant
- ☐ Forgotten Australian
- ☐ Person with disability
- ☐ Member of the Stolen Generations
- ☐ None of the above

**20. Which component of redress were you offered by the National Redress Scheme?**

☐ *I would like to skip this question*

*Please tick as many boxes as you like*

- ☐ Financial Redress Payment
- ☐ Direct Personal Response
- ☐ Counselling and Psychological Care
- ☐ ALL the above
- ☐ Not sure

**Please provide any feedback to improve our survey in the box below**

Thank you for taking our survey – we are very grateful for the time and effort. We hope this feedback can help make the National Redress Scheme application process better for people in the future.

If you would like to view Redress Support Services, you can find them here: <https://www.nationalredress.gov.au/support/explore> or a full list of Redress Support Services is included on the next four pages.

If you need immediate support, you can contact a 24/7 support service:

Lifeline		13 11 14
Beyond Blue		1300 224 636
Suicide Call Back Service		1300 659 467

# Redress Support Services

## NATIONAL

### **Blue Knot Foundation**

1300 657 380

Mon-Sun 9am-5pm (Sydney time)

[blueknot.org.au](http://blueknot.org.au)

### **Bravehearts**

1800 272 831 or 07 5552 3000

Mon-Fri 8.30am-4.30pm (Brisbane time)

[bravehearts.org.au](http://bravehearts.org.au)

### **Care Leavers Australasia Network (CLAN)**

1800 008 774 or (02) 9709 4520

Mon-Fri 9am-5pm (Sydney time)

[clan.org.au](http://clan.org.au)

### **Child Migrants Trust**

1800 040 509

Mon-Fri 9am-5pm (Melbourne time)

[childmigrantstrust.com](http://childmigrantstrust.com)

### **In Good Faith Foundation**

03 9940 1533

Mon-Thurs 9.30am-4pm (Melbourne time), Fridays by appointment

[igff.org.au](http://igff.org.au)

### **knowmore**

1800 605 762 or TTY 1800 555 677 or National Relay Service

1800 555 727

[knowmore.org.au](http://knowmore.org.au)

### **People with Disability Australia**

1800 422 015 or TTY 1800 422 016

Mon-Fri 9am-5pm (AEST)

[pwd.org.au](http://pwd.org.au)

### **Sexual Assault Counselling Australia**

1800 211 028

24/7 Telephone line. Face-to-face appointments available by telephone.

[rape-dvservices.org.au](http://rape-dvservices.org.au)

## ACT

### **ACT Disability, Aged and Carer Advocacy Service**

02 6242 5060

Mon-Fri 9am-5pm (Canberra time)

[adacas.org.au](http://adacas.org.au)

### **Relationships Australia Canberra & Region**

02 6122 7190 or 1300 364 277

Mon-Fri 9am-5pm (local time)

[racr.org.au](http://racr.org.au)

## NSW

### **ACT Disability, Aged and Carer Advocacy Service**

02 6242 5060

Mon-Fri 9am-5pm (Canberra time)

[adacas.org.au](http://adacas.org.au)

### **Interrelate Family Centres**

1300 473 528

Mon-Fri 9am-5pm (local time)

[interrelate.org.au](http://interrelate.org.au)

### **Link Up NSW Aboriginal Corporation**

1800 624 332 or 02 9421 4700

Mon-Fri 9am-5pm (local time)

[linkupnsw.org.au](http://linkupnsw.org.au)

### **Relationships Australia Canberra & Region**

02 6122 7190 or 1300 364 277

Mon-Fri 9am-5pm (local time)

[racr.org.au](http://racr.org.au)

### **Relationships Australia New South Wales - Wattle Place**

1300 364 277

Mon-Fri 9am-5pm (Sydney time)

[relationshipsnsw.org.au](http://relationshipsnsw.org.au)

### **The Women's Cottage**

02 4578 4190

Mon-Thurs 9.30am-4.30pm (local time)

[womenscottage.org.au](http://womenscottage.org.au)

**Survivors & Mates Support Network**  
02 8355 3711 or Free Call 1800 472 676  
Mon-Fri 9am-5pm (Sydney time)  
[samsn.org.au](http://samsn.org.au)

## SA

**Nunkuwarrin Yunti of SA Inc.**  
08 8406 1600 or 08 8254 5300  
Mon-Fri 9am-5pm (local time)  
excl. public holidays  
[nunku.org.au](http://nunku.org.au)

**Relationships Australia South Australia - Elm Place**  
1800 998 187  
Mon-Fri 10am-4pm (local time)  
[rasa.org.au](http://rasa.org.au)

**Survivors & Mates Support Network**  
02 8355 3711 or Free Call 1800 472 676  
Mon-Fri 9am-5pm (Sydney time)  
[samsn.org.au](http://samsn.org.au)

**Victim Support Service Incorporated**  
1800 842 846  
Mon-Fri 9am-5pm (local time)  
excl. public holidays  
[victimsa.org](http://victimsa.org)

## NT

**Danila Dilba Health Service**  
08 8942 5400 or 08 8942 5312  
Mon-Fri 8am-4pm (local time)  
excl. public holidays  
[ddhs.org.au](http://ddhs.org.au)

**Relationships Australia Northern Territory**  
08 8923 4999  
Darwin: Mon-Fri 8.30am-5pm (local time). Alice Springs: Mon-Fri 8am-4.30pm (local time)  
[nt.relationships.org.au](http://nt.relationships.org.au)

## QLD

**Cape York/Gulf Remote Area Aboriginal & Torres Strait Islander Child Care (RAATSICC) Advisory Association**  
07 4030 0900 or 1300 663 411  
Mon-Fri 9am-5pm (Brisbane time)  
[raatsicc.org.au](http://raatsicc.org.au)

**Centre Against Sexual Violence**  
07 3808 3299  
Mon, Wed, Thurs, Fri 9am-5pm.  
Tues 1.30pm-5pm (local time)  
[casv.org.au](http://casv.org.au)

**Link Up Queensland**  
1800 200 855  
[link-upqld.org.au](http://link-upqld.org.au)

**Micah Projects - Lotus Support Services**  
07 3036 4490  
Mon-Fri 9am-5pm (local time)  
[micahprojects.org.au](http://micahprojects.org.au)

**Relationships Australia Queensland**  
1800 552 127 or 1300 364 277  
Mon-Fri 8am-8pm (local time),  
Sat 10am-4pm (local time)  
[raq.org.au](http://raq.org.au)

## TAS

**Relationships Australia  
Tasmania**  
1300 364 277  
Mon-Fri 9am-5pm (local time)  
[tas.relationships.org.au](http://tas.relationships.org.au)

**Sexual Assault Support Service  
Inc.**  
03 6231 0044 or 1800 697 877  
(1800 MYSUPPORT) (24-hour  
crisis hotline)  
Mon-Fri 9am-5pm (local time).  
Crisis Services open 24/7  
[sass.org.au](http://sass.org.au)

## VIC

**Drummond street services**  
03 9663 6733  
Mon, Thurs, Fri 9am-5pm. Tues,  
Wed 9am-8pm (local time)  
[ds.org.au](http://ds.org.au)

**Ngarra Jarra Noun - VACCA**  
03 9459 7030  
Mon-Fri 9am-5pm (local time)  
[vacca.org](http://vacca.org)

**Open Place**  
1800 779 379  
Mon-Fri 9am-5pm (local  
time) excl. public  
holidays  
[openplace.org.au](http://openplace.org.au)

**Relationships Australia Victoria**  
1800 052 674  
[relationshipsaustraliavictoria.com.au](http://relationshipsaustraliavictoria.com.au)

## WA

**Kimberley Stolen Generation  
Aboriginal Corporation**  
1800 830 338 or 08 9192 6502  
Mon-Fri 8.30am-4.30pm (local  
time) excl. public holidays  
[kimberleystolengeneration.com.au](http://kimberleystolengeneration.com.au)

**Pilbara Community Legal  
Service**  
08 9185 5899  
Mon-Fri 8am-4pm (Perth  
time)  
[pcls.net.au](http://pcls.net.au)

**Relationships Australia  
Western Australia**  
08 6164 0255 or 1300 364  
277  
Mon-Fri 9am-5pm (local  
time) excl. public holidays  
[relationshipsaustraliawa.org.au](http://relationshipsaustraliawa.org.au)

**Tuart Place**  
08 6140 2380 or 1800 619 795  
(Free call)  
Mon-Thurs 9am-5pm (local time)  
excl. public holidays  
[tuartplace.org](http://tuartplace.org)

**Yorgum Aboriginal  
Corporation**  
08 9218 9477 or 1800 469 371  
(Free call)  
Mon-Fri 9am-5pm (local  
time)  
[yorgum.org.au](http://yorgum.org.au)