

Joint Select Committee on the Implementation of the National Redress Scheme

Private Briefing – 07 February 2020 ANSWER TO QUESTION ON NOTICE

Department of Social Services

Topic: Joint Committee on Implementation of the National Redress Scheme - Written Question 1

Question reference number: SQ20-000001

Senator: Dean Smith

Type of Question: Written. Hansard Page/s:

Date set by the Committee for the return of answer: 20 February 2020

Question:

Can you provide details on the services still provided to survivors by Services Australia following the machinery of government changes?

Answer:

Services Australia will continue to provide services to support:

- the Redress National Phone Line
- social worker referrals
- proof of identity
- application receipt
- scanning services
- postal services
- ICT systems
- Child Support and Centrelink account garnishee prevention
- provision of ACIC license to enable staff to conduct criminal history checks
- identity helpdesk inquiries
- in-progress business integrity cases
- debt management services (for example the processing of returned payments) and
- accommodation for some Redress staff outside of Canberra.

		Funding
National		
Aboriginal and Torres Strait Islander Healing Foundation	Provides advice and assistance to all Redress Support Services to support Aboriginal and Torres Strait Islander people engaging with the Scheme.	(\$m) 0.63
Blue Knot Foundation	National telephone and video conferencing support, including counselling, referral, application support and case management, for people who experienced child sexual abuse.	1.83
Bravehearts	Counselling and support for people who experienced child sexual abuse.	2.67
Care Leavers Australasia Network	Support and advocacy for Care Leavers.	1.94
Child Migrants Trust	Social work services and counselling for former child migrants.	1.00
Child Wise	Trauma-informed telephone and online counselling for childhood abuse.	0.84
Children and Young People with Disability Australia	National telephone service providing information and referrals for children and young people with disability.	0.34
In Good Faith Foundation	Independent advocacy, casework, referral and support for people who experienced religious institutional abuse.	0.67
knowmore	Community based legal assistance service, provides independent advice to survivors of abuse about the justice and redress options available to them.	38.82
MensLine Australia	National telephone and online support, information and referral service for men with family and relationship concerns.	0.69
People with Disability Australia	National telephone and online service providing information and referrals to people with disability. Face-to-face support and advocacy available in New South Wales and Queensland.	1.80
Sexual Assault Counselling Australia	National telephone counselling service for people who have experienced abuse. Face-to-face counselling is available in New South Wales.	3.01
Tzedek	Advocacy, referral and support for people who have experienced religious/clergy abuse, with a focus on the Jewish community.	0.20

		Funding
New South Wales		
Interrelate	Face-to-face and telephone counselling, information, referrals and support service with a network of counselling centres across metropolitan, regional and rural New South Wales.	2.14
Link-Up NSW Aboriginal Corporation	Counselling, healing and culturally appropriate support for Indigenous Australians.	0.89
Relationships Australia NSW	Support, information and referral, and counselling for people who have experienced child sexual abuse.	2.61
Survivors and Mates Support Network	Trauma-informed support service for men, their families and supporters.	1.13
The Women's Cottage	Community-based support, counselling and referrals for women and their families.	0.56
Victoria		
Drummond Street Services	Specialist recovery and wellness services including counselling and support for people who have experienced child sexual abuse.	2.06
Victorian Aboriginal Child Care Agency	Counselling and culturally appropriate support and healing for Indigenous Australians.	1.06
Open Place	Counselling and support programs for Forgotten Australians and Former Child Migrants, their families and carers.	0.97
Relationships Australia Victoria	Support, information and referral, and counselling for people who experienced child sexual abuse.	1.31
Queensland		
Cape York / Gulf Remote Area Aboriginal & Torres Strait Islander Child Care	Culturally safe and informed support and assistance for Aboriginal and Torres Strait Islander people.	1.61
Centre Against Sexual Violence	Specialist community-based sexual assault service providing counselling, information, advocacy and support to the Logan, Beaudesert and Redlands communities.	0.68
Link-Up Queensland Aboriginal Corporation	Counselling, healing and culturally appropriate support for Indigenous Australians.	0.86
Micah Projects	Dedicated support service for people who experienced child sexual abuse in an institutional setting.	2.16
Relationships Australia QLD	Support, information and referral, and counselling for people who experienced child sexual abuse.	2.63
South Australia		
Nunkuwarnin Yunti of South Australia	Counselling, healing and culturally appropriate support for Indigenous Australians.	0.91

		Funding
Relationships Australia SA Redress Support Service	Support, information and referral, and counselling for people who experienced child sexual abuse.	July 2018 - June 2021 1.88
Victim Support Service	Support, information and referral, and counselling for people who experienced child sexual abuse.	(\$m) 1.40
Tasmania		
Relationships Australia Tasmania	Support, information and referral, and counselling for people who experienced child sexual abuse.	0.95
Sexual Assault Support Service	Community based service providing high quality support and information services to people who experienced sexual assault.	1.46
Western Australia		
Kimberley Stolen Generation Aboriginal Corporation	Counselling, healing and culturally appropriate support for Indigenous Australians.	1.06
Pilbara Community Legal Service	Support and counselling for people who experienced child sexual abuse.	1.48
Relationships Australia WA	Support, information and referral, and counselling for people who experienced child sexual abuse.	3.34
Yorgum Aboriginal Corporation	Counselling, healing and culturally appropriate support for Indigenous Australians.	0.89
Northern Territory		
Danila Dilba Health Service	Counselling, healing and culturally appropriate support for Indigenous Australians.	0.74
Relationships Australia NT	Support, information and referral, and counselling for people who experienced child sexual abuse.	1.50
Australian Capital Territory		
ACT Disability, Aged and Carer Advocacy Service	Support for people with disability, older people and their carers.	0.67
Canberra Rape Crisis Centre	Counselling and support for people who experienced sexual assault, male and female, and their families/supporters, along with information, advocacy and referrals (in the ACT and surrounding NSW).	1.34

Joint Select Committee on the Implementation of the National Redress Scheme

Private Briefing – 07 February 2020 ANSWER TO QUESTION ON NOTICE

Department of Social Services

Topic: Joint Committee on Implementation of the National Redress Scheme - Written Question 2

Question reference number: SQ20-000002

Senator: Dean Smith

Type of Question: Written. Hansard Page/s:

Date set by the Committee for the return of answer: 20 February 2020

Question:

Can you provide a list of the 40+ support services/providers available, as well as the funding attached to the provision of these services?

Answer:

The Government committed \$95.1 million over three years to 30 June 2021. This amount includes the additional funding provided by Government in October 2019 (\$5.1m) to support services.

The \$95.1 million is comprised of:

- \$57.2 million from the Department of Social Services for redress support services and
- \$37.9 million from the Attorney-General's Department for knowmore, a community based legal assistance service.

Details of funding allocated to each service as at 14 February 2020 are at **Attachment A**.

Joint Select Committee on the Implementation of the National Redress Scheme

Private Briefing – 07 February 2020 ANSWER TO QUESTION ON NOTICE

Department of Social Services

Topic: Joint Committee on Implementation of the National Redress Scheme - Written Question 3

Question reference number: SQ20-000003

Senator: Dean Smith

Type of Question: Written. Hansard Page/s:

Date set by the Committee for the return of answer: 20 February 2020

Question:

Which of these 40+ support services/providers are specific to First Nations people by state and territory?

Answer:

A list of the Redress Support Services which are specific to Aboriginal and Torres Strait Islander people is in the table below.

National	Aboriginal and Torres Strait Islander Healing Foundation
Australian Capital Territory / New South Wales	Link-Up (NSW) Aboriginal Corporation
Northern Territory	Danila Dilba Health Service
Queensland	Link-Up (QLD) Aboriginal Corporation
	Cape York/Gulf Remote Area Aboriginal & Torres Strait Islander Child Care Advisory Association
South Australia	Nunkuwarrin Yunti of South Australia Incorporated
Victoria	Victorian Aboriginal Child Care Agency
Western Australia	Yorgum Aboriginal Corporation
	Kimberley Stolen Generation Aboriginal Corporation

#	Coverage	RSS provider	Additional Funding (\$)	Purpose of additional funding
1	National	Aboriginal and Torres Strait Islander Healing Foundation	175,000	Delivery of two national gatherings for Indigenous RSS staff, development of training resources and an additional staff member.
2	National	Blue Knot Foundation (regional & remote service)	137,500	One and a half additional counsellors, travel and accommodation expenses to support outreach across Queensland.
3	National	Bravehearts Foundation	100,000	An additional staff member and travel and accommodation expenses to support increased outreach across North Queensland with a particular focus on Aboriginal and Torres Strait Islander communities.
4	National	Care Leavers Australasia Network	275,000	Two additional staff for its Geelong office, transport and travel costs to support outreach activities.
5	National	Child Migrants Trust	200,000	One additional counsellor to reduce wait list, one additional administrative officer, travel budget to increase outreach in Brisbane, Sunshine Coast, Rockhampton, Newcastle and Coffs Harbour.
6	National	Child Wise Limited	175,000	Two additional staff members plus printing, design and distribution costs to support engagement with children under 18, their carers, and youth-focused service providers and institutions to raise awareness of redress as an option for young people.
7	National	Children and Young People with Disability Australia	75,000	One additional staff member to focus on upskilling other RSS on supporting people with disability and raise awareness about redress as the Disability Royal Commission begins.
8	National	In Good Faith Foundation	269,500	Two and a half additional staff to reduce wait list and increase outreach capacity across regional Victoria.
9	National	knowmore	875,000	Increase support to RSS through training, support materials, duty lawyer assistance and mentoring where required.

10	National	People with Disability Australia (PWDA)	126,500	Two additional project officers, travel and accommodation costs to support outreach in regional areas including southern NSW, Sunshine Coast, Fraser Coast, Bundaberg and Mt Isa, and fortnightly clinical supervision.
11	ACT	Canberra Rape Crisis Centre	60,000	One additional staff member to undertake outreach to the south coast NSW, targeting harder to reach people.
12	NSW	Interrelate	25,000	Travel and accommodation expenses to support increased outreach in northern NSW (Coffs Harbour, Lismore and Dubbo region).
13	NSW	Link-Up (NSW) Aboriginal Corporation	145,000	One additional counsellor to enable dedicated outreach in regional NSW Indigenous communities, travel and accommodation expenses, and increased social and emotional wellbeing budget for staff to support intensive outreach.
14	NSW	Relationships Australia (NSW)	100,000	One additional dedicated staff member to target regional areas like Nowra, Ulladulla, Wagga Wagga, southern NSW and the south coast, and travel and accommodation expenses.
15	NSW	Survivors and Mates Support Network	225,000	Two additional staff to deliver targeted engagement and awareness raising and wraparound support for male survivors and their families; increased outreach to regional and rural areas such as the northern rivers and central west NSW, Newcastle and Wollongong; and expansion to South Australia and Tasmania.
16	NSW	The Women's Cottage	75,000	Increased therapeutic hours by hiring administrative support officer, and development of materials to assist clients understand the redress process.
17	NT	Danila Dilba Health Service	25,000	Travel and accommodation funds for monitoring of demand across the Tiwi Islands from March/April 2020.
18	NT	Relationships Australia - Northern Territory	270,000	Two additional staff members dedicated to Katherine and Alice Springs, travel budget to assist with high costs of accessing certain communities/regions, and increased social and emotional wellbeing budget for staff to support intensive outreach.

19	QLD	Cape York/Gulf Remote Area Aboriginal and Torres Strait Islander Child Care Advisory Association	120,000	One additional staff member to establish a regular presence in Torres Strait, travel and accommodation expenses, increased media activity and increased social and emotional wellbeing for staff to support intensive outreach.
20	QLD	Centre Against Sexual Violence	120,000	One additional staff member and travel costs to increase outreach to Redlands region (Cleveland, Stradbroke Island), Beaudesert, and Beenleigh including greater engagement with Indigenous women.
21	QLD	Link-Up (QLD) Aboriginal Corporation	195,000	Two additional staff members to increase outreach to areas such as Doomadgee, Palm Island, Tablelands, Mt Isa and rural Queensland, travel and accommodation expenses, and increased social and emotional wellbeing budget for staff to support intensive outreach.
22	QLD	Micah Projects Limited	232,000	Two additional staff, including one to allocate to Rockhampton, and one staff member to reduce wait list, travel costs to support outreach to central and south Queensland for face-to-face sessions.
23	QLD	Relationships Australia (Qld)	60,000	One additional staff member to provide increased counselling and wellbeing services for clients while applications are being considered by the Scheme.
24	SA	Nunkuwarrin Yunti of South Australia	166,000	One additional staff member to maintain a stronger regional presence outside of Adelaide and develop more promotional material; transport costs to increase outreach capacity, additional training and increased social and emotional wellbeing budget for staff to support intensive outreach.
25	SA	Relationships Australia South Australia	142,000	One additional staff member to enable increased outreach to seven key regional locations with prisons, assistance with high costs of travel in some areas, increased social and emotional wellbeing budget for staff to support intensive outreach.
26	SA	Victim Support Service	127,000	One additional staff member to increase capacity to better service regional areas such as Whyalla, Port Augusta, Riverlands and Mt Gambier and travel and accommodation expenses, re-brand existing communication materials to be culturally appropriate for Indigenous clients; increase collaboration with disability service providers.

27	TAS	Relationships Australia Tasmania	100,000	One additional staff member to increase outreach to north and north-west Tasmania and related travel and accommodation costs.
28	TAS	Sexual Assault Support Service	100,000	One additional staff member and transport costs to provide increased outreach capacity.
29	VIC	Drummond Street Services	137,500	One and a half additional staff members to increase outreach and engagement to target priority areas (e.g. Warrnambool), and travel and accommodation expenses.
30	VIC	Relationships Australia (Victoria)	100,000	One additional staff member and travel costs to increase outreach to regional areas such as Ballarat and Shepparton, and outer Melbourne regions such as Cranbourne and Mornington Peninsula.
31	VIC	Victorian Aboriginal Child Care Agency	210,000	Two additional staff to provide greater access and support for Indigenous men, increased social and emotional wellbeing budget for staff to support intensive outreach.
32	WA	Kimberley Stolen Generation Aboriginal Corporation	245,000	Three additional staff to increase outreach capacity to central Kimberley; embed relationships with local service providers; travel budget and increased social and emotional wellbeing budget for staff to support intensive outreach.
33	WA	Relationships Australia (Western Australia)	100,000	One additional staff member to base in key regions such as Geraldton and surrounds; increase engagement and establish partnerships with local service providers to raise profile of the Scheme, and associated travel and accommodation expenses.
34	WA	Yorgum Aboriginal Corporation	74,000	Two additional staff members to focus on regional outreach e.g. Albany, through regular visits; assistance with travel and administration costs and increased social and emotional wellbeing budget for staff to support intensive outreach.

Joint Select Committee on the Implementation of the National Redress Scheme

Private Briefing – 07 February 2020
ANSWER TO QUESTION ON NOTICE

Department of Social Services

Topic: Joint Committee on Implementation of the National Redress Scheme - Written Question 4

Question reference number: SQ20-000004

Senator: Dean Smith

Type of Question: Written. Hansard Page/s:

Date set by the Committee for the return of answer: 20 February 2020

Question:

Last October, the Government announced an additional \$11.7 million to support changes to the National Redress scheme – to improve operations to better support survivors. How was this money allocated? What support services (if any) received additional funding as part of this funding package? What additional funds (if any) did knowmore receive?

Answer:

Of the \$11.7 million, \$5.1 million was allocated to Redress Support Services and knowmore as detailed at **Attachment A**. The remainder was allocated to improve application processing timeframes through an increased workforce of Independent Decision Makers, streamlining the application process and reducing the number of different people a survivor may be required to deal with.

Joint Select Committee on the Implementation of the National Redress Scheme

Private Briefing – 07 February 2020 ANSWER TO QUESTION ON NOTICE

Department of Social Services

Topic: Joint Committee on Implementation of the National Redress Scheme - Written Question 5

Question reference number: SQ20-000005

Senator: Dean Smith

Type of Question: Written. Hansard Page/s:

Date set by the Committee for the return of answer: 20 February 2020

Question:

Can you provide the names of the organisations providing support services to the First nations community, as well as details of the states and territories where they are located

Answer:

Of the 39 Redress Support Services and the legal support service, knowmore, the below reported providing support to a First Nations person from 1 July 2018 to 31 December 2019.

Redress Support Service	Service description
National	
Knowmore	Community based legal assistance to Scheme applicants and potential applicants
Aboriginal and Torres Strait Islander Healing Foundation	Provides advice and assistance to all Redress Support Services to support Aboriginal and Torres Strait Islander people engaging with the Scheme.
Blue Knot Foundation	National telephone and video conferencing support, including counselling, referral, application support and case management, for people who experienced child sexual abuse.
Bravehearts	Counselling and support for people who experienced child sexual abuse.
Care Leavers Australasia Network	Support and advocacy for Care Leavers.
Child Wise	Trauma-informed telephone and online counselling for childhood

	abuse.
In Good Faith Foundation	Independent advocacy, casework, referral and support for people who experienced religious institutional abuse.
knowmore	The Scheme's legal service, provides independent advice to survivors of abuse about the justice and redress options available to them.
MensLine Australia	National telephone and online support, information and referral service for men with family and relationship concerns.
People with Disability Australia	National telephone and online service providing information and referrals to people with disability. Face-to-face support and advocacy available in New South Wales and Queensland.
Sexual Assault Counselling Australia	National telephone counselling service for people who have experienced abuse. Face-to-face counselling is available in New South Wales.
Australian Capital Territory	
Canberra Rape Crisis Centre	Counselling and support for people who experienced sexual assault, male and female, and their families/supporters, along with information, advocacy and referrals.
New South Wales	
Interrelate	Face-to-face and telephone counselling, information, referrals and support service with a network of counselling centres across metropolitan, regional and rural New South Wales.
Link-Up NSW Aboriginal Corporation	Counselling, healing and culturally appropriate support for Indigenous Australians.
Relationships Australia NSW	Support, information and referral, and counselling for people who have experienced child sexual abuse.
The Women's Cottage	Community-based support, counselling and referrals for women and their families.
Northern Territory	
Danila Dilba Health Service	Counselling, healing and culturally appropriate support for Indigenous Australians.
Relationships Australia NT	Support, information and referral, and counselling for people who experienced child sexual abuse.
Queensland	
Cape York / Gulf Remote Area Aboriginal & Torres Strait Islander Child Care	Culturally safe and informed support and assistance for Aboriginal and Torres Strait Islander people.
Centre Against Sexual Violence	Specialist community-based sexual assault service providing counselling, information, advocacy and support to the Logan, Beaudesert and Redlands communities.
Link-Up Queensland	Counselling, healing and culturally appropriate support for Indigenous

Aboriginal Corporation	Australians.
Micah Projects	Dedicated support service for people who experienced child sexual abuse in an institutional setting.
Relationships Australia QLD	Support, information and referral, and counselling for people who experienced child sexual abuse.
South Australia	
Nunkuwarnin Yunti of South Australia	Counselling, healing and culturally appropriate support for Indigenous Australians.
Relationships Australia SA	Support, information and referral, and counselling for people who experienced child sexual abuse.
Victim Support Service	Support, information and referral, and counselling for people who experienced child sexual abuse.
Tasmania	
Relationships Australia Tasmania	Support, information and referral, and counselling for people who experienced child sexual abuse.
Sexual Assault Support Service	Community based service providing high quality support and information services to people who experienced sexual assault.
Victoria	
Drummond Street Services	Specialist recovery and wellness services including counselling and support for people who have experienced child sexual abuse.
Victorian Aboriginal Child Care Agency	Counselling and culturally appropriate support and healing for Indigenous Australians.
Open Place	Counselling and support programs for Forgotten Australians and Former Child Migrants, their families and carers.
Relationships Australia Victoria	Support, information and referral, and counselling for people who experienced child sexual abuse.
Western Australia	
Kimberley Stolen Generation Aboriginal Corporation	Counselling, healing and culturally appropriate support for Indigenous Australians.
Pilbara Community Legal Service	Support and counselling for people who experienced child sexual abuse.
Relationships Australia WA	Support, information and referral, and counselling for people who experienced child sexual abuse.
Yorgum Aboriginal Corporation	Counselling, healing and culturally appropriate support for Indigenous Australians.

Joint Select Committee on the Implementation of the National Redress Scheme

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ANSWER TO QUESTION ON NOTICE

Department of Social Services

Topic: Joint Committee on Implementation of the National Redress Scheme - Written Question 6

Question reference number: SQ20-000006

Senator: Dean Smith

Type of Question: Written. Hansard Page/s:

Date set by the Committee for the return of answer: 20 February 2020

Question:

Is the Red Cross in the process of joining the scheme? Have they flagged a date to join?

Answer:

Matter raised with the Secretariat.

Joint Select Committee on the Implementation of the National Redress Scheme

Private Briefing – 07 February 2020 ANSWER TO QUESTION ON NOTICE

Department of Social Services

Topic: Joint Committee on Implementation of the National Redress Scheme - Written Question 7

Question reference number: SQ20-000007

Senator: Dean Smith

Type of Question: Written. Hansard Page/s:

Date set by the Committee for the return of answer: 20 February 2020

Question:

What is the average processing time for an application when the responsible institutions are part of the scheme? And what is the average wait time for a payment to be received by an applicant in this situation?

Answer:

The average processing time for applications received between 1 January 2019 and 30 June 2019 is approximately 8 months*.

The time taken to finalise a particular application can vary depending on a range of factors, including the number of institutions involved in an application, whether all institutions are participating in the Scheme, the volume of information provided with the application and the availability or readiness of the applicant to provide clarifying or additional information to the Scheme.

The Government provided an additional \$11.7 million for the 2019-20 financial year to allow the Scheme to recruit additional Independent Decision Makers to address the current backlog of applications, improve application processing timeframes and provide additional support services to applicants.

**from the National Redress Scheme biannual report to participating institutions and jurisdictions 1 January 2019 - 30 June 2019*

Joint Select Committee on the Implementation of the National Redress Scheme

Private Briefing – 07 February 2020
ANSWER TO QUESTION ON NOTICE

Department of Social Services

Topic: Joint Committee on Implementation of the National Redress Scheme - Written Question 8

Question reference number: SQ20-000008

Senator: Dean Smith

Type of Question: Written. Hansard Page/s:

Date set by the Committee for the return of answer: 20 February 2020

Question:

Can you provide the proportion of successful applicants who have made claims against multiple institutions?

Answer:

As at 7 February 2020, 82% of successful applicants have made claims against multiple institutions.

Joint Select Committee on the Implementation of the National Redress Scheme

Private Briefing – 07 February 2020 ANSWER TO QUESTION ON NOTICE

Department of Social Services

Topic: Joint Committee on Implementation of the National Redress Scheme - Written Question 9

Question reference number: SQ20-000009

Senator: Dean Smith

Type of Question: Written. Hansard Page/s:

Date set by the Committee for the return of answer: 20 February 2020

Question:

Can you provide the number of claims against multiple institutions that involve institutions that have not joined the scheme yet?

Answer:

There are 758 applications that name more than one institution where at least one of the institutions named has not yet joined the Scheme. This includes applications that are either in progress (269), on hold (415), or have been withdrawn (20) or finalised (54).

Joint Select Committee on the Implementation of the National Redress Scheme

Private Briefing – 07 February 2020 ANSWER TO QUESTION ON NOTICE

Department of Social Services

Topic: Joint Committee on Implementation of the National Redress Scheme - Written Question 10

Question reference number: SQ20-000010

Senator: Dean Smith

Type of Question: Written. Hansard Page/s:

Date set by the Committee for the return of answer: 20 February 2020

Question:

Can you provide the names of those who attended the most recent survivor roundtable in Victoria?

Answer:

The people who attended the most recent survivor roundtable in Victoria on 7 November 2019 are as follows:

Ministers
Minister for Families and Social Services, Senator the Hon Anne Ruston
Victorian Attorney-General, the Hon Jill Hennessy MP
Two survivors
People representing the following organisations:
Blue Knot
Bravehearts
Care Leavers Australasia Network
Child Migrant Trust
Drummond Street Services
In Good Faith Foundation
Knowmore
Monash Health
Open Place, Support Service for Forgotten Australians
People with Disability Australia
Relationships Australia, Tasmania
Relationships Australia, Victoria
Survivors & Mates Support Network
Victorian Aboriginal Child Care Agency
Yorgum Aboriginal Corporation

Departmental and ministerial staff
Mike Websdane, Minister Ruston's Advisor
Sheradyn Holderhead, Minister Ruston's Senior Media Advisor
Mike Williams, Victorian Attorney-General's Advisor
Meagan Murphy, A/Manager, Victorian Department of Justice
Michelle Burrell Director, Victorian Department of Justice
Liz Hefren-Webb, Department of Social Services
Peter Arnaudo, Department of Social Services
Sharon Stuart, Department of Social Services
Dymphna Lowrey, Department of Social Services
Elena Violintzis, Department of Social Services
Susan Cartwright, Services Australia
Maree Bridger, Services Australia

Joint Select Committee on the Implementation of the National Redress Scheme

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ANSWER TO QUESTION ON NOTICE

Department of Social Services

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

Question reference number: SQ20-000011

Senator: Dean Smith

Type of Question: Written. Hansard Page/s:

Date set by the Committee for the return of answer: 20 February 2020

Question:

How has the scheme acted as a “funder of last resort” up to this point?

Answer:

To date, the National Redress Scheme for Institutional Child Sexual Abuse has four funder of last resort listings, all for the State of Queensland. These are Beemar Yumba Maud Phillips Memorial Children’s Shelter, Beulah Homes, OPAL Joyce Wilding Home and OPAL House.

Joint Select Committee on the Implementation of the National Redress Scheme

Private Briefing – 07 February 2020 ANSWER TO QUESTION ON NOTICE

Department of Social Services

Topic: Joint Committee on Implementation of the National Redress Scheme - Written Question 12

Question reference number: SQ20-000012

Senator: Dean Smith

Type of Question: Written. Hansard Page/s:

Date set by the Committee for the return of answer: 20 February 2020

Question:

Can you provide a breakdown of payment numbers and amounts versus the number of applications received for each state and territory? Can you provide details of any state or territory that has not made a payment.

Answer:

The below table shows the breakdown of payment numbers and amounts versus the number of applications received for each state and territory, as at 7 February 2020.

	Number of applications received for each state and territory	Number of Payments – by state of responsible institution	Total
NSW	1,420	264	\$ 21,206,238
VIC	1,747	384	\$ 27,882,336
QLD	1,315	243	\$ 20,455,576
SA	363	51	\$ 4,381,337
WA	935	135	\$ 8,483,953
TAS	395	96	\$ 6,803,684
NT	42	4	\$ 290,167
ACT	461	80	\$ 4,026,980
Total	6,678	1,257	\$ 93,530,270

** The figures in the table column 'Number of applications received for each state and territory' are a unique count for the named institutions located in that state or territory. For example, an application with 2 institutions named in NSW and 1 named in ACT will have a unique count of 2 for the jurisdiction count; 1 for NSW and 1 for ACT.*

Joint Select Committee on the Implementation of the National Redress Scheme

Private Briefing – 07 February 2020
ANSWER TO QUESTION ON NOTICE

Department of Social Services

Topic: Joint Committee on Implementation of the National Redress Scheme - Written Question 13

Question reference number: SQ20-000013

Senator: Dean Smith

Type of Question: Written. Hansard Page/s:

Date set by the Committee for the return of answer: 20 February 2020

Question:

Identification/ status of first nation applications?

Answer:

As at 7 February 2020, there are 1,578 applicants who identify as first nation persons. Of these applications, 222 have been finalised, 1,037 are in progress, 266 are on hold and 53 have been withdrawn.

Joint Select Committee on the Implementation of the National Redress Scheme

Private Briefing – 07 February 2020 ANSWER TO QUESTION ON NOTICE

Department of Social Services

Topic: Joint Committee on Implementation of the National Redress Scheme - Written Question 14

Question reference number: SQ20-000014

Senator: Dean Smith

Type of Question: Written. Hansard Page/s:

Date set by the Committee for the return of answer: 20 February 2020

Question:

How many applications cannot be processed or finalised because institutions have not joined the scheme – by state and territory

Answer:

As at 7 February 2020, the number of applications that cannot be processed or finalised because institutions have not joined the scheme are outlined in the following table:

State	Number of applications received that cannot be processed due to one or more non-participating institution – by applicant’s state of residence
NSW	109
VIC	95
QLD	138
SA	31
WA	104
TAS	40
NT	10
ACT	9
Overseas	3
Total	539

Joint Select Committee on the Implementation of the National Redress Scheme

Private Briefing – 07 February 2020
ANSWER TO QUESTION ON NOTICE

Department of Social Services

Topic: Joint Committee on Implementation of the National Redress Scheme - Written Question 15

Question reference number: SQ20-000015

Senator: Dean Smith

Type of Question: Written. Hansard Page/s:

Date set by the Committee for the return of answer: 20 February 2020

Question:

What is the oldest application received that cannot be finalised? Why is this so and what State or Territory is this in?

Answer:

The oldest application that cannot be finalised was received on 1 July 2018 from an applicant residing in the Northern Territory. This is because one or more of the named institutions in the application have not yet opted into the Scheme.

Joint Select Committee on the Implementation of the National Redress Scheme

Private Briefing – 07 February 2020
ANSWER TO QUESTION ON NOTICE

Department of Social Services

Topic: Joint Committee on Implementation of the National Redress Scheme - Written Question 16

Question reference number: SQ20-000016

Senator: Dean Smith

Type of Question: Written. Hansard Page/s:

Date set by the Committee for the return of answer: 20 February 2020

Question:

How many organisations have redress applications been received from, which have not joined the scheme?

Answer:

As at 24 January 2020, there are 307 non-government institutions that have redress applications that have not joined the National Redress Scheme.

Joint Select Committee on the Implementation of the National Redress Scheme

Private Briefing – 07 February 2020
ANSWER TO QUESTION ON NOTICE

Department of Social Services

Topic: Joint Committee on Implementation of the National Redress Scheme - Written Question 17

Question reference number: SQ20-000017

Senator: Dean Smith

Type of Question: Written. Hansard Page/s:

Date set by the Committee for the return of answer: 20 February 2020

Question:

To what extent (if any) has the scheme operated as a funder of last resort in each State and Territory?

Answer:

Refer to SQ20-000011.

Joint Select Committee on the Implementation of the National Redress Scheme

Private Briefing – 07 February 2020 ANSWER TO QUESTION ON NOTICE

Department of Social Services

Topic: Joint Committee on Implementation of the National Redress Scheme - Written Question 18

Question reference number: SQ20-000018

Senator: Dean Smith

Type of Question: Written. Hansard Page/s:

Date set by the Committee for the return of answer: 20 February 2020

Question:

To what extent have survivors accessed counselling and psychological services under the scheme in each state and territory?

Answer:

Under the Scheme, applicants who receive an offer of redress can also access a counselling and psychological services component. How an applicant accesses the services will depend on where they live. Applicants have the choice as to how and when they access services.

Applicants living in South Australia, Western Australia and overseas may receive a lump sum payment of up to \$5,000 as part of their offer. This can be used to pay for services in the applicant's local area or for existing counsellors the applicant may be already be using. To 7 February 2020, the Scheme has paid \$936,250 as part of offers of redress.

For applicants living in all other states or territories, they are connected to a free, local service as part of their offer. These services have expertise in supporting people who have experienced child sexual abuse. Applicants are able to access a minimum of 20 hours of counselling over their lifetime. To 7 February 2020, the Scheme has made 536 referrals to these services.

Joint Select Committee on the Implementation of the National Redress Scheme

Private Briefing – 07 February 2020 ANSWER TO QUESTION ON NOTICE

Department of Social Services

Topic: Joint Committee on Implementation of the National Redress Scheme - Written Question 19

Question reference number: SQ20-000019

Senator: Dean Smith

Type of Question: Written. Hansard Page/s:

Date set by the Committee for the return of answer: 20 February 2020

Question:

To what extent, if any, have prisoners accessed the scheme in each state and territory? How many former prisoners with a sentence of more than 5 years have applied to the scheme and how many of them have received a payment in each state and territory?

Answer:

The National Redress Scheme has a special application process for people who seek to make an application from gaol. For the Scheme to accept an application made from gaol there must be exceptional circumstances and a determination made by the Scheme Operator before the application is accepted.

As at 7 February 2020, less than 10 determinations of exceptional circumstances have been made from 35 applicants who are in gaol across the country.

In addition, 159 people have applied to the Scheme who have had a single criminal sentence of 5 years or more but are no longer in prison. Fifty-six of these matters have been finalised.

Number of applicants that have sought exceptional circumstances from gaol	Number of applicants who have applied with a serious criminal conviction of five years or more
35	159

We cannot provide a state-by-state breakdown because of low numbers in some jurisdictions, given the requirement to protect the confidentiality and privacy of applicants.

Joint Select Committee on the Implementation of the National Redress Scheme

Private Briefing – 07 February 2020 ANSWER TO QUESTION ON NOTICE

Department of Social Services

Topic: Joint Committee on Implementation of the National Redress Scheme - Written Question 20

Question reference number: SQ20-000020

Senator: Dean Smith

Type of Question: Written. Hansard Page/s:

Date set by the Committee for the return of answer: 20 February 2020

Question:

How many applicants have received a direct personal response under the scheme – by state and territory?

Answer:

Under the Scheme, participating institutions provide annual data about completed direct personal responses at the end of each financial year. Applicants make the first contact with an institution to arrange a direct personal response, and have until the end date of the Scheme to do so.

As at 30 June 2019, institutions reported eight (8) completed direct personal responses.

Data on the applicants' location is not collected. However, the institutions that reported data for the period were located or had a presence in Victoria, Tasmania, Queensland and the Australian Capital Territory.

Completed direct personal response 2018-19 by institution location

State/Territory	Completed
Victoria	3
Tasmania	3
Queensland	1
Australian Capital Territory	1

Joint Select Committee on the Implementation of the National Redress Scheme

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Department of Social Services

Topic: Joint Committee on Implementation of the National Redress Scheme - Written Question 21

Question reference number: SQ20-000021

Senator: Dean Smith

Type of Question: Written. Hansard Page/s:

Date set by the Committee for the return of answer: 20 February 2020

Question:

In \$5,000 increments, starting with \$5,000 (the lowest payment), how many payments have been made at each value?

Answer:

The below table shows the number of redress payments made in \$5,000 increments.

Redress payment amounts in \$5,000 increments	Number of payments made in the increment
\$0 - \$5,000	14
\$5,001 - \$10,000	<10
\$10,001 - \$15,000	<10
\$15,001 - \$20,000	21
\$20,001 - \$25,000	19
\$25,001 - \$30,000	12
\$30,001 - \$35,000	18
\$35,001 - \$40,000	39
\$40,001 - \$45,000	124
\$45,001 - \$50,000	93
\$50,001 - \$55,000	36
\$55,001 - \$60,000	14
\$60,001 - \$65,000	24
\$65,001 - \$70,000	17
\$70,001 - \$75,000	31
\$75,001 - \$80,000	20
\$80,001 - \$85,000	29
\$85,001 - \$90,000	50
\$90,001 - \$95,000	184
\$95,001 - \$100,000	214

Redress payment amounts in \$5,000 increments	Number of payments made in the increment
\$100,001 - \$105,000	11
\$105,001 - \$110,000	<10
\$110,001 - \$115,000	16
\$115,001 - \$120,000	<10
\$120,001 - \$125,000	16
\$125,001 - \$130,000	<10
\$130,001 - \$135,000	<10
\$135,001 - \$140,000	12
\$140,001 - \$145,000	21
\$145,001 - \$150,000	84

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ANSWER TO QUESTION ON NOTICE

Department of Social Services

Topic: Joint Committee on Implementation of the National Redress Scheme - Written Question 22

Question reference number: SQ20-000022

Senator: Dean Smith

Type of Question: Written. Hansard Page/s:

Date set by the Committee for the return of answer: 20 February 2020

Question:

How many payments have been adjusted because of previous payments? What is the average value of adjustment? What is the maximum value of adjustment?

Answer:

As at 7 February 2020, 449 payments have been adjusted because of prior payments.

The average value of the adjustment for a prior payment is \$34,574.02.

The maximum value of adjustment for a previous payment is \$150,000, which is the maximum redress amount payable under the matrix.

Joint Select Committee on the Implementation of the National Redress Scheme

Private Briefing – 07 February 2020 ANSWER TO QUESTION ON NOTICE

Department of Social Services

Topic: Joint Committee on Implementation of the National Redress Scheme - Written Question 23

Question reference number: SQ20-000023

Senator: Dean Smith

Type of Question: Written. Hansard Page/s:

Date set by the Committee for the return of answer: 20 February 2020

Question:

How many people have died between submitting an application and the application being decided/paid out?

Answer:

The Scheme is aware of some applications where the applicant has died before their application has been finalised. The death of an applicant will not necessarily stop an application from progressing. If someone dies after making a complete application, and they are made an offer of redress, their estate will receive the redress payment.

As at 7 February 2020, 23 applicants who have died have had their application decided and their payment has been made to their estate.

Joint Select Committee on the Implementation of the National Redress Scheme

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Department of Social Services

Topic: Joint Committee on Implementation of the National Redress Scheme - Written Question 24

Question reference number: SQ20-000024

Senator: Dean Smith

Type of Question: Written. Hansard Page/s:

Date set by the Committee for the return of answer: 20 February 2020

Question:

How long are institutions or organisations taking to pay, once a decision has been made and the offer accepted by the applicant? Are there any issues with delays or refusals?

Answer:

Once a determination has been made, and the offer is accepted by the applicant, their payment is processed by the National Scheme within around seven business days.

Liable institutions are invoiced quarterly in arrears by the Scheme and have thirty days to pay a correctly rendered invoice. Under the *National Redress Scheme for Institutional Child Sexual Abuse Act 2018* late payment penalties apply to unpaid invoices. As at 7 February 2020 no penalties have been applied.

Joint Select Committee on the Implementation of the National Redress Scheme

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ANSWER TO QUESTION ON NOTICE

Department of Social Services

Topic: Joint Committee on Implementation of the National Redress Scheme - Written Question 25

Question reference number: SQ20-000025

Senator: Dean Smith

Type of Question: Written. Hansard Page/s:

Date set by the Committee for the return of answer: 20 February 2020

Question:

How many applications have been refused or have been assessed as having a nil payment under the matrix?

Answer:

As at 7 February 2020, 60 applicants were ineligible and eight applicants have a nil payment under the matrix.

Joint Select Committee on the Implementation of the National Redress Scheme

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ANSWER TO QUESTION ON NOTICE

Department of Social Services

Topic: Joint Committee on Implementation of the National Redress Scheme - Written Question 26

Question reference number: SQ20-000026

Senator: Dean Smith

Type of Question: Written. Hansard Page/s:

Date set by the Committee for the return of answer: 20 February 2020

Question:

Can the matrix be made public to help people with their applications?

Answer:

Independent Decision Makers use the *National Redress Scheme for Institutional Child Sexual Abuse Assessment Framework 2018* (the Assessment Framework) to determine the amounts a person can receive under the National Redress Scheme, for a redress payment and counselling and psychological care. The Assessment Framework is publicly available on the Federal Register of Legislation at www.legislation.gov.au.

Joint Select Committee on the Implementation of the National Redress Scheme

Private Briefing – 07 February 2020
ANSWER TO QUESTION ON NOTICE

Department of Social Services

Topic: Joint Committee on Implementation of the National Redress Scheme - Written Question 27

Question reference number: SQ20-000027

Senator: Dean Smith

Type of Question: Written. Hansard Page/s:

Date set by the Committee for the return of answer: 20 February 2020

Question:

Are the actions promised in the Government's response to the royal commission all on track? Are there any which are proving difficult to progress or get agreement with states/territories on? Which ones?

Answer:

The Government Response to the 84 redress related recommendations from the *Redress and Civil Litigation Report* of the Royal Commission into Institutional Responses to Child Sexual Abuse (the Royal Commission) was that 'the Australian Government is establishing the National Redress Scheme in response to the Royal Commission's recommendations regarding Redress'.

The National Redress Scheme for Institutional Child Sexual Abuse (the National Redress Scheme) commenced on 1 July 2018 and will continue for 10 years.

In December 2019, the Attorney-General's Department tabled an annual progress report on the implementation of all recommendations from the *Final Report* of the Royal Commission – please see report at <https://www.childabuseroyalcommissionresponse.gov.au/annual-progress-reporting/australian-government-reports/2019-annual-progress-report>.

Joint Select Committee on the Implementation of the National Redress Scheme

Private Briefing – 07 February 2020 ANSWER TO QUESTION ON NOTICE

Department of Social Services

Topic: Joint Committee on Implementation of the National Redress Scheme - Written Question 28

Question reference number: SQ20-000028

Senator: Dean Smith

Type of Question: Written. Hansard Page/s:

Date set by the Committee for the return of answer: 20 February 2020

Question:

Is the department reviewing the proportion of applications from each state and territory in light of the number of anticipated applications from each state and territory. For example it appears that the numbers from WA are below expectations? If so, what has the department found?

Answer:

There are a range of factors that influence when applicants may choose to lodge an application with the Scheme. Applicants can lodge an application up to 30 June 2027.

One factor is whether a particular institution is participating in the Scheme. While the Scheme commenced operations on 1 July 2018 not all states and territories and only a small number of non-government institutions were participating from that date.

States and territories progressively joined the Scheme during the first eight months of operation (for example, Western Australia became a participating institution on 1 January 2019, meaning applications for government institutions in that state could not be processed before this date).

Non-government institutions continue to become participants in the Scheme leading up to the 30 June 2020 deadline.

Given these factors, the department has not conducted a review of the proportion of applications currently received from each state/territory compared to anticipated numbers, but may do so in future.

Joint Select Committee on the Implementation of the National Redress Scheme

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Department of Social Services

Topic: Joint Committee on Implementation of the National Redress Scheme - Written Question 29

Question reference number: SQ20-000029

Senator: Dean Smith

Type of Question: Written. Hansard Page/s:

Date set by the Committee for the return of answer: 20 February 2020

Question:

Has the department had feedback from First Nations peoples about their access to the process? If so, please outline that feedback?

Answer:

Yes. The department receives feedback from individuals, through service providers and has held forums with stakeholders to help inform the delivery to and access of the Scheme by First Nations peoples. This feedback is helping the department to improve the operation of the Scheme.

Key issues raised in the feedback include:

- Opportunities for improved cultural awareness of how the Scheme operates (not only in its engagement with applicants but also in the development of its policies and practices).
- Increasing the numbers of First Nations people employed or engaged through the Scheme
- Working with trusted community based intermediaries to increase awareness of the Scheme by First Nations people living in regional and remote areas and remove barriers for First Nations people living in remote areas accessing free support.
- Improving Scheme communications for First Nations people.
- Improving access to financial counselling, delivered by organisations not affiliated with those named in the Royal Commission where child sexual abuse was known to occur, to assist First Nations people manage their redress payments.

Joint Select Committee on the Implementation of the National Redress Scheme

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ANSWER TO QUESTION ON NOTICE

Department of Social Services

Topic: Joint Committee on Implementation of the National Redress Scheme - Written Question 30

Question reference number: SQ20-000030

Senator: Dean Smith

Type of Question: Written. Hansard Page/s:

Date set by the Committee for the return of answer: 20 February 2020

Question:

Has the department reviewed access to counselling across the various forms in states and territories? If so, please the outline findings?

Answer:

This is a matter that will be considered as part of the second anniversary review of the scheme under paragraph 192(2)(f) of the *National Redress Scheme for Institutional Child Sexual Abuse Act 2018*.

Joint Select Committee on the Implementation of the National Redress Scheme

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Department of Social Services

Topic: Joint Committee on Implementation of the National Redress Scheme - Written Question 31

Question reference number: SQ20-000031

Senator: Dean Smith

Type of Question: Written. Hansard Page/s:

Date set by the Committee for the return of answer: 20 February 2020

Question:

How many applicants are accessing counselling?

Answer:

Redress Support Services assist people before, during, and after they apply to the Scheme. This can include practical and emotional support for wellbeing either delivered in house or through a referral arrangement.

From 1 July 2018 to 31 December 2019, a total of 8,599 unique clients accessed a Redress Support Service.

Joint Select Committee on the Implementation of the National Redress Scheme

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Department of Social Services

Topic: Joint Committee on Implementation of the National Redress Scheme - Written Question 32

Question reference number: SQ20-000032

Senator: Dean Smith

Type of Question: Written. Hansard Page/s:

Date set by the Committee for the return of answer: 20 February 2020

Question:

How many First Nations peoples are accessing counselling?

Answer:

Redress Support Services assist people before, during, and after they apply to the Scheme. This can include practical and emotional support for wellbeing either delivered in house or through a referral arrangement.

From 1 July 2018 to 31 December 2019, a total of 2,334 unique clients identifying as Aboriginal or Torres Strait Islander accessed a Redress Support Service.

From 1 July 2018 to 31 December 2019, a total of 1,446 unique clients identifying as Aboriginal or Torres Strait Islander completed intake with legal assistance provider Knowmore to inform them of their legal options.

Joint Select Committee on the Implementation of the National Redress Scheme

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ANSWER TO QUESTION ON NOTICE

Department of Social Services

Topic: Joint Committee on Implementation of the National Redress Scheme - Written Question 33

Question reference number: SQ20-000033

Senator: Dean Smith

Type of Question: Written. Hansard Page/s:

Date set by the Committee for the return of answer: 20 February 2020

Question:

How many First Nations peoples are accessing knowmore? Please provide numbers in each state and territory and the percentage of client workload.

Answer:

From 1 July 2018 to 31 December 2019 knowmore assisted 5,561 clients, with 26 per cent (around 1,446) identifying as First Nations peoples.

The department does not have a breakdown of the numbers of First Nations peoples supported by knowmore in each state/territory.

Joint Select Committee on the Implementation of the National Redress Scheme

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Department of Social Services

Topic: Joint Committee on Implementation of the National Redress Scheme - Written Question 34

Question reference number: SQ20-000034

Senator: Dean Smith

Type of Question: Written. Hansard Page/s:

Date set by the Committee for the return of answer: 20 February 2020

Question:

How many applicants have there been where the institution no longer exists? Please outline what has happened to those applications.

Answer:

There are currently 128 applications where the institution is considered defunct. These applications continue to be on hold while the Department of Social Services (the department) works to find an existing organisation to take responsibility for them. If an existing organisation is unable to be identified the department considers whether or not the Scheme's funder of last resort provisions are appropriate.