



9 August 2023

## Redress Scheme inquiry update

A parliamentary committee inquiring into the [operation of the National Redress Scheme](#) is continuing to look closely into a range of areas, including:

- The experience of First Nations applicants and applicants with disability in their dealings with the Scheme.
- Accessibility, performance and effectiveness of support services and legal advice for survivors and their advocates.

While the Committee inquiry continues to explore the issues raised, examples of matters brought to the Committee's attention include:

- Barriers and complications experienced when accessing the Scheme, such as with language, communication and cultural safety.
- The need for increased resources for redress legal services and counselling support services to better meet demand and reduce long waiting periods.
- Concerns regarding delays processing applications, the consistency of redress outcomes and the transparency of decisions.

### About the inquiry

Full details of what the inquiry is examining can be found in the [terms of reference](#) on the Committee's website. An [easy English guide](#) is also available.

Senator Catryna Bilyk, Chair of the Joint Standing Committee on Implementation of the National Redress Scheme, said:

'The Committee has received important evidence to date, and we thank those people who have come forward to share with us this valuable information. We are committed to continuing our inquiry into any issues that people wish to raise about the operation of the National Redress Scheme.'

The National Redress Scheme was established in response to the Royal Commission into Institutional Responses to Child Sexual Abuse. The Committee's role is to oversee implementation of the Royal Commission's redress-related recommendations.

More information about the inquiry is available on the [Committee's webpage](#).

### Submissions

The Committee started the inquiry and called for submissions in December 2022.

The Committee has received around 31 [submissions](#). While submissions were encouraged by 27 February 2023, the Committee is continuing to consider new submissions.

If you would like to make a submission or find out more, please email the Committee Secretariat at [redress@aph.gov.au](mailto:redress@aph.gov.au).

A [discussion paper](#) aims to provide guidance to individuals and organisations interested in making submissions to the inquiry.

### Public hearings

The Committee has held three public hearings.

The inquiry has heard from a range of organisations that offer advice and support to anyone seeking redress, including many National Redress Scheme Support Services.

The Department of Social Services has given evidence about their role in administering the Scheme.

Transcripts of public hearings can be [viewed here](#).

Senator Catryna Bilyk said:

‘The Committee has heard compelling evidence about the experiences of victims and survivors. Drawing on the evidence received during this inquiry, the Committee is looking to identify possible recommendations to improve the Redress Scheme.’

‘We would like to hear a range of perspectives. Further public hearings are planned to hear from more witnesses.’

### Media inquiries

Office of Senator Catryna Bilyk  
Daniel Hulme  
0447 000 867

### For background information

Joint Standing Committee on Implementation of the National Redress Scheme  
02 6277 4549  
[redress@aph.gov.au](mailto:redress@aph.gov.au)

Information about the Committee is available at <https://www.aph.gov.au/redress>.

The Committee does not decide who is given redress. You should contact the National Redress Scheme on 1800 737 377 to apply for redress or to find out the status of your existing application.