

# National Redress Scheme

For people who have experienced institutional child sexual abuse

# Redress Nominee Form

Authorising a person or organisation to act on your behalf

## When to use this form?

Use this form for someone to act on your behalf for the purposes of applying to the National Redress Scheme (the Scheme).

If you have an existing legal arrangement, such as a Power of Attorney, Guardianship or Financial Management Order, you will need to complete this form before they can act on your behalf in the Scheme.

## Who needs to complete this form?

This form should be filled in and signed (where possible) by the person applying to the Scheme and by the redress nominee.

If you are unable to sign, or you are appointing a legal nominee, this form can be signed by them on your behalf.

## What must redress nominees do?

Redress nominees must act in your best interest at all times. You should talk to your nominee about how you would like them to act for you.

## Who can be a redress nominee?

A redress nominee must be a person or organisation you trust and who respects your privacy.

You should be comfortable talking about your experience of institutional child sexual abuse and related non-sexual abuse with them.

This person or organisation must agree to act on your behalf and be in Australia.

## Can I deal with the Scheme if I have a redress nominee?

Yes you can.

## Types of redress nominees.

There are two types of redress nominees.

### 1 Assistance nominees can:

- help you complete your application for redress;
- receive copies of all letters;
- ask us questions about your application for redress;
- receive phone calls from us about your application for redress;
- provide us with information;
- ask for an offer of redress to be reviewed.

Assistance nominees cannot:

- apply for redress on your behalf;
- accept or decline an offer of redress on your behalf.

### 2 Legal nominees can:

- do anything that an assistance nominee can do; and
- apply for redress on your behalf;
- accept or decline an offer of redress on your behalf.

## What are your redress nominee's obligations?

All redress nominees must:

- act in your best interest at all times;
- tell us about any changes to your circumstances;
- tell us in writing, about anything that is likely to affect their ability to be a redress nominee or act on your behalf;
- let us know, in writing, if they stop, or want to stop being your redress nominee.

**Your redress nominee may want to think about the following before agreeing to act for you.**

They may want to think about:

- how they will protect your privacy;
- if they are the right person;
- if they are able to act in your best interest?

**What if my redress nominee is not acting in my best interest?**

If you believe your redress nominee is not acting in your best interest, contact us on **1800 737 377** (call charges may apply).

If you are calling from overseas please call +61 3 6222 3455 and ask to speak to someone from the National Redress Scheme.

**Can I change my redress nominee?**

You can change your assistance nominee.

A legal nominee can only be changed if your legal arrangements change, your legal nominee asks or we decide to change the arrangement.

**Can I use my Centrelink nominee for the Scheme?**

Yes, but you will need to fill out and sign this form.

**How does my redress nominee confirm their identity with the Scheme?**

If your redress nominee is a person they may be able to use their Centrelink Customer Reference Number (CRN).

If your redress nominee is an organisation we will confirm their identity via their Australian Business Number (ABN).

If your redress nominee is already acting for someone in the Scheme and has a Redress Nominee ID, they will not need to confirm their identity again.

You can find out more about the documents to use to confirm identity at [humanservices.gov.au/identity](http://humanservices.gov.au/identity)

**Privacy Notice.**

The Australian Government Department of Human Services (the department) is responsible for the administration of the Scheme. Your personal information is protected by law, including the *Privacy Act 1988*. It is collected by the department to administer the Scheme, including to assess your application for redress.

Your information may be used by the department, or given to other parties where you have agreed, or where the law allows or requires it.

You can find out more about the way the department will manage your personal information, including our privacy policy, at [humanservices.gov.au/privacy](http://humanservices.gov.au/privacy)

**How to fill in this form**

Write clearly so we can understand.

Write in BLOCK letters.

N	A	M	E						
---	---	---	---	--	--	--	--	--	--

Use Black Pen.

Black out where you make a mistake. Please do not use correction fluid or tape.

**Please initial any changes you make.**

	N	A	M	E					
---	---	---	---	---	--	--	--	--	--



Mark boxes like this

# Part 1: Your personal information

## 1 Your name

Mr    Mrs    Ms    Miss    No title

Other

First name

Other given name

Other given name

Last name

## 2 Your date of birth

Please write this as DD/ MM/ YYYY.

/  /

## 3 Your residential address

Please write the address you live at now.

Street

Suburb

State  ACT    NSW    VIC    WA

TAS    QLD    NT    SA    Overseas

Postcode

Country

## 4 What phone number should we use to call you?



NRS003 1807



## 9 Address of the nominated person

Please write the address they live at now.

Street

Suburb

State  ACT  NSW  VIC  WA  
 TAS  QLD  NT  SA

Postcode

## 10 Do they already have a Redress Nominee ID from the Scheme?

It will start with RN, followed by nine numbers. They would have this if they have already been a redress nominee with the Scheme.

- No
- Yes Please write this here (go to question 18)

R	N									
---	---	--	--	--	--	--	--	--	--	--

## 11 How will the nominated person confirm their identity with the Scheme?

Confirming your redress nominee's identity is one way we ensure your privacy and information is protected.

Please write your redress nominee's Centrelink Customer Reference Number (CRN), if they have one. We will call them to ask some questions about their identity and to discuss next steps.

Their CRN is

--	--	--	--	--	--	--	--	--	--	--

If your redress nominee does not have a CRN, they will need to visit a Centrelink service centre. They will need to take the required identity documents with them.

At least one of these documents must have a photo of them. All documents must be original.

We cannot accept:

- copies or certified copies;
- expired documents.

Your redress nominee can find out more about the documents they can use to confirm their identity at **[humanservices.gov.au/identity](https://humanservices.gov.au/identity)**

The validity of your redress nominee's documents will be checked with the authority that issued them.

When you provide these documents, your redress nominee is agreeing to their documents being validated in this way.

(go to question 18)



**17 What is the address of the organisation’s main place of business?**

Street

Suburb

State  ACT  NSW  VIC  WA  
 TAS  QLD  NT  SA

Postcode

**Redress nominee contact details**

For a person or an organisation.

**18 What is the redress nominee’s postal address?**

Street /  
PO Box

Suburb

State  ACT  NSW  VIC  WA  
 TAS  QLD  NT  SA

Postcode

**19 What is the redress nominee’s phone number?**







## 25 Your redress nominee's signature

You must tick each box to show you agree, then sign to become the redress nominee.

- I understand I must act in the best interest of the person at all times. This means I must find out their wishes and follow them as far as possible.
- I must advise, in writing, any event or change in circumstances that is likely to affect my ability to be a redress nominee.
- I know that my role as a redress nominee may be suspended or cancelled if I do not follow the rules.
- I have checked all of my personal information and it is correct.
- I have attached orders and/or supporting documents (as outlined in question 20).

### I declare that:

- I have read the notes on pages 1 – 2 and understand and accept the responsibilities and obligations for the arrangement for which I am authorised.

### I declare and accept that:

- any personal information I am given access to under this arrangement is protected under Commonwealth legislation.
- I agree to access, use or disclose the information only as authorised by the person to whom the information relates.
- my appointment as a redress nominee may be revoked or suspended by the Scheme if I do not comply with my responsibilities and obligations.

Redress nominee signature

Date (DD/MM/YYYY)

 /  / 

## Return your completed form to

NRS  
Reply Paid 7750  
Canberra BC ACT 2610  
Australia



