# THE APPLICATION PROCESS

This fact sheet gives an overview of the National Redress Scheme application process.

The National Redress Scheme starts on 1 July 2018 and will run for 10 years. You can apply any time between now and 30 June 2027.

## C:\Users\pm0035\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\VXAYG6UV\find-out-about.pngFinding out about the National Redress Scheme

Call the National Redress Scheme on 1800 737 377   
 (Monday to Friday 8am to 5pm, except public holidays - charges may apply)

Visit the website at www.nationalredress.gov.au

Connect with a Redress Support Service (through the number or website)

## C:\Users\pm0035\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\VXAYG6UV\things-to-consider (002).pngThings to consider

Whether you can apply

Whether redress or a civil claim is the best option for you

Who will support you to fill in the application form

## C:\Users\pm0035\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\VXAYG6UV\filling-in (002).pngFilling in and submitting the application

It can be done online, or on paper

When you have submitted the form, the National Redress Scheme team will contact you about next steps

## C:\Users\pm0035\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\VXAYG6UV\app-assessed (002).pngThe Independent Decision Maker considers the application

People can take as much time as they need to complete their application

The assessment may take between 3 and 12 months

People will have up to 6 months to consider the offer of redress

Applications will be prioritised for people who are ill or elderly

## C:\Users\pm0035\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\VXAYG6UV\accept-offer (002).pngAccepting the offer or asking for a review

A phone call and letter will let you know if you have an offer of redress

To accept the offer, you will need to let the National Redress Scheme know within six months

If you are not satisfied with your offer, you can ask for a review, although this may mean that your monetary payment may be less than the first offer

## How can I get support and more information?

Free, confidential support services are available before, during and after the application process.

To connect with a support service and find out how to apply, please go to [www.nationalredress.gov.au](http://www.nationalredress.gov.au) or call the National Redress Scheme on 1800 737 377 (Monday to Friday 8am to 5pm, except public holidays – charges may apply).

Those who need immediate assistance can contact:

[Beyond Blue](https://www.beyondblue.org.au/) 1300 22 4636

[Lifeline](https://www.lifeline.org.au/) 13 11 14

[1800 Respect](https://www.1800respect.org.au/) 1800 737 732

[Suicide Call Back Service](https://www.suicidecallbackservice.org.au/) 1300 659 467

[Mensline](https://mensline.org.au/) 1300 78 99 78

In an emergency call Triple Zero (000)