

National Redress Scheme

For people who have experienced institutional child sexual abuse

FACT SHEET

FILLING IN THE APPLICATION

This fact sheet gives information about making and submitting an application to the National Redress Scheme.

When can I apply?

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

How do I apply?

To apply you need to complete the application for redress. You need to answer the questions in the application for redress even if you have already taken part in other schemes, commissions or enquiries.

You won't be asked about your experience in front of a person or panel.

Getting support to make an application

You can apply online or using the paper application.

The application process is intended to hear and acknowledge your experience. The National Redress Scheme has designed the process hoping it will not cause further distress, but there may be times when this process is difficult for you.

You may want to think about getting support from someone you know. You can also get support to apply from the free, confidential Redress Support Services. These services can also connect you with legal or financial support. You can access these services by calling 1800 737 377 or find a service near you at www.nationalredress.gov.au.

There are also ways to arrange for another person to act for you. This is called a nominee. A nominee will need to fill in a nominee form. This is available at: www.nationalredress.gov.au.

How do I get an application?

You can decide whether to use a paper or online application.

You can get a copy of the paper application by:

- Asking your Redress Support Service for a copy
- Downloading it from www.nationalredress.gov.au
- Calling 1800 737 377 (charges may apply) and asking for an application to be sent to you.

The online application can be accessed through myGov. If you don't already have an account you can create one.

What will the application ask?

The application asks for three main types of information:

1. Your information. For example, your name, contact details and Centrelink Customer Reference Number (if you have one).

2. Details about the abuse you experienced and how it impacted you. Include as much information as you remember.
3. A signed statutory declaration. The person who witnesses the declaration does not need to read your application.

You can name more than one institution in your application.

You can include supporting documentation. For example, a police statement or a psychologist's report. You don't need to have any documents. Many people do not have access to their records.

If you don't have a Centrelink Customer Reference Number you will be asked to take some identity documents into a Centrelink office. For example, this could be a driver's license or bank statement. There are options for people who don't have identification or access to Centrelink offices.

You will need to make a copy of your application for your own records. The National Redress Scheme cannot return your application to you.

What will happen once I have submitted my application?

Once you have submitted your application, a staff member from the National Redress Scheme will call you to let you know your application has been received. They will:

- Confirm your personal details (e.g. contact information and Centrelink Customer Reference Number).
- Give you a Redress ID and an Application ID. Please keep these. They will help if you need to make changes or ask questions about your application.
- Let you know if more information is needed.
- Talk you through the next steps.

What if I need to change my application after I submit it?

While your application is being considered, please contact the National Redress Scheme on 1800 737 377 (Monday to Friday 8am to 5pm - call charges may apply) if:

- Your contact details change
- You want to change or withdraw your application — you can do this at any time up until the Independent Decision Maker makes a determination on your application.

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 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 1300 22 4636
- Lifeline 13 11 14
- 1800 Respect 1800 737 732
- Suicide Call Back Service 1300 659 467
- Mensline 1300 78 99 78
- In an emergency call Triple Zero (000)

