# WHAT YOU CAN APPLY FOR

This fact sheet has information on what people can apply for from the National Redress Scheme.

The National Redress Scheme is for people who experienced institutional child sexual abuse and related non-sexual abuse.

The National Redress Scheme can help you get access to three things:

1. Counselling,
2. A payment, and
3. A direct personal response from an institution (e.g. an apology).

If you receive an offer of redress, you can accept any or all of these things. This is your choice.

## Counselling

How you access counselling will depend on where you live.

In some states, you will be connected to a free, local service as part of your offer. These services will have expertise in supporting people who have experienced child sexual abuse.

In other states, you may receive a lump sum payment of up to $5,000 as part of your offer. This is to pay for services in your local area.

When the National Redress Scheme writes to you to offer you redress, the letter will explain how you can access counselling.

Getting counselling as part of an offer of redress is in addition to support to help you apply.

## Redress payment

Payments will be decided on an individual basis. They will range from less than $10,000 through to $150,000.

Any earlier payments made in recognition of abuse will be deducted from your redress payment.

* This includes payments from other redress and victims of crime schemes and out of court settlements
* Earlier payments will be adjusted to today's value. An annual inflation rate of 1.9 per cent will be used
* The adjusted amount will be deducted
* Past payments that were made to support people with medical bills, or other items, will not be taken into account for redress.

Redress payments will be:

* Non-taxable,
* Exempt from Commonwealth debt recovery,
* Exempt from income tests relevant to Commonwealth Government payments, and
* Exempt from creditors where a person is bankrupt.

A redress payment can be included as part of the assets test for Commonwealth Government payments.

If you received a payment as a result of a court decision, you cannot receive redress for this abuse.

## Direct personal response

A direct personal response is a process and may involve:

* An apology where the institution acknowledges your personal story and impact of the abuse on you, and
* An explanation by the institution on what they have done or will do to stop abuse from happening again.

Different institutions may offer different ways to engage with the direct personal response process, which could involve:

* A face-to-face meeting with a senior official
* A meeting in a group with other people who experienced abuse with a senior official
* A written letter
* A public apology, or
* Other arrangements, depending on your circumstances.

You can choose to have a support person with you throughout this process. This may be a family member, close friend or someone from one of the Redress Support Services.

Your offer of redress will have information on how to accept and engage in the direct personal response.

You can choose to engage in direct personal response at any time until 30 June 2028.

## 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](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)