

National Redress Scheme

For people who have experienced institutional child sexual abuse

FACT SHEET

RESPONDING TO AN OFFER OR ASKING FOR A REVIEW

This fact sheet has information on how you can respond to an offer of redress or a letter that says that your application for redress has not been approved.

How will I find out about the decision?

The National Redress Scheme will telephone you and send you a letter about the outcome of your application.

How do I accept an offer?

To accept an offer you need to sign and return the acceptance document.

This needs to be done within 6 months of the date on the offer letter.

A reminder will be sent to you when you have 30 days left to accept an offer. You can ask for an extension so you have more time.

The acceptance document will:

- Say which parts of the offer you want, and
- Have a legally binding agreement saying that you will take no further civil action against the responsible institution, its officials and any institutions they are associated with.

If you accept, someone from the National Redress Scheme will call you. They will confirm your bank account details. They will provide contact details for the responsible institution to arrange a direct personal response.

How do I get an extension for the acceptance period?

You need to ask for an extension within the 6 month acceptance period. For example, if you:

- Are very ill during the acceptance period, or
- Live in a remote community where there has been a delay in receiving or sending letters.

Declining an offer

You can decline an offer by writing to the National Redress Scheme and letting them know or you can do nothing.

If you do not accept the offer for redress within 6 months, it is assumed that you have declined.

If you decline your offer, you will not be able to apply to the National Redress Scheme again.

Asking for a review

If you do not agree with the outcome, you can request a review. You need to ask for a review within 6 months of the date of the letter explaining the outcome.

A different Independent Decision Maker from the one who made the original decision will do the review. You will not be able to provide additional information.

A review may keep the original decision or make a new decision. This means your offer could stay the same, it may be more or it may be less. It may also result in a different decision about your eligibility under the Scheme.

The Scheme will write to you to let you know the outcome of the review.

- If an offer you were originally made is confirmed, you will have an extra 2 months to consider whether to accept or decline the offer
- If a different offer is made, the previous offer will be withdrawn, and the new offer may provide a lower redress payment
- If a new or different offer is made, you will have 6 months to consider this offer.

Institutions cannot request a review of redress decisions.

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)

Can I get help to decide if redress is the best option for me?

Getting redress through the National Redress Scheme is an alternative option to seeking compensation through the courts. People can either apply for redress through the National Redress Scheme or seek compensation but they cannot do both.

knowmore is a free, confidential and independent legal service. This service can help you decide whether redress or a civil legal claim will be the best option for you. You can contact knowmore on 1800 605 762 or at knowmore.org.au