

### DIRECT PERSONAL RESPONSE

#### **What is a direct personal response?**

If you receive an offer of redress through the National Redress Scheme, you can choose to have a direct personal response.

In a direct personal response, you can tell your story to a representative of the institution and receive an apology and an explanation of what the institution is doing to stop anyone else from being abused in the future.

A direct personal response can be done in a variety of ways, such as:

- a face-to-face meeting between you and a representative of the institution
- a written letter from the institution, or
- other arrangements, depending on your circumstances.

It is important for you decide whether a direct personal response is right for you. It could be helpful to speak to a support person, such as a friend, family member, counsellor, or Redress Support Service to help you make this decision. You can find a list of Redress Support Services at [www.nationalredress.gov.au/support](http://www.nationalredress.gov.au/support).

#### **How does it work?**

If you receive an offer of redress and want to accept a direct personal response, you will need to tick the appropriate box on your acceptance document.

The Scheme will then send you the details of the contact person(s) at the responsible institution(s) who will work with you to arrange your direct personal response. You, or your support person, can contact that person when you feel ready to start discussing what you would like to happen in your direct personal response.

#### **What support can I have?**

Arranging and participating in your direct personal response can be a challenging time. Having good support at this time can be very helpful.

You can choose to have a support person with you at any time during the direct personal response. This may be a family member, close friend, your own support worker or someone from a Redress Support Service.

#### **Can I change my mind?**

Participating in a direct personal response is always your choice.

Even if you request a direct personal response when you accept your offer, you can delay the process or stop it altogether at any time.

## How can I get support?

Those who need immediate emotional support 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)