



# National Redress Scheme

For people who have experienced institutional child sexual abuse

## FACT SHEET

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# TAKING THE NATIONAL REDRESS SCHEME JOURNEY

## What is the National Redress Scheme?

The National Redress Scheme has been set up to help those people who were sexually abused in institutions. It is to acknowledge what was done, the harm it has caused and the ways it has affected your life.

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

- counselling
- a redress payment
- 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.

Many people will need help to take the redress journey. Help to know what's involved, help to decide whether to begin this journey, help to decide if it is the right path for me and help to understand what happens at the end of the journey.

## What help is available?

There are three different kinds of support services to help you on the journey. You can use one or all of these, and they are all free for you to use.

1. Redress Support Services - to help guide you through every part of your journey. There are both mainstream and Aboriginal and Torres Strait Islander specific services.
2. Legal Support - to help you to understand what the various paths that you could take are, and help you decide which path is best for you. This is provided by a service called knowmore and they have Aboriginal workers if you want to yarn with an Aboriginal person. You can call knowmore on 1800 605 762.
3. Financial Support - Commonwealth Financial Counselling helps people address their financial problems by providing information, advocacy and negotiation on behalf of the client. Services are voluntary, free and confidential and can be accessed through face-to-face meetings or the National Debt Helpline on 1800 007 007.

## Getting help from a trusted person

The Redress Journey could be a hard one, and you might decide you would like another person to speak and act for you. This is called a Nominee. This person might be a trusted friend or relative or could be your support worker. If you want them to speak for you with the Redress Scheme you need to fill in the Nominee Form.

## Finding a support service

There are both mainstream and Aboriginal and Torres Strait Islander support services available in every state and territory with the exception of the ACT. If you are in the ACT and are seeking an Aboriginal and Torres Strait Islander specific support service, please contact Link-Up NSW.

### Aboriginal and Torres Strait Islander Support Service Providers

<b>NSW</b>	Link-Up (NSW) Aboriginal Corporation	<a href="http://www.linkupnsw.org.au">www.linkupnsw.org.au</a> 1800 624 332 or 02 9421 4700 (for mobiles)
<b>ACT</b>	Link-Up (NSW) Aboriginal Corporation	<a href="http://www.linkupnsw.org.au">www.linkupnsw.org.au</a> 1800 624 332 or 02 9421 4700 (for mobiles)

<b>Northern Territory</b>	Danila Dilba Health Service Aboriginal Corporation	<a href="https://ddhs.org.au">https://ddhs.org.au</a> 08 8942 5400
<b>Queensland</b>	Link-Up (QLD) Aboriginal Corporation	<a href="http://www.link-upqld.org.au">www.link-upqld.org.au</a> 1800 200 855
	Cape York/Gulf Remote Area Aboriginal & Torres Strait Islander Child Care Advisory Association	<a href="http://www.raatsicc.org.au">www.raatsicc.org.au</a> 07 4030 0900 or 1300 663 411
<b>South Australia</b>	Nunkuwarrin Yunti of South Australia Incorporated	<a href="https://nunku.org.au">https://nunku.org.au</a> 08 8406 1600
<b>Victoria</b>	Victorian Aboriginal Child Care Agency	<a href="http://www.vacca.org">www.vacca.org</a> 03 9459 7030
<b>Western Australia</b>	Yorgum Aboriginal Corporation	<a href="http://www.yorgum.org.au">www.yorgum.org.au</a> 08 9218 9477 or 1800 469 371
	Kimberley Stolen Generation Aboriginal Corporation	<a href="http://www.kimberleystolengeneration.com.au">www.kimberleystolengeneration.com.au</a> 1800 830 338

You can find additional support services in your area by visiting the National Redress website [www.nationalredress.gov.au](http://www.nationalredress.gov.au) or calling the National Redress Scheme on **1800 737 377**.

## National crisis numbers

### Lifeline

**13 11 14** — 24/7 crisis support and suicide prevention services. To find local services in your area use [Lifeline's Service Finder](#).

### Suicide Call Back Service

**1300 659 467** — 24/7 telephone crisis support for people at risk of suicide, carers and bereaved, as well as online resources and information

### Kids Helpline

**1800 55 1800** — 24/7 telephone counselling for young people 5 to 25 years

### MensLine Australia

**1300 78 99 78** — 24/7 telephone and online support, information and referral service for men

beyondblue

**1300 22 4636** — 24/7 telephone support service and online chat 4pm - 10pm (AEST)

