

National Redress Scheme

For people who have experienced institutional child sexual abuse

FACT SHEET

GET FREE HELP TO APPLY

This fact sheet gives information on how to get support to apply to the National Redress Scheme (the Scheme).

What help can you get to apply?

The Scheme provides the following free, confidential and independent support services:

- **Legal support services**, delivered by an organisation called 'knowmore', to provide advice about your legal options, and applying for and accepting an offer of redress,
- **Redress support services** to help you understand the Scheme and guide you through the whole application process, and
- **Financial counselling services** to help you think through how to manage your redress payment.

You can access these services at any time when considering applying for redress, if you are applying for redress, or if you are considering an offer of redress.

Legal Support Services

You can call [knowmore](#) on **1800 605 762** to assist you:

- With information on other options available to you, including access to compensation through other schemes or common law rights and claims
- Prior to the application, to ensure you understand the access requirements and the application process
- After you receive an offer of redress and you elect to seek an internal review of the decision
- With advice on the effect of accepting an offer and what this means for future claims.

Redress Support Services

Redress Support Services can:

- be someone to talk to
- give you information about the Scheme and answer your questions
- help you fill out an application, or actually fill out an application for you, or
- help you understand your redress outcome.

Financial Counselling Services

Financial counselling is a free, independent and confidential service that can help you think through how to manage your redress payment. Financial Counsellors can also provide referrals to other services if additional support is required.

To speak to a financial counsellor, call the National Debt Helpline on **1800 007 007** or visit the [National Debt Helpline](#) website.



Redress Support Services

National

[Blue Knot Foundation](#) - 1300 657 380

National telephone and video conferencing support, including counselling, referral, application support and case management, for people who experienced child sexual abuse.

[Bravehearts](#) - 1800 272 831

Counselling and support for people who experienced child sexual abuse.

[Care Leavers Australasia](#)

[Network](#) - 1800 008 774

Support and advocacy for Care Leavers.

[Child Migrants Trust](#) - 1800 040 509

Social work services and counselling for Former Child Migrants.

[Child Wise](#) - 1800 991 099

Trauma informed telephone and online counselling for childhood abuse.

[Children and Young People with Disability](#)

[Australia](#) - 1800 222 660

National telephone service providing information and referral for children and young people with disability.

[In Good Faith Foundation](#) - 03 9940 1533

Independent advocacy, case work, referral and support for people who experienced religious institutional abuse.

[MensLine Australia](#) - 1300 789 978

National telephone and online support, information and referral service for men with family and relationship concerns.

[People with Disability Australia](#)

- 1800 422 015 / TTY: 1800 422 016

National telephone and online service providing information and referrals to people with disability. Face to face support and advocacy available in New South Wales and Queensland.

[Sexual Assault Counselling Australia](#)

- 1800 211 028

National telephone counselling service for people who have experienced abuse. Face to face counselling is available in New South Wales.

[Tzedek](#) - 1300 893 335

Advocacy, referral and support for people who have experienced religious/clergy abuse, with a focus on the Jewish community.

Australian Capital Territory

[ACT Disability, Aged and Carer Advocacy Service](#) - 02 6242 5060

Support for people with disability, older people and their carers.

[Canberra Rape Crisis Centre](#)

- 02 6247 2525

Counselling and support for people who experienced sexual assault, male and female, and their families/supporters, along with information, advocacy and referral.

[Relationships Australia Canberra and](#)

[Region](#) – 1800 052 674 / 1300 364 277

Support, information and referral, and counselling for people who experienced child sexual abuse.

New South Wales

[Interrelate](#) - 1300 473 528

Face-to-face and telephone counselling, information, referral and support service with a network of counselling centres across metropolitan, regional and rural New South Wales.

[Link Up NSW Aboriginal Corporation](#)

- 1800 624 332 / 02 9421 4700

Counselling, healing and culturally appropriate support for Indigenous Australians.

[Relationships Australia NSW](#) – Wattle

Place - 1800 025 441 / 1300 364 277

Support, information and referral, and counselling for people who have experienced child sexual abuse.

[Survivors and Mates Support Network](#)

- 1800 472 676

Trauma-informed support service for men, their families and supporters.

[The Women's Cottage](#) - 02 4578 4190

Community-based support, counselling and referrals for women and their families.

Northern Territory

[Danila Dilba Health Service](#)

- 08 8942 5400

Counselling, healing and culturally appropriate support for Indigenous Australians.

[Relationships Australia NT](#)

- 1300 364 277 / 08 8923 4999

Support, information and referral, and counselling for people who experienced child sexual abuse.

Queensland

[Cape York / Gulf Remote Area Aboriginal & Torres Strait Islander Child Care \(RAATSICC\) Advisory Association](#)

- 1300 663 411 / 07 4030 0900

Safe and informed support, assistance and counselling for people who experienced institutionalised child sexual abuse.

[Centre Against Sexual Violence](#)

- 07 3808 3299

Specialist community-based sexual assault service providing counselling, information, advocacy and support to the Logan, Beaudesert and Redlands communities.

[Link Up Queensland Aboriginal Corporation](#)

- 1800 200 855

Counselling, healing and culturally appropriate support for Indigenous Australians.

[Micah Projects - Lotus Support Services](#)

- 07 3036 4490

Dedicated support service for people who experienced child sexual abuse in an institutional setting.

[Relationships Australia QLD](#)

- 1800 552 127 / 1300 364 277

Support, information and referral, and counselling for people who experienced child sexual abuse.

Victoria

[Drummond St Services](#)

- 03 9663 6733

Specialist recovery and wellness services including counselling and support for people who have experienced child sexual abuse.

[Ngarra Jarra Noun \(VACCA\)](#)

- 03 9459 7030

Counselling and culturally appropriate support and healing for Indigenous Australians.

[Open Place](#)

- 1800 779 379

Counselling and support programs for Forgotten Australians and Former Child Migrants, their families and carers.

[Relationships Australia Vic](#)

- 1800 052 674

Support, information and referral, and counselling for people who experienced child sexual abuse.

South Australia

[Nunkuwarrin Yunti of South Australia](#)

- 08 8406 1600

Counselling, healing and culturally appropriate support for Indigenous Australians.

[Relationships Australia SA - Elm Place](#)

- 1800 998 187

Support, information and referral, and counselling for people who experienced child sexual abuse.

[Victim Support Service](#)

- 1800 842 846

Support, information and referral, and counselling for people who have experienced child sexual abuse.

Tasmania

[Relationships Australia Tasmania](#)

- 1300 364 277

Support, information and referral, and counselling for people who experienced child sexual abuse.

[Sexual Assault Support Service](#)

- 03 6231 0044 / 03 6231 1811

Community based service providing high quality support and information services to people who experienced sexual assault.

Western Australia

[Kimberley Stolen Generation Aboriginal Corporation](#) - **1800 830 338**

Counselling, healing and culturally appropriate support for Indigenous Australians.

[Pilbara Community Legal Service](#) - **08 9185 5899**

Support and counselling for people who experienced child sexual abuse.

[Relationships Australia WA](#)

- **08 6164 0255**

Support, information and referral, and counselling for people who experienced child sexual abuse.

[Yorgum Aboriginal Corporation](#)

- **1800 469 371 / 08 9218 9477**

Counselling, healing and culturally appropriate support for Indigenous Australians.

How can I get immediate support and more information?

To get more information, 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 (local time) excluding public holidays.

If you need immediate support, 24-hour telephone assistance is available through:

- [beyondblue](#) 1300 22 4636
- [1800 Respect](#) 1800 737 732
- [Mensline](#) 1300 789 978
- [Lifeline](#) 13 11 14
- [Suicide Call Back Service](#) 1300 659 467
- In an emergency call Triple Zero (000)