# Free support services

## Easy Read fact sheet

National Redress Scheme

For people who have experienced institutional child sexual abuse

## How to use this document

We want to warn you that this fact sheet talks about **child sexual abuse** in **institutions**.

We explain what these words mean in the word list on page 4.

This subject may be very hard to:

* read about
* talk about.

It may bring up difficult feelings and memories.

The Australian Government wrote this fact sheet. When you see the word ‘we’, it means the Australian Government.

We have written this fact sheet to make it as easy to read as we can.

You may decide to ask for help to read this fact sheet.

A support person like a friend or family member may be able to help you.

We have written some words in **bold**.

We explain what these words mean.

There is a list of these words on page 4.

This fact sheet is from a set of fact sheets about the National   
Redress Scheme.

You can find the whole set on our website at [www.nationalredress.gov.au/about/resources](https://www.nationalredress.gov.au/about/resources)

You can also call the National Redress Scheme on **1800 737 377**.

## Free support services for applying

Redress Support Services can help you before, during and after you apply to the National Redress Scheme.

We have services that can help you:

* understand the National Redress Scheme
* support you when you apply.

A Redress Support Service worker can:

* help you fill in your application
* give you emotional support during the process.

These include services for Aboriginal and Torres Strait Islander survivors that show respect for your:

* culture
* history.

There are also services that can help people with disability.

To help you understand your options, we also have:

* legal support services
* financial support services.

You can contact us if you need to use these support services.

There is no cost for these services.

To find out more about these free services, go to [www.nationalredress.gov.au/support](http://www.nationalredress.gov.au/support)

## Legal support

You might want a **lawyer** to help you apply to the Scheme.

A lawyer is an expert who knows and understands the law.

You might choose to use a:

* private lawyer that works for you
* free lawyer that the Scheme offers.

A private lawyer may ask you to pay for their services.

If you choose to use a private lawyer, you will need to cover the costs.

The Scheme won’t pay these costs for you.

If you don’t want to use a private lawyer, there are free services available.

You can contact knowmore to help you work out which option is better for you.

knowmore is a free legal service that supports people who have experienced child sexual abuse.

You can visit their website at [www.knowmore.org.au](http://www.knowmore.org.au/)

There is no cost for this service.

## Word list

**Child sexual abuse**

Child sexual abuse is when a person younger than 18 is included in or shown sexual acts:

* they don’t understand
* the community thinks are wrong
* that are against the law.

Child sexual abuse includes:

* sexual touching of any part of the body, with or without clothes, including with an object
* sex of any kind with a child
* showing a child sexual acts.

Child sexual abuse is:

* wrong
* a crime
* never the child’s fault.

**Institution**

An organisation set up:

* by the government
* for a religion
* for teaching and learning
* to run a business
* for a social activity
* for sporting activities.

**Lawyer**

A lawyer is an expert who knows and understands the law.

## Contact us

You can contact us to find out more about the Scheme.

Phone – **1800 737 377**

Website – [www.nationalredress.gov.au](http://www.nationalredress.gov.au)

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