

# 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.
- With financial counselling to help you understand how to protect your payment and manage your debts.

#### 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. Knowmore provides this service too, and you can call them on 1800 605 762 to find out more information.



## Redress Support Services

### National (telephone/video support)

#### [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 / 02 9709 4520  
Support and advocacy for Care Leavers.

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

Social work services and counselling for Former Child Migrants.

#### [Full Stop Australia Incorporated](#) - 1800 385 578 / 1800 211 028

National services are provided through the telephone line and scheduled video and face-to-face counselling by appointment. Telephone counselling and redress support are also available for eligible clients who are in correctional facilities.

#### [In Good Faith Foundation](#) - 1300 124 433

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

#### [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.

## Australian Capital Territory / New South Wales

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

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

#### [Care Leavers Australasia](#)

[Network](#) - 1800 008 774 / 02 9709 4520  
Support and advocacy for Care Leavers.

#### [Full Stop Australia Incorporated](#) - 1800 385 578 / 1800 211 028

National services are provided through the telephone line and scheduled video and face-to-face counselling by appointment. Telephone counselling and redress support are also available for eligible clients who are in correctional facilities.

#### [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.

#### [Kinchela Boys Home Aboriginal Corporation](#) - 02 9051 1690 / 02 6533 1840

Providing trauma informed supports and person-centred, family focused programs in Sydney and Kempsey.

#### [Link Up NSW Aboriginal Corporation](#) - 02 7227 1443

Counselling, healing and culturally appropriate support for Indigenous Australians.

#### [New England Family Support Service](#) - 02 6772 7243 / 0450 437 068

NEFSS offers information, referrals, advocacy, and provides therapeutic support throughout the process.



[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.

[Relationships Australia Canberra and Region](#) - **1300 364 277**

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

[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.

[Rosie's Place](#) - **02 9625 2599**

Face-to-face and phone support and can support people who have been impacted by institutional child sexual abuse through all steps of the redress application process. This is from the initial enquiry, preparing applications, as well as post-application support.

[Survivors and Mates Support Network](#) - **1800 472 676**

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

[The Buttery](#) - **02 6687 1111**

Free and confidential trauma informed support to individuals and affected family members who are engaged in both Alcohol and Other Drugs services and the National Redress Scheme through face-to-face, telephone and online supports.

[The Women's Cottage](#) - **02 5478 4190**

Assists women with making an application to the Scheme through face to face, online or phone services. Can also assist clients to access local support services before, during and after their application. Initial contact support and referrals are available for men as needed.

[Women's Activities & Self-Help House](#) – **02 9677 1962**

Community-based resource centre for women providing information, referral, community engagement, community education, crisis counselling, domestic and family violence support services, wellbeing and inclusion programs.

## **Northern Territory**

[Northern Territory Stolen Generations Aboriginal Corporation](#) - **08 8947 9171**

Provides support and assistance, especially for Stolen Generations people, with the National Redress process. Providing information about the Scheme, assists them with their application and refers them to other support services if required.

[Relationships Australia NT](#) - **1300 364 277**

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

## **Queensland**

[Bravehearts](#) - **1800 272 831**

Counselling and support for people who experienced child sexual abuse.

[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.

[Murrigunyah Family & Cultural Healing Centre](#) - **07 3290 4254**

Community based sexual assault support service controlled by Aboriginal and Torres Strait Islander women offering trauma informed counselling using a narrative counselling technique.

[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.

[Relationships Australia QLD](#)  
- **1800 552 127 / 1300 364 277**

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

[TASC National Limited](#) – **07 4616 9700**

Assist people who have experienced institutional child sexual abuse to understand, engage with and apply to the Scheme. TASC also provides counselling and local referrals during this process.

## **Victoria**

[Care Leavers Australasia Network](#) - **1800 008 774 / 02 9709 4520**  
Support and advocacy for Care Leavers.

[Child Migrants Trust](#) - **1800 040 509**  
Social work services and counselling for Former Child Migrants.

[Connecting Home Ltd](#) - **03 8670 0777**

Provides culturally safe National Redress support to Stolen Generations and their families as well as supports beyond accessing the Scheme.

[Drummond St Services](#) - **03 9663 6733**

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

[In Good Faith Foundation](#) - **1300 124 433**

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

[Loddon Campaspe Multicultural Services](#)  
- **03 5441 6644**

Assists people from migrant and refugee backgrounds to access the National Redress Scheme.

[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.

[Windermere](#) - **1300 946 337**

Provides ongoing support, which includes completing the redress application, advocacy, and case coordination.

## **South Australia**

[Nunkuwarrin Yunti of South Australia](#)  
- **08 8254 5300**

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.

[South Australian Council on Intellectual Disability](#) - **08 8352 4416**

Supports people with intellectual disability through the application process, links them to necessary supports and services, and connects them with opportunities to build their resilience.

[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**

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

[South East Tasmanian Aboriginal Corporation](#) - **03 6295 0004**

Provides free, confidential, practical and emotional support before, during and after people make, or consider making, an application to the Scheme.

## **Western Australia**

[Aboriginal Family Legal Service](#) - **08 9355 1502**

Specialist Family Violence service providing specialist legal services in family violence matters. Aboriginal people by providing legal advice and Intensive case management.

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

Social work services and counselling for Former Child Migrants.

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

Counselling, healing and culturally appropriate support for Indigenous Australians.

[Kimberley Community Legal Services](#)

- **1800 686 020**

Free, culturally appropriate and confidential support to assist clients at all stages of their redress journey, from the preparation of an application through to a final determination.

[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.

[Tuart Place](#) - **08 6140 2380 / 1800 619 795**

Provide timely, wrap-around support, including information and guidance, assistance with applications and support throughout the assessment and outcome process.

[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](http://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)