

# National Redress Scheme

For people who have experienced institutional child sexual abuse

## FACT SHEET

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### DIRECT PERSONAL RESPONSE

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

A direct personal response is one of three components of redress that may be offered under the National Redress Scheme (a financial payment, access to counselling and a direct personal response).

Direct personal response is between the survivor and a representative of the institution responsible for the abuse. It will usually involve:

- an acknowledgement of your personal experience, and the impact the abuse has had on you
- an apology
- an explanation by the institution(s) on what they have done or will do, to stop abuse from happening again.

A direct personal response can be:

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

It is important for you to 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 all components of your redress offer, you just need to sign the acceptance document.

The Scheme will then send you details of the contact person(s) at the responsible institution(s) who will work with you to arrange your direct personal response(s). You, or your support person, can contact the institution's contact person when you feel ready to start discussing what you would like to happen in your direct personal response. You can do this at any time up until the end of the Scheme (i.e. 30 June 2028).

You can choose to have a support person with you at any time during the direct personal response process.

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The Scheme can also provide you, or your support person, with more information about direct personal response – what it is, what it can involve, and what it might look like for you. You can also ask the Scheme to help you to contact the institution, or connect you with a Redress Support Service.

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

Receiving a direct personal response from the institution 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.

You can choose not to accept the offer of a direct personal response, if you wish. However, if you do this, you cannot change your mind later on.

### **How do I contact the Scheme for DPR information and Support?**

You can contact the Scheme at any time while your application is progressing – while you consider your redress outcome, or after you have accepted your redress offer of a direct personal response.

Call us on **1800 737 377** and ask to speak to DPR Information and Support.

### **How can I get support and more information?**

Free, confidential specialist support services are available before, during and after the application process.

To find out **how to apply** and connect with a free **Redress Support Service**, please go to **[nationalredress.gov.au](http://nationalredress.gov.au)** or call the National Redress Scheme on **1800 737 377** Monday to Friday 8am to 5pm AET, excluding public holidays – charges may apply.

For immediate support, 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)
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