

National Redress Scheme

For people who have experienced institutional child sexual abuse

FACT SHEET

INFORMATION FOR SUPPORT PERSONS

This fact sheet provides information to help you assist another person to engage with the National Redress Scheme (the Scheme).

The term 'support persons' means anyone who provides practical and/or emotional support to a person who has experienced institutional child sexual abuse. If someone has reached out to you, it is important to remember that listening to their story and supporting them can help with their healing.

Speaking about abuse

It can be very hard for a person to speak about their abuse. For this reason, it is important that they feel listened to, supported and believed. You can play a substantial role in helping them to overcome the significant barriers they face around disclosing, speaking about and/or reporting their abuse and in seeking help.

If a person does not feel believed, receives a negative reaction or believes there will be negative consequences for them, their family or community, the person is less likely to speak about their abuse or seek help.

It can be hard to support a person who has been sexually abused. There is free support available at <https://www.nationalredress.gov.au/support>. If in doubt, contact one of the support services listed below under 'Ask for help'.

If at any time you believe that someone is in immediate danger, please **call 000**, the **Emergency Call Service**.

Become informed about the options

The National Redress Scheme is not a person's only option. A person may prefer to pursue a civil claim rather than seeking redress through the Scheme. This is each person's choice although it is important to understand that a person who accesses redress cannot then go through a civil claim process.

[Knowmore](#) is an organisation that can provide free and confidential legal advice to people who have experienced institutional child sexual abuse about their options. You can find out more about knowmore by visiting www.nationalredress.gov.au/support/independent-legal-support or by calling knowmore on 1800 605 762 (call charges may apply).

The person may choose to use their own legal service to obtain advice and assistance. It is important to remember that there is likely to be a cost associated with this. The cost of using their own legal service will not be covered by the Scheme.

The Scheme provides redress to people who experienced institutional child sexual abuse. Through the Scheme, people can access a redress payment, counselling and a direct personal response from the responsible institution. People can seek to apply for all three or any combination of the three. You can find out more at www.nationalredress.gov.au or by calling the Scheme on 1800 737 377 or contacting a free [Redress Support Service](#).

Undertaking any of these processes is not easy. Some people may decide they are not ready, or that they do not wish to pursue these options at all. Whatever a person decides, it is their choice if and how they seek support or assistance and that choice must be respected.

Being a nominee

In some cases, a person might ask you to be their nominee for the Scheme.

A nominee is someone who can act on a person's behalf around the Scheme. This could be a family member, friend, legal guardian or support service.

A nominee must act in the person's best interest at all times. It is important for a nominee to know how the person would like them to act on their behalf. For more information on Scheme nominees, go to www.nationalredress.gov.au/applying/thinking-about/nominees.

Ask for help and looking after yourself

It is important to look after yourself when supporting a person affected by trauma or when engaging with traumatic material. You may find it helpful to talk to a support service about how you can help another person while maintaining your own wellbeing. You may also benefit from understanding more about [vicarious trauma](#), how to recognise the risks early and manage them.

Additionally, examples of activities you may like to try to support your wellbeing and self-care can be found on the [Blue Knot Foundation](#) or [Beyond Blue](#) websites.

Free, confidential Redress Support Services are available in all states and territories to provide practical and emotional support to applicants and their supporters. They can help you and the applicant understand the Scheme, provide emotional support and guide you through the whole application process.

Redress Support Services can also provide free, safe and culturally appropriate support for people with disability, Aboriginal and Torres Strait Islander people, LGBTIQ+ people, and people from culturally and linguistically diverse backgrounds. For more information visit www.nationalredress.gov.au/support or call the Scheme

on 1800 737 377 Monday to Friday 8am to 5pm AET, excluding public holidays - charges may apply.

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

- 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)

Additional resources

- The Blue Knot Foundation has developed other resources to assist supporters. This includes a fact sheet for applying trauma-informed principles to conversation about trauma. For further information visit: <https://www.blueknot.org.au/Survivors-Supporters/Supporters>.
- The National Redress Scheme is in response to the Royal Commission into Institutional Responses to Child Sexual Abuse. For further information visit: <https://www.childabuseroyalcommission.gov.au/final-report>.