

National Redress Scheme

For people who have experienced institutional child sexual abuse

FACT SHEET

RESPONDING OR ASKING FOR A REVIEW OF THE REDRESS OUTCOME

This fact sheet has information on how you can respond to, or ask for a review, of your redress outcome.

How will I find out about the redress decision?

The National Redress Scheme (the Scheme) will call you and send you a letter about the outcome of your application.

How do I accept an offer of redress?

To accept an offer you need to sign, date and return the acceptance document.

This needs to be done within 6 months of the date on the offer letter. As a reminder, you will be contacted by the Scheme when you have 1 month left to accept your offer of redress.

You can ask for more time to decide by calling the Scheme on **1800 737 377**.

The completed acceptance document will tell the Scheme:

- which parts of the redress offer you want, and
- you understand that you are entering a legally binding agreement. This means you will take no further civil action against the responsible institution, its officials and any institutions they are associated with.

When you accept you will also be asked to complete a form to confirm how you would like your redress paid, and your bank account details.

Once these are received, the Scheme will then provide you a letter confirming when payment is made, your counselling and psychological care offer (if accepted) and contact details for the responsible institution(s) for you to arrange a direct personal response (if accepted) when you are ready.

How do I get an extension for the acceptance period and/or review period?

To ask for more time, you (or your nominee) need to call the Scheme on **1800 737 377**, before the end of your 6 month acceptance or review period that is shown in the redress outcome letter.

This period can be extended after this time in exceptional circumstances.

If you are given an extension to your acceptance period, the review period is also automatically extended. The Scheme will write to you with your new extension end date.

Declining your offer of redress

You (or your legal nominee) can decline your offer of redress by completing the 'Declining the Offer of Redress' form sent with your redress offer outcome, and return it to the Scheme, **or** you can do nothing.

If you need a copy of this form, please call us on **1800 737 377**.

If we don't hear from you before your acceptance period ends, the Scheme will consider that you have declined.

If you decide to decline your offer of redress, you will not be able to apply to the National Redress Scheme again. If you were eligible and received an advance payment of redress, you will also need to pay this money back to the Commonwealth.

Asking for a review

If you do not agree with the outcome, you (or your nominee) can ask for a review.

To ask for a review, complete the 'Application for review of determination form' sent to you with the outcome letter, and return it to the Scheme. If you need another copy of this form, please call us on **1800 737 377**.

Once the form is received, a different Independent Decision Maker from the one who made the original decision will do the review. You will not be able to provide additional information.

A review may keep the original decision or make a new decision. This means your offer could stay the same, it may be more or it may be less. It may also result in a different decision about your eligibility under the Scheme.

The Scheme will write to you to let you know the outcome of the review.

- If an offer you were originally made is confirmed, you will have an extra 2 months to consider whether to accept or decline the offer
- If a different offer is made, the previous offer will be withdrawn, and the new offer may provide a higher or lower redress payment
- If a new or different offer is made, you will have 6 months to consider this offer. Institutions cannot request a review of redress decisions.

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** 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)

Can I get help to decide if redress is the best option for me?

Getting redress through the National Redress Scheme is an alternative option to seeking compensation through the courts.

People can either apply for redress through the National Redress Scheme or seek compensation but they cannot do both.

knowmore is a free, confidential and independent legal service. This service can help you decide whether redress or a civil legal claim will be the best option for you.

You can contact knowmore on **1800 605 762** or at **knowmore.org.au**

Free services to support you Redress Support Services

Free legal advice

knowmore is a free, independent legal support service for people applying to the Scheme. You can call knowmore on **1800 605 762** (call charges may apply) or go to **knowmore.org.au**

You may choose to get your own legal service. The cost of using your own legal service is not covered by the Scheme.

Free support services

Redress Support Services can offer you information, support and advice.

You can connect with a support service by going to **nationalredress.gov.au/support** or calling the Scheme on **1800 737 377** (call charges may apply). If you are overseas, call us on **+61 3 6222 3455** and ask to speak to the National Redress Scheme.

Free financial counselling

knowmore provides a free, independent and confidential financial counselling service that can support you.

To speak to a financial counsellor, call **knowmore** on **1800 605 762** (call charges may apply) or go to **knowmore.org.au/services/financial-counselling/** for more information.