

# National Redress Scheme

For people who have experienced institutional child sexual abuse

## FACT SHEET

### THE APPLICATION PROCESS

This fact sheet gives an overview of the National Redress Scheme application process.

The National Redress Scheme started on 1 July 2018 and will run for 10 years. You can apply any time between now and 30 June 2027.



#### Finding out about the National Redress Scheme

Call the National Redress Scheme on **1800 737 377** Monday to Friday 8am to 5pm AET, excluding public holidays - charges may apply. Visit the website at **[www.nationalredress.gov.au](http://www.nationalredress.gov.au)**.

Connect with a Redress Support Service (through the number or website).



#### Things to consider

Whether you can apply.

Whether redress or a civil claim is the best option for you.

Who will support you to fill in the application form.



#### Filling in and submitting the application

It can be done online, or on paper.

Free Redress Support Services can help you fill in your application form. When you have submitted the form, the National Redress Scheme team will contact you about next steps.

#### The Independent Decision Maker considers the application

People can take as much time as they need to complete their application.

The assessment may take between 3 and 12 months.

Applications will be prioritised for people who are ill or elderly.



#### Accepting the offer or asking for a review

A phone call and letter will let you know if you have an offer of redress.

**To accept the offer**, you will need to let the Scheme know within **six months**. You can ask for more time to decide by calling the Scheme on **1800 737 377**.

If you are not satisfied with your offer, you can ask for a review using the Scheme's form provided with your offer letter. The review may change the monetary payment offer and it may be less than the first offer.



# National Redress Scheme

For people who have experienced institutional child sexual abuse

## FACT SHEET

---

### 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](https://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)