

Strategic Success Measures December 2023

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Key Operating data: Redress Applications

As at 29 December 2023, **35,026** applications had been received by the Scheme. Of these:

- **14,805** applications were finalised (**15,901** outcomes have been issued to applicants)
- Since the start of the Scheme, **13,969** payments were made totalling approximately **\$1.24 billion**, with an average payment amount of **\$89,003**.
- **18,905** applications were on hand being processed
 - **961** offers had been made and are awaiting an applicant's decision
 - **996** applications were with institutions to provide information
 - **5,264** applications were on hold (for reasons such as at the request of the applicant, due to a non-participating institution, or difficulty in contacting the applicant)
 - **11,684** applications were in progress:
 - **9,443** applications were able to be actioned
 - **2,241** applications were unable to be actioned (for reasons such as awaiting the applicant to contact the Scheme or awaiting more information)
- **1,316** applications had been withdrawn
- **591** reviews had been requested
- **2,238** advance payments had been made
- Approximately **484,700** calls had been made to the Scheme

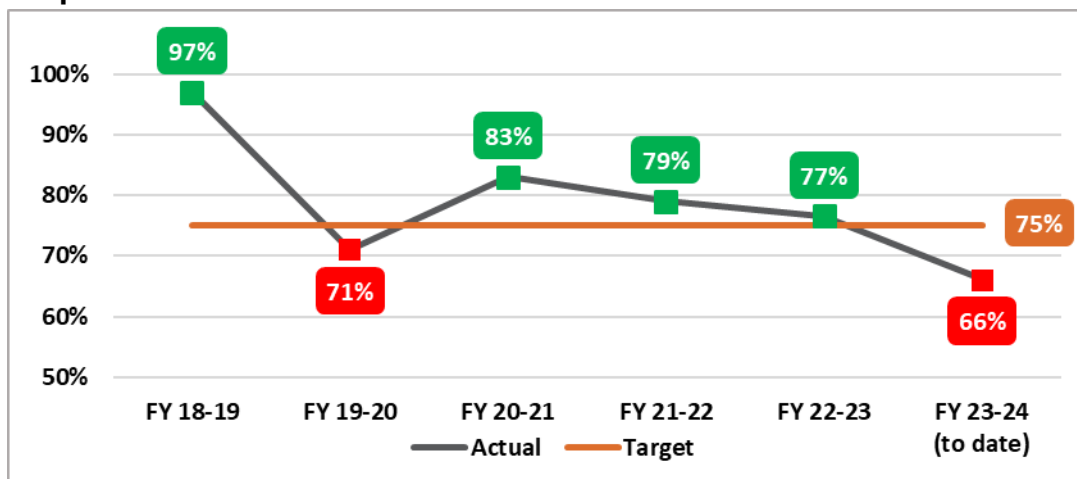
1. Survivor Experience

1a. Application timeliness

At least **75%** of applications that name institutions that participate in the Scheme will have a decision communicated to the applicant within 6 months of all necessary information being received by the Scheme ^[1].

The following data was accurate as at 29 December 2023. For the first time in the past 3 financial years, performance fell below the target of 75%. This can be attributed to increased demand on the Scheme, as seen in the sustained increase in the number of applications since 2022.

Figure 1a – Percentage of Outcomes Notified within 6 months of Receiving All Required Information



Source: National Redress Scheme, December 2023

As at 29 December 2023, the average processing time for applications was **12.2 months**. This was for the period from when the Scheme first received an application until the applicant was notified of an outcome. This is a different calculation from the measure presented in Figure 1a.

Note

[1] The metric commenced timing from the point that all necessary information was received (i.e. all information from the applicant and any institutions was received) until an outcome was delivered.

1b. The Survivor Journey

Survivor experience with the process of the Scheme, including Scheme responsiveness, degree of respectful, dignified, knowledgeable and trauma-informed interactions, ease of understanding, level of pro-activity, consistency of service quality.

In 2020, the department engaged Whereto Research to develop a trauma-informed, safe, and respectful survey to report on the survivor journey. Applicants were invited to opt-in to receiving the survey through their letter of offer. The survey collected information about applicants' experiences with the Scheme.

The number of people who responded to the survey was relatively small in proportion to all those who received an outcome. The survey responses received provided valuable information to help the Scheme identify trends over time and how survivors felt about their interactions with the Scheme but these responses may not be representative of the whole applicant population.

Results from the survey report delivered to the department in December 2023 included:

- **2,132** people accepted an offer of redress and were invited to opt-in
- **422** requested a survey pack
- **42 (10%)** of those who requested a survey pack completed and returned a paper, online or telephone survey



Key Highlights:

This survey report compared responses across three surveys to identify trends over time.

- The proportion of respondents who said it wasn't easy to find out about the Scheme decreased from **25%** to **10%** from the first survey in 2022 to the latest survey.
- **73%** of respondents to the latest survey said it was easy to contact the Scheme, increasing from **60%** in the first survey.
- The proportion of respondents reporting that Scheme staff were helpful and respectful increased from **78%** in the first survey to **95%** in the latest survey.
- In the latest survey, **12%** of respondents said the time taken to receive an outcome was too long, down from **42%** in the first survey.

Apart from the survivor survey, the Scheme received feedback from survivors and other stakeholders through other avenues, including the survivor roundtable, correspondence, and project specific consultation.

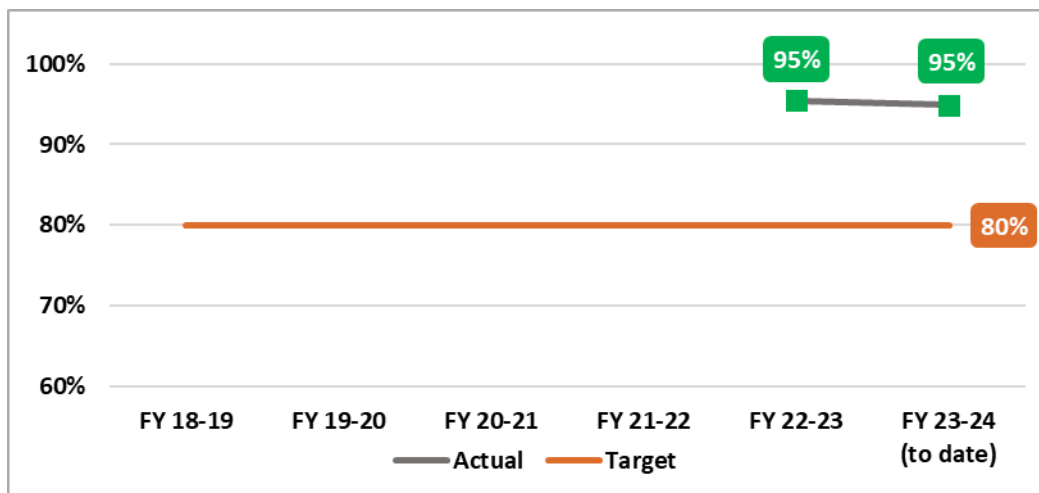
1c. Advance Payment

The Scheme will issue $\geq 80\%$ of eligible survivors with an advance payment within 7 days of receiving acceptance documentation.

The following data was accurate as at 29 December 2023.

Following legislative amendments, advance payments were introduced in October 2021. The Scheme has delivered on its target.

Figure 1c - Percentage of Advance Payments Issued within 7 Days of Receiving Acceptance Documents



Source: National Redress Scheme, December 2023

National Redress Scheme

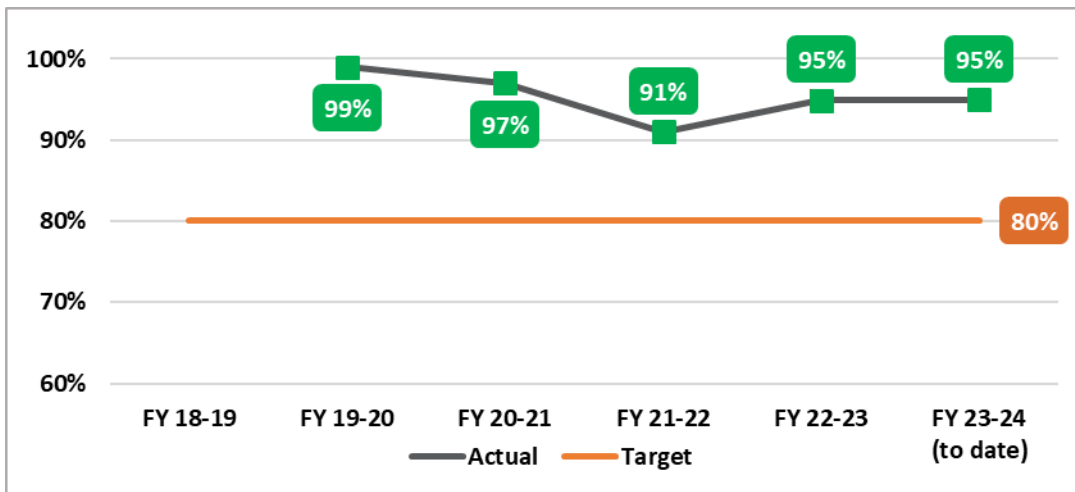
For people who have experienced institutional child sexual abuse

1d. Redress Payment

The Scheme will issue $\geq 80\%$ of survivors a redress payment within 14 days of receiving acceptance documentation.

The following data was accurate as at 29 December 2023. The Scheme has consistently delivered on this target.

Figure 1d – Percentage of Payments Issued within 14 Days of Receiving Acceptance Documents



Source: National Redress Scheme, December 2023

2. Health of the Scheme

2a. Survivor acceptance

This metric measures the percentage of redress offers accepted by survivors across Direct Personal Responses and Counselling and Psychological Care services.

This data was accurate as at 29 December 2023.

- **10,652 (74%)** of people who accepted an offer of redress, had also accepted the offer for Counselling and Psychological Care (CPC) services. Of these **7,297 (69%)** were for referral services and **3,355 (31%)** were for a lump sum payment ^[1].
- **8,492** (representing **59%** of applicants who responded to their offer of redress) indicated that they may like to participate in a Direct Personal Response.

Note

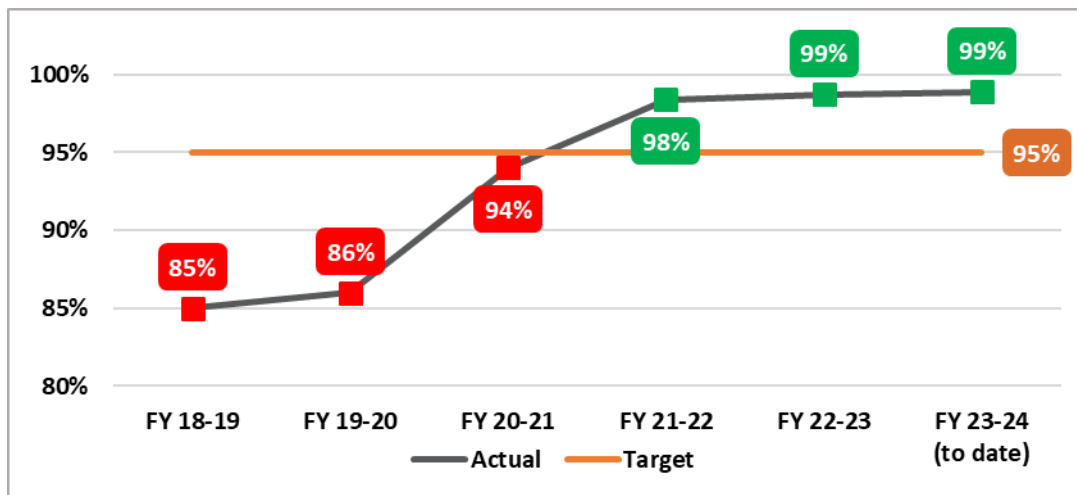
[1] Since January 2023 all states and territories except South Australia offered services rather than payments.

2b. Maintaining institution participation

The Scheme will engage and maintain participation, with institutions on-board to cover $\geq 95\%$ of applications in progress.

This data was accurate as at 29 December 2023. Since the beginning of the Scheme, significant progress was made in this area, and the Scheme has delivered on this target since 2021-22.

Figure 2b – Percentage of On-Board Institutions Covering Applications in Progress



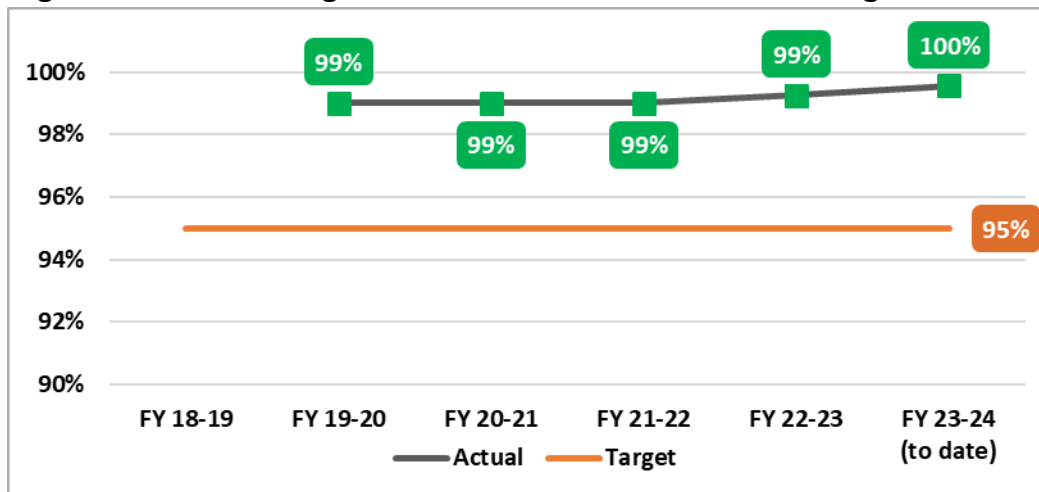
Source: National Redress Scheme, December 2023

2c. Quality Decision Making

The Scheme will maintain quality decision-making, with $\geq 95\%$ of initial determinations reflecting the final outcome.

The following data was accurate as at 29 December 2023. The Scheme has consistently delivered on this target with 99% success rate. This measure of quality decision-making considered the outcomes of the review process. Less than 1% of all initial determinations were changed at the review stage.

Figure 2c – Percentage of Initial determinations reflecting the outcome.



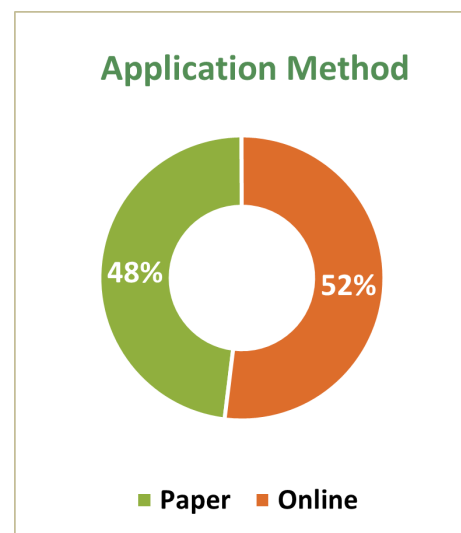
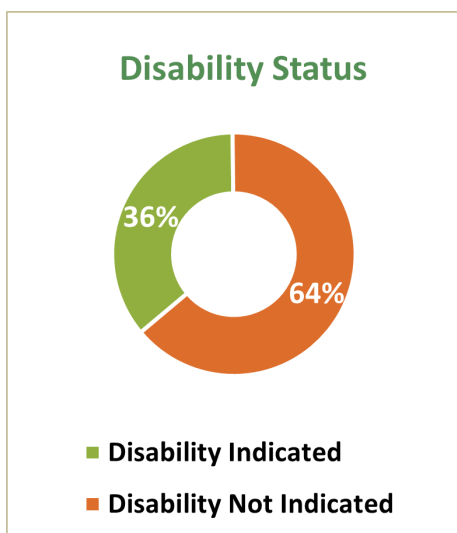
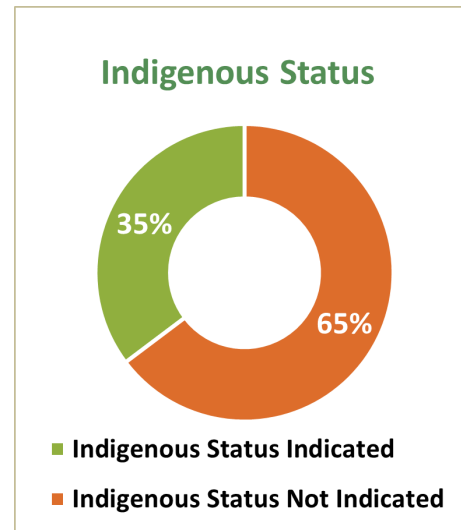
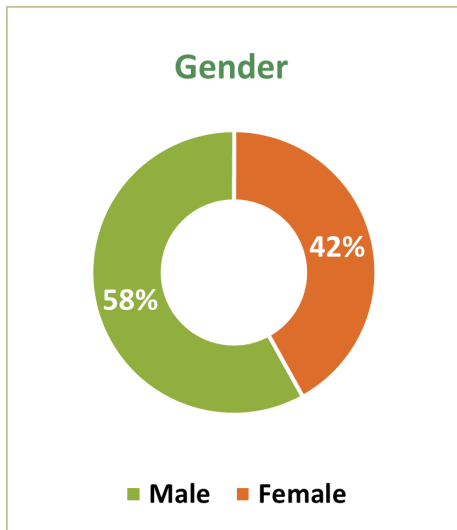
Source: *National Redress Scheme, December 2023*

3. Equity of Access

3a. Scheme accessibility

The number of survivors who successfully lodge an application with the Scheme each year, published according to survivor demographics, such as participation by First Nations / rural and remote / people with disability / elderly

As at 29 December 2023 the demographics of applicants over the life of the Scheme were:



National Redress Scheme

For people who have experienced institutional child sexual abuse

Applicant's Residential location

National	35,026*
ACT	410
NSW	7,123
NT	344
QLD	11,403
SA	4,643
TAS	1,813
VIC	3,866
WA	5,255
Overseas	138
Unspecified	31

*The National figure included overseas and unspecified numbers in addition to the jurisdiction numbers.

Scheme Accessibility: Over the life of the Scheme as at 29 December 2023



- **17%** of applications received were from elderly applicants ^[1]
- **35%** of applicants identified as First Nations
- **36%** applicants self-identified as living with a disability ^[2]
- **42%** of applicants resided in a regional or remote area ^[3]

Note

[1] Elderly applicants were defined as over 70 at age of application, or over 55 for First Nations applicants.

[2] Disability was not a term defined by the Scheme. Applicants may self-identify as having a disability, which included illness and age-related conditions.

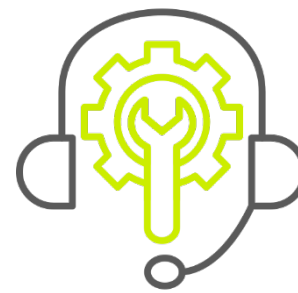
[3] Remoteness was defined based on the 2016 Australian Bureau of Statistics Remoteness Areas Structure based on a measure of relative access to services.

3b. Support service accessibility

Accessibility of the Scheme's support services to all survivor demographics, such as participation by First Nations / rural and remote / people with disability / elderly.

Redress Support Services (RSS) were specialist, trauma-informed, culturally safe, survivor centred services, which provide free, confidential, practical and emotional support before, during and after people make, or consider making, an application to the National Redress Scheme. Many Services conducted outreach to support people to apply from survivor demographics.

At 29 December 2023, there were **45** funded services, including **12** Indigenous-specific services, which ensured Aboriginal and Torres Strait Islander applicants had access to culturally safe services.



Support Service Accessibility: Over the life of the scheme as at 29 December 2023

- Approximately **13%** of applicants were supported by a RSS
- Approximately **7%** were supported by knowmore Legal Service
- **38%** of applicants who identify as having a disability used a RSS ^[1]
- **24%** of applicants who lived in a regional or remote location used a RSS ^[2]
- **29%** of applicants who identified as First Nations used a RSS
- **46%** of elderly applicants at application used a RSS ^[3]
- **29%** of applicants had nominees to assist them to engage with the Scheme. These nominees were not necessarily RSS representatives – they could be an applicant's family member, friend or lawyer.

Note

[1] Disability was not a term defined by the Scheme. Applicants may self-identify as having a disability, which included illness and age-related conditions.

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