

Strategic Success Measures December 2022

Contents

Key Operating data: Redress Applications.....	2
1. Survivor Experience.....	3
1a. Application timeliness.....	3
1b. Survivor journey	4
1c. Advance payment.....	5
1d. Redress payment.....	6
2. Health of the Scheme	7
2a. Survivor acceptance.....	7
2b. Maintaining institution participation.....	8
2c. Quality decision making.....	9
3. Equity of Access.....	10
3a. Scheme accessibility	10
3b. Support service accessibility	12

Key Operating data: Redress Applications

As at 30 December 2022, **21,674** applications had been received by the Scheme. Of these:

- **11,631** outcomes have been issued to applicants
- **10,893** applications have been finalised
- **10,453** payments have been made, totalling approximately **\$919** million
- The average payment was **\$87,960**
- **10,096** applications were on hand being processed
 - **709** offers had been made and were awaiting an applicant's decision
 - **787** applications were with institutions to provide information
 - **2,227** applications were on hold, for reasons such as at the request of the applicant, due to a non-participating institution, or where there are difficulties contacting an applicant
- **685** applications had been withdrawn
- **437** reviews had been requested
- **1,257** advance payments had been made
- Approximately **325,800** calls had been made to the Scheme

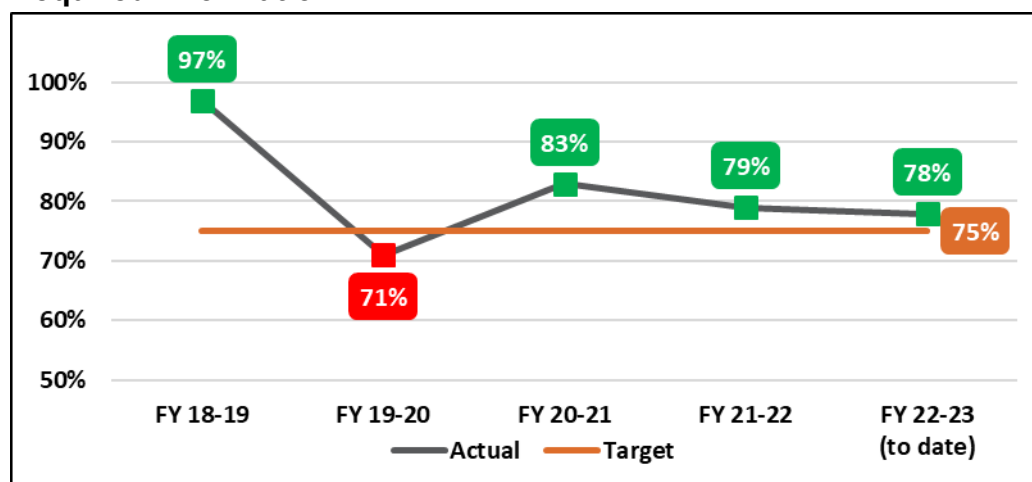
1. Survivor Experience

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 30 December 2022 and indicates that since 2020-21, the Scheme has delivered on this objective.

Figure 1a – Percentage of Outcomes Notified within 6 Months of Receiving all Required Information



Source: National Redress Scheme, Dec 2022

As at 31 December 2022, the average processing time for applications was **11.8** months. This was for the period from when the Scheme first receives an application until the applicant was notified of an outcome. This was a different calculation from the measure presented in Figure 1a.

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 an applicant's experience 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 responses received provided valuable information to help the Scheme identify trends over time and how survivors feel 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 April 2022 included:

- **641** people accepted an offer of redress and were invited to opt-in
- **263** requested a survey pack
- **94 (35.7%)** of those who requested a survey pack completed and returned a paper, online or telephone survey

Key Highlights:

- **60%** of applicants who wanted support found it easy to obtain
- **88%** of respondents were satisfied with the support they received
- **86%** found staff to be helpful and respectful and **74%** of respondents were satisfied with the overall quality of service from the Scheme
- A majority of respondents found it easy to contact the Scheme if required (**62%** did)
- Roughly half of respondents had to follow up with the Scheme at least sometimes for information or answers (**52%**)
- **42%** of respondents felt the time taken for the Scheme to make a decision was too long

Apart from the survivor survey, the Scheme received feedback from survivors and other stakeholders through other avenues, including survivor roundtables, correspondence, and project specific consultation. The Scheme implemented a range of improvement measures in 2021-22 including introducing advance payments, payments by instalment and the removal of the requirement for an application to include a statutory declaration.

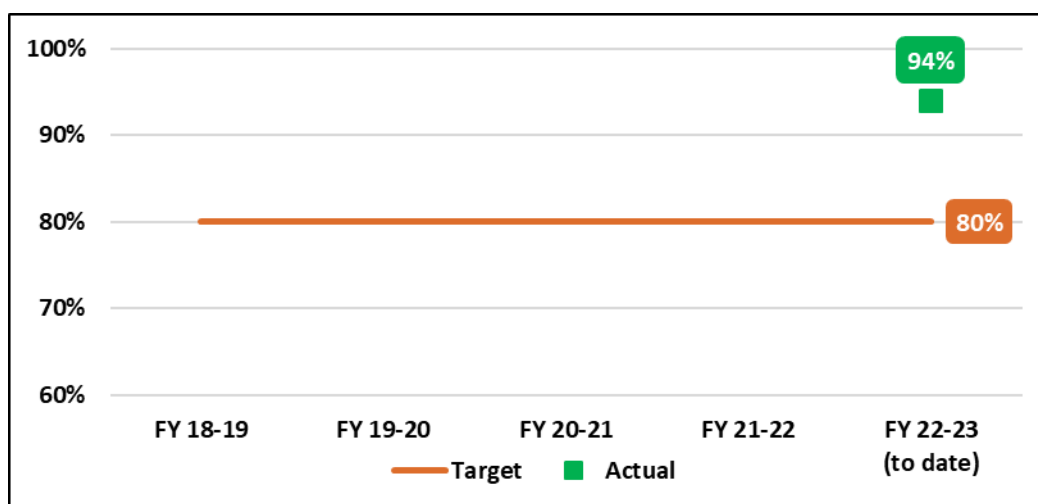
1c. Advance Payment

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 31 December 2022.

Following legislative amendments, advance payments were introduced in October 2021. The Scheme delivered on this target for the 2022-23 year to date.

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



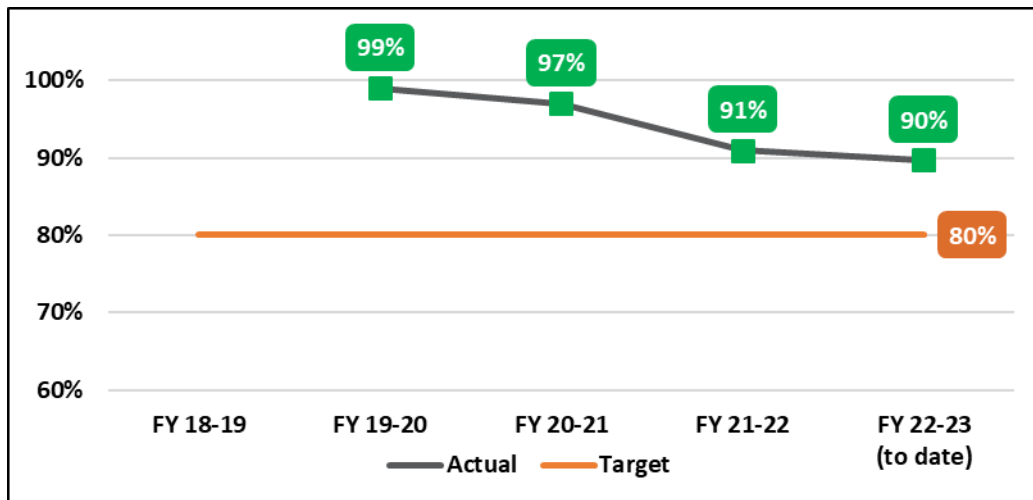
Source: National Redress Scheme, Dec 2022

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 30 December 2022. 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, Dec 2022*

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 30 December 2022.

- **7,939 (73%)** of people who accepted an offer of redress, had also accepted the offer for Counselling and Psychological Care (CPC) services ^[1]. Of these **5,109 (64%)** were for referral services and **2,830 (36%)** were for a lump sum payment.
- **6,379** (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 offer services rather than payments.

National Redress Scheme

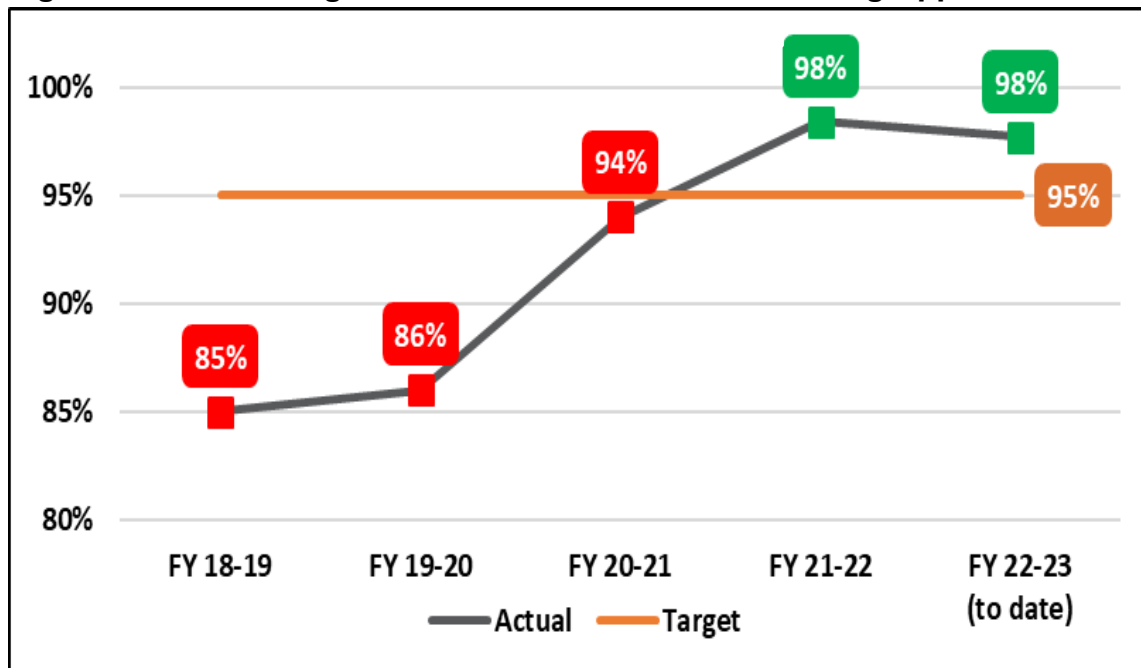
For people who have experienced institutional child sexual abuse

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 30 December 2022. Since the commencement of the Scheme, significant progress has been 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



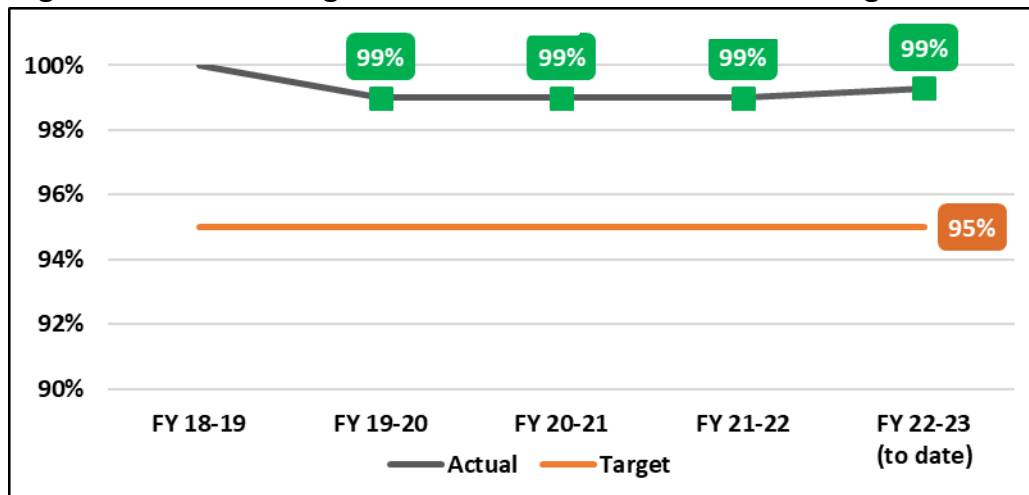
Source: National Redress Scheme, Dec 2022

2c. Quality Decision Making

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

The following data was accurate as at 30 December 2022. The Scheme has consistently delivered on this target with a 99% success rate. This measure of quality decision making considered the outcomes of the review process. Less than 1% of all initial determinations are changed at the review stage.

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



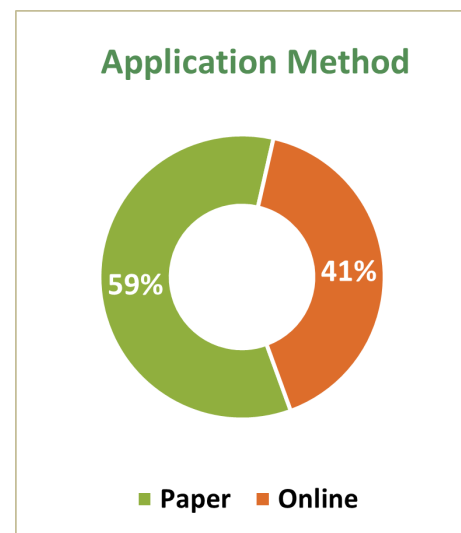
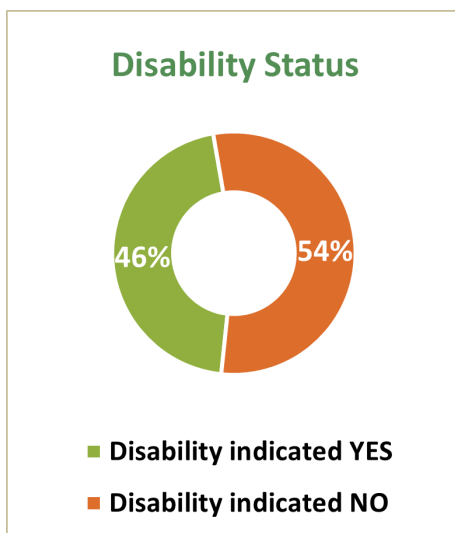
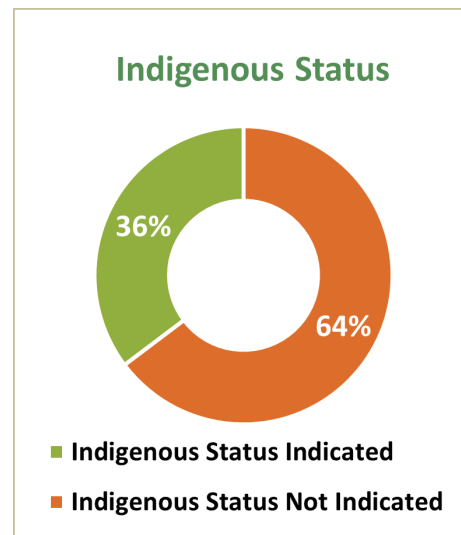
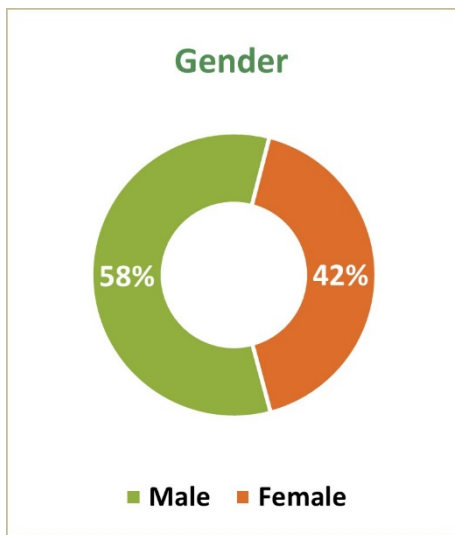
Source: *National Redress Scheme, Dec 2022*

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 30 December 2022, the demographics of applicants over the life of the Scheme were:



National Redress Scheme

For people who have experienced institutional child sexual abuse

State of residence - applicants

National	21,674*
ACT	292
NSW	4,290
NT	222
QLD	6,884
SA	2,097
TAS	1,230
VIC	2,685
WA	3,861
Overseas	105
Unspecified	8

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

Scheme Accessibility: Over the life of the Scheme as at 31 December 2022



21% of applications received were from elderly applicants ^[1]

36% of applicants identified as First Nations

46% applicants self-identified as living with a disability ^[2]

40% of applicants resided in a rural 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) are 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.

As at December 2022, 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 31 December 2022

- Approximately **26%** of applicants were supported by a RSS
- Approximately **10%** were supported by knowmore Legal Service
- **44%** of applicants who identified as having a disability used a RSS ^[1]
- **30%** of applicants living in a rural or remote location used a RSS ^[2]
- **35%** of applicants who identified as First Nations used a RSS
- **48%** of elderly applicants at application used a RSS ^[3]
- **35%** 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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