

Redress Support Services

Details of services that can assist you with the National Redress Scheme



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

- **beyondblue: 1300 224 636**
- **Full Stop Australia: 1800 211 028**
- **MensLine Australia: 1300 789 978**
- **Lifeline: 13 11 14**

What is the National Redress Scheme?

The National Redress Scheme provides support to people who have experienced institutional child sexual abuse. Some examples of institutions are schools, churches, missions, hospitals, sports clubs, orphanages or children's homes, or welfare services. The Scheme started on 1 July 2018 and will end on 30 June 2028.

All applications for redress must be made by 30 June 2027.

The Scheme can offer:

1. Counselling
2. A payment up to \$150,000
3. A Direct Personal Response (an apology or acknowledgement from the institution)

A person will be eligible to apply for redress if they:

1. Experienced institutional child sexual abuse before 1 July 2018
2. Were born before 30 June 2010
3. Are an Australian citizen or permanent resident

Redress is about recognising the harm done to people who were sexually abused as children while in the care of an institution.

To apply for redress you can fill out an application form and send it to the Scheme or you can apply online via myGov.

For help with this process, or to find out if you might be eligible, you can speak to any of the services listed in this booklet or contact the National Redress Scheme on 1800 737 377 or visit the website **www.nationalredress.gov.au**.

You can contact the Scheme Monday to Friday, 8am - 5pm Australian Eastern Time.

What is a Redress Support Service?

Redress Support Services (RSS) are specialist, trauma-informed, culturally safe, survivor centred services. Free, confidential, practical and emotional support is available before, during and after people make, or consider making, an application to the Scheme. RSS can refer people to knowmore for free legal advice and financial counselling, as well as other community services as needed. RSS offer face-to-face, online and telephone support, noting operating hours are local time.

knowmore is available for anyone considering applying for redress who wants legal support. It is free, confidential and independent. knowmore also has redress financial counsellors for people who are thinking about applying or have applied to the Scheme.

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Australia Capital Territory Support Services



ACT Disability, Aged & Carer Advocacy Service

ADACAS provides advocacy support for people with disability, people experiencing mental ill health and older people. Support is available to assist people with their application to the National Redress Scheme.

Bi-lingual advocates are available who can support clients to access the Scheme in Spanish, Hebrew and Japanese.

Face-to-face and telephone is available, and ADACAS can travel to meet clients within the ACT.

ADACAS provides information and education/ awareness-raising about the Scheme, and referrals.

ADACAS is also supporting people to engage with and make their submissions to the Disability Royal Commission in the ACT and the South Coast.



Primary: Weston, ACT & Batemans Bay, NSW

Outreach: ACT & the South Coast



(02) 6242 5060



adacas@adacas.org.au



<http://www.adacas.org.au>



9.00am to 5.00pm
Monday to Friday



Relationships Australia Canberra & Region

RACR provides casework, practical support, counselling and outreach services to people who have experienced institutionalised child sexual abuse.

The Dhunlung Yarra team are available to support Aboriginal and Torres Strait Islander applicants in a culturally safe way. RACR has expertise in supporting our older generations, people living with disability, in remote areas or who have experienced domestic or family violence.

Support is available before, during and after people make, or consider making, an application to the Scheme. Support is offered through face-to-face, outreach, online, and telephone support.

This includes guidance and practical support to complete an application and other support to help people through their journey with the Scheme.

Services are inclusive and tailored to meet the needs of all people.



Primary: ACT and Wagga Wagga, NSW

Outreach: Batemans Bay, Bega, Goulburn, Cootamundra, Culcairn, Griffith, Moruya, Temora, Tumut, Young



1300 364 277



[Relationships Australia Canberra & Region](#)



<http://www.racr.org.au>



9.00am to 5.30pm Monday to Friday. Extended hours available until 6.30pm on Tuesdays.



New South Wales Support Services



ACT Disability, Aged & Carer Advocacy Service

ADACAS provides advocacy support for people with disability, people experiencing mental ill health and older people. Support is available to assist people with their application to the National Redress Scheme.

Bi-lingual advocates are available who can support clients to access the Scheme in Spanish, Hebrew and Japanese.

Face-to-face and telephone is available, and ADACAS can travel to meet clients within the South Coast.

ADACAS provides information and education/ awareness-raising about the Scheme, and referrals.

ADACAS is also supporting people to engage with and make their submissions to the Disability Royal Commission in the South Coast.



Primary: Batemans Bay, NSW & Weston, ACT

Outreach: South Coast & the ACT



(02) 6242 5060



adacas@adacas.org.au



<http://www.adacas.org.au>



9.00am to 5.00pm
Monday to Friday



Care Leavers Australasia Network

CLAN is a specialist service run by Care Leavers, for Care Leavers and their families. All staff are both Care Leaver informed, and trauma informed. For Care Leavers engaging with the National Redress Scheme, CLAN can offer support throughout the entire National Redress Scheme process, including assistance completing the redress application form, support, advocacy and counselling, as well as assistance with accessing records.

CLAN offers national telephone counselling and support, as well as face-to-face support in Bankstown, Melbourne and Geelong.



Primary: Bankstown, NSW.
Melbourne and Geelong, Victoria

Outreach: National via online and telephone support



1800 008 774, (02) 9709 4520 or
0425 204 747



support@clan.org.au



<http://www.clan.org.au>



9.00am to 5.00pm
Monday to Friday



Full Stop Australia

The National Sexual Abuse and Redress Support Service is available 24 hours 7 days a week, providing telephone counselling with trauma specialist counsellors. Support includes counselling, information, referrals, and practical support to access the National Redress Scheme. Support and information are also extended to family, friends and colleagues. The trauma specialist counsellors provide debriefing and support to mitigate the risks associated with vicarious trauma for frontline workers involved in the National Redress Scheme.

National services are provided through the telephone line and scheduled video and face-to-face counselling by appointment. Face-to-face counselling support is provided in some locations in NSW.

Telephone counselling and redress support are also available for eligible clients who are in correctional facilities.



Primary: Balmain, Leichhardt, Liverpool, Penrith, Albury, Lismore, Wyoming

Outreach: Various locations across NSW can be arranged on request



1800 385 578 (Full Stop Australia) or 1800 211 028 (Sexual Abuse and Redress Support Service Line)



intake@fullstop.org.au



www.fullstop.org.au



Telephone: 24 hours a day, 7 days a week. Video and face-to-face counselling by appointment only.



Interrelate

Interrelate provides a holistic approach to support clients from the beginning to the end of the National Redress Scheme process. This includes offering information, referral, support and advocacy in completing the application, while also offering therapeutic support throughout the process. Support includes transitioning clients to ongoing counselling and for a direct personal response.



Primary: Central West, Far West and Orana, Hunter Valley, Newcastle and Lake Macquarie



1300 473 528



interrelate@interrelate.org.au



<http://www.interrelate.org.au>



9.00am to 5.00pm
Monday to Friday
Evening and weekend appointments are available if required. Face-to-face, telephone and online (zoom) appointments are available.



Kinchela Boys Home Aboriginal Corporation

KBHAC is a Stolen Generations' survivor led Aboriginal Corporation with a unique survivor led approach to its governance and healing, built on and informed by the guidance and insights of KBH survivors.

KBH survivors own their stories and healing, leading from a place of self-determination. This contributes to the social and emotional wellbeing of survivors, their communities, and cultures.

KBHAC is committed to empowering positive, healthy survivor led support models, greater inclusion in community life and rebuilding and strengthening identity and family structures. We provide trauma informed supports and person-centred, family focused programs in Sydney and Kempsey.

Our focus is KBH survivors, their descendants and families. We also work with other Stolen Generations survivors, their descendants and families and other Aboriginal and non-Indigenous Australians.



Primary: Waterloo, Kempsey



(02) 9051 1690 or
(02) 6533 1840



redress@kbhac.org.au



<https://kinchelaboyshome.org.au>



9.00am to 5.00pm
Monday to Friday



Link-Up (NSW) Aboriginal Corporation

Link-Up (NSW) supports the healing journeys of those removed, delivering professional, culturally sensitive and confidential research, reunions and Social, Emotional and Wellbeing services to those over the age of eighteen.

Link-Up (NSW) has been supporting Aboriginal people on their healing journeys for over 40 years. We support survivors of child sexual abuse who are thinking about making an application to the National Redress Scheme (NRS).

We can:

- have a yarn with you about what happened
- provide you with counselling on this journey
- provide you with information about the NRS and the different paths you can take
- help you fill out the NRS application form
- assist you with getting access to your records
- link you up with other services or legal advice
- act as your 'assistance nominee'.



Primary: Ropes Crossing

Outreach: All areas in NSW



(02) 7227 1443



Linkup@nsw.link-up.org.au



<http://www.linkupnsw.org.au>



9.00am to 4.30pm

Monday to Friday



New England Family Support Service

NEFSS is a confidential, people-centred service, with experienced staff who can refer people to a range of individualised and holistic support services. This includes assisting people to engage with the National Redress Scheme during all the steps of the redress process, including initial enquiries, preparing applications, and ongoing assistance. NEFSS offers information, referrals, advocacy, and provides therapeutic support throughout the process.

If you live in New England North-West and have experienced institutional child sexual abuse, please contact us for assistance. NEFSS is a confidential, people-centred service, and our experienced staff can refer you to a range of individualised and holistic support services to 'walk with you' throughout your engagement with the Scheme.



Primary: Armidale, Guyra, Uralla, and Walcha

Outreach: Tamworth and across New England North



(02) 6772 7243 or 0450 437 068



redress@familysupport.org.au



<https://www.familysupport.org.au>



9.30am to 4.00pm
Monday to Friday



new england *family* support service

People with Disability Australia

PWDA provides free, trauma informed and confidential support to people with disability (including mental health) who are considering applying for the National Redress Scheme.

People are supported face-to-face where possible across NSW and Queensland, and nationally by online and telephone support.

Accessible information and disability aware support is provided throughout the entire redress and Direct Personal Response process, including providing information about other options so that you can make informed choices. Assisted and supported referrals to other services are provided if needed.

PWDA can also assist with separate disability advocacy matters.

Our friendly staff are highly experienced in working with people with disability who are survivors of childhood institutional sexual assault, and utilise holistic, trauma informed and capacity building approaches.



Primary: Sydney

Outreach: Regional and remote areas of NSW, and also Queensland



1800 422 015, 0434 692 845,
or TTY 1800 422 016



pwd@pwd.org.au



<https://pwd.org.au>



9.00am to 5.00pm
Monday to Friday



Relationships Australia Canberra & Region

RACR provides casework, practical support, counselling and outreach services to people who have experienced institutionalised child sexual abuse.

The Dhunlung Yarra team are available to support Aboriginal and Torres Strait Islander applicants in a culturally safe way. RACR has expertise in supporting our older generations, people living with disability, in remote areas or who have experienced domestic or family violence.

Support is available before, during and after people make, or consider making, an application to the Scheme. Support is offered through face-to-face, outreach, online, and telephone support.

This includes guidance and practical support to complete an application and other support to help people through their journey with the Scheme.

Services are inclusive and tailored to meet the needs of all people.



Primary: Wagga Wagga, NSW & ACT

Outreach: Batemans Bay, Bega, Goulburn, Cootamundra, Culcairn, Griffith, Moruya, Temora, Tumut, Young.

Outreach services can be provided to other locations upon request.



1300 364 277



<https://racr.org.au/contact-us/contact>



<http://www.racr.org.au>



9.00am to 5.30pm Monday to Friday. Extended hours available until 6.30pm on Tuesdays.



Relationships Australia NSW - Wattle Place

Wattle Place provides trauma informed support, counselling, casework, information and referral for people who experienced child sexual abuse in an institution.

The team has over 10 years' experience supporting people whose lives have been affected by child sexual abuse and experienced 'care' in institutions, orphanages, children's homes and foster homes.

We can support you to complete an application to the Scheme, while also offering therapeutic supports throughout. Support can also include assisting to access counselling in your local area.

Support at Wattle Place is available throughout your interaction with the Scheme including support while accessing a Direct Personal Response.

How we support you is up to you - face-to-face, telephone, online and through outreach services.



Primary: Parramatta

Outreach: Regional locations across NSW, including Aged Care Residences, Hospitals, and correctional facilities (for people who are eligible)



1800 663 844 (Freecall in NSW) or (02) 8837 7000 (outside NSW)



wattleplace@ransw.org.au



<http://www.wattleplace.org.au>



9.00am to 5.00pm
Monday to Friday



Rosie's Place

Rosie's Place is a counselling and support service for children, young people and their families who have been subjected to violence. Specifically sexual assault and domestic violence.

Rosie's Place is also a Redress Support Service and can support people who have been impacted by institutional child sexual abuse through all steps of the redress application process. This is from the initial enquiry, preparing applications, as well as post-application support.

Rosie's Place offers both face-to-face and phone support and can provide outreach services within the Greater Sydney and Blue Mountains regions.

Rosie's Place is located in the Rooty Hill area and our core counselling work covers the Blacktown Local Government Area and the Hills District.



Primary: Blacktown

Outreach: Greater Sydney areas including Blue Mountains



(02) 9625 2599



info@rosiesplace.org.au



<http://www.rosiesplace.org.au>



9.00am to 5.00pm
Monday to Friday



Survivors & Mates Support Network

SAMSN is a not-for profit charity co-founded by male survivors, for male survivors and their supporters.

We provide professional and peer support for male survivors of child sexual abuse who are considering engaging with the National Redress Scheme. SAMSN provides support through individual planned support, counselling, eight-week support groups and monthly drop-in meetings. Support at SAMSN is available before, during and after completing a National Redress Scheme application.

All survivors of child sexual assault should know that the abuse was not their fault and that healing and recovery is possible. Regardless of ethnicity, sexual orientation, age or religion, any man, including all expressions of male gender identity, can contact SAMSN for support. All our services for survivors and supporters are free.



Primary: Parramatta

Outreach: NSW



(02) 8355 3711 or 1800 472 676



support@samsn.org.au



www.samsn.org.au



9.00am to 5.00pm Monday to Friday. Peer Support Phone Line (on either of the above numbers) Tuesday and Thursday 6.00pm to 9.00pm.



samsn
SURVIVORS & MATES SUPPORT NETWORK

The Buttery

The Buttery offers free and confidential trauma-informed support to individuals and affected family members who are engaged in both Alcohol and Other Drugs services and the National Redress Scheme through face-to-face, telephone and online supports.

The Buttery can provide information about the Scheme, assistance with the application process and advocacy.

The Buttery offers face-to-face, telephone and online counselling and casework for those engaging with the Scheme.



Primary: Northern, Mid North Coast and Hunter Region

Face-to-face support is offered from offices located at Binna Burra, Byron Bay, Tweed Heads, Broadwater, and Lismore



(02) 6687 1111



intake@buttery.org.au



<http://www.buttery.org.au>



8.30pm to 4.30pm
Monday to Friday



THE BUTTERY

The Women's Cottage

The Women's Cottage assists women through all stages of the National Redress Scheme process. We will answer your questions about the Scheme and making an application. We can help you prepare an application or find the support you need to get ready to do so. We can come to you, meet you at a service you already know, or work over the phone or online. We go at your pace and stay beside you as long as needed. You can also join in groups for women going through the redress process.

The Women's Cottage can also assist clients to access local support services before, during and after their application.

Initial contact support and referrals are available for men as needed.



Primary: Richmond

Outreach: Parramatta to Lithgow, including the Blue Mountains and Hawkesbury



(02) 4578 4190



redressadmin@womenscottage.org.au



<http://www.womenscottage.org.au>



9.30 am to 4.00pm
Monday to Friday



Women's Activities & Self-Help House

The WASH house is a community-based resource centre for women in the Blacktown Local Government Area. Our purpose is to reduce the impact of poverty, social disadvantage and violence in the lives of women and girls. We do this through the provision of women-centred, quality, culturally sensitive and accessible services.

We envisage a community in which women exercise equal rights, choose their own destiny and live in a safe environment for themselves and their family. We work towards realising this vision by providing information, referral, community engagement, community education, crisis counselling, domestic and family violence support services, wellbeing and inclusion programs.



Primary: Blacktown, Mount DrUITT

Outreach: Outer West and Blue Mountains.

Physical location may be explored as per need and service demand.



(02) 9677 1962



admin@washhouse.org.au



<https://www.washhouse.org.au>



8:30am to 4.30pm Monday to Friday. Support appointments after hours may be possible where circumstances permit.



Northern Territory Support Services



Relationships Australia Northern Territory

Relationships Australia Northern Territory provide free support for people considering an application to the National Redress Scheme. We can help before, during or after an application has been made. This includes:

- providing information about the Scheme
- help to complete an application
- confidential counselling (in person or over the phone)
- support from an Aboriginal Support person if needed.

Interpreter services are available if needed.



Primary: Darwin, Alice Springs, Katherine and Tennant Creek (appointment-based only)

Outreach: All other rural and remote locations: video, telephone and online services



1300 364 277



assintake@ra-nt.org.au



<https://nt.relationships.org.au>



8.30am to 5.00pm
Monday to Friday

Relationships Australia[®]

NORTHERN TERRITORY

Queensland Support Services



Bravehearts - Beyond Brave

Beyond Brave offers free and confidential support to individuals and affected family members wishing to participate in the National Redress Scheme.

Beyond Brave can:

- help you to understand the Scheme and if you are eligible
- provide assistance to complete and submit the application form
- support you through the process of applying, while waiting for an outcome and after an offer is made
- provide counselling, information and referrals.

Support is offered face-to-face in Queensland, with online and telephone support services available throughout Australia.



Primary: Arundel, Loganholme and Strathpine

Outreach: Cairns, Townsville, Palm Island, and other areas in North Queensland, including gaols.
National via online and telephone support.



1800 272 831 or (07) 5552 3000



redress@bravehearts.org.au



<https://bravehearts.org.au>



8.30am to 4.30pm
Monday to Friday

Bravehearts
bravehearts.org.au



**BEYOND
BRAVE**
redress support service

Cape York/Gulf Remote Area Aboriginal & Torres Strait Islander Child Care Advisory Association

RAATSICC provides free, culturally safe and informed support and assistance for people engaging with the National Redress Scheme.

Staff assist with understanding the redress process, assist with redress applications, actively assist applicants to obtain a Direct Personal Response, provide support to people to access Counselling and Psychological Care and provide warm referrals as required.

RAATSICC assists all Australians specialising in culturally appropriate supports for First Nations people.

Support is offered through face-to-face support, counselling and referrals.



Primary: Cairns

Outreach: Far North Queensland, Cape York



(07) 4030 0900 or 1300 663 411



Redress1@raatsicc.org.au



<http://www.raatsicc.org.au>



8.30am to 5.00pm
Monday to Friday



Centre Against Sexual Violence Inc.

CASV supports women living in the Queensland regions of Logan, Redlands, Beenleigh and Beaudesert to engage with the National Redress Scheme.

CASV provides:

- free counselling, information, and support to people considering applying for redress
- information about the Scheme, and support throughout the whole process
- practical assistance in completing the application forms
- support as a redress nominee to communicate with the Scheme on behalf of the applicant
- referrals for free legal and financial advice services.

Support is offered through face-to-face, phone and videoconferencing.

 **Primary:** Logan Central, Cleveland
Outreach: Redland Bay Islands, Beaudesert and Beenleigh can be arranged upon request

 07 3808 3299

 admin@casv.org.au

 <https://www.casv.org.au>

 9.00am to 5.00pm Monday, Wednesday, Thursday, Friday.
1.00pm to 5.00pm Tuesday.



Link-Up (QLD) Aboriginal Corporation

Link-Up (Qld) Aboriginal Corporation is a state wide service that supports the healing journeys of Aboriginal and Torres Strait Islander people who have been separated from their families and cultures through forced removal, fostering, adoption and/or institutionalisation.

Redress Support Service assistance and counselling support is available to individuals who are eligible for the National Redress Scheme.

Link-Up (Qld)'s focus is to support and assist clients and community by working together as a trauma informed workplace providing a professional, confidential, and culturally sensitive service addressing historical institutional trauma.



Primary: Woolloongabba, Brisbane, Cairns



07 3638 0411
Free call: 1800 200 855



contact@link-upqld.org.au



<http://www.link-upqld.org.au>



8.00am to 4.00pm
Monday to Friday



Link-Up (Qld)
ABORIGINAL CORPORATION
STILL BRINGING THEM HOME

Micah Projects - Lotus Place

Lotus Place, a program of Micah Projects, is a dedicated support service and resource centre for people who experienced abuse in an institutional setting including out-of-home care.

Lotus Place provides:

- a safe place
- a space for reliable connections to others, where shared experiences of childhood, and the consequences of this, are respected
- a gateway to government and community services.

Lotus Place strives to support individuals to exercise choice in the pursuit of justice and healing. National Redress Scheme applicants may be supported throughout the entirety of the process from considering one's options, assisting with drafting and submitting an application, and supporting individuals during the Direct Personal Response and to access counselling and psychological care.



Primary: Southeast, Stones Corner, North Queensland, Townsville, Central Queensland, Rockhampton



(07) 3036 4490



redress@micahprojects.org.au



<https://www.lotusplace.org.au>



9.00am to 5.00pm
Monday to Friday

MICAH PROJECTS



Breaking Social Isolation
Building Community

Murrigunyah Family & Cultural Healing Centre

Murrigunyah Family & Cultural Healing Centre is a community based sexual assault support service established (1997) and controlled by Aboriginal and Torres Strait Islander women of Logan City. We work from a holistic and cultural perspective supporting the social, emotional & spiritual interests of Aboriginal and Torres Strait Islander clients and families. We also offer trauma informed counselling using a narrative counselling technique.

All client services are free. Our centre is a safe and supportive space with appropriately qualified staff to assist clients and community. People can access our service directly or be referred by other services.



Primary: Woodridge



(07) 3290 4254



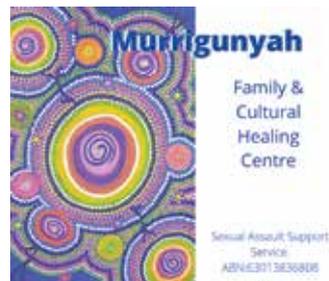
admin@murrigunyah.org.au



<http://www.murrigunyah.org.au>



9.00am to 5.00pm
Monday to Friday



People with Disability Australia

PWDA provides free, trauma informed and confidential support to people with disability (including mental health) who are considering applying to the National Redress Scheme.

People are supported face-to-face where possible across NSW and Queensland, and nationally by online and telephone support.

Accessible information and disability aware support is provided through the entire redress and Direct Personal Response process, including providing information about other options so that you can make informed choices. Assisted and supported referrals to other services are provided if needed.

Our friendly staff are highly experienced in working with people with disability who are survivors of childhood institutional sexual assault, and utilise holistic, trauma informed and capacity building approaches.



Primary: Sydney

Outreach: Regional and remote areas of NSW, and also Queensland



1800 422 015, 0434 692 845,
or TTY 1800 422 016



pwd@pwd.org.au



<https://pwd.org.au>



9.00am to 5.00pm
Monday to Friday



**PEOPLE WITH DISABILITY
AUSTRALIA**

Relationships Australia Queensland

Relationships Australia Queensland provides information, advice, referral, counselling and support for people engaging with the National Redress Scheme, through face-to-face and telephone support.

Our Redress Support Service can help you access general information on the National Redress Scheme, support you in deciding if the National Redress Scheme is right for you, and assist you in completing an application.



Primary: Eight Mile Plains, Spring Hill, Maroochydore, Morayfield, Gympie, Maryborough, Townsville

Outreach: Telephone and virtual support is available in other areas of Queensland



1800 552 127 or 1300 364 277



generalenquiries@raq.org.au



<http://www.raq.org.au>



8.00am to 8.00pm Monday to Friday, 10.00am to 4.00pm Saturday

Relationships Australia.
QUEENSLAND

TASC National Limited

TASC assists people who have experienced inequity, injustice and discrimination to seek justice through our legal, advocacy and social work services.

TASC can assist people who have experienced institutional child sexual abuse to understand, engage with and apply to the National Redress Scheme. TASC also provides counselling and local referrals during this process.



Primary: Toowoomba, Roma.

Outreach: Dalby, Chinchilla, Miles and Roma.

If you live in another location please check with us as we may travel to your area.



(07) 4616 9700



reception@tascnational.org.au



<https://www.tascnational.org.au>



8.30am to 4.30pm
Monday to Friday



South Australia Support Services



Nunkuwarrin Yunti of South Australia Inc.

Nunkuwarrin Yunti is the Aboriginal Community Controlled Health Service (ACCHO) within the greater metropolitan region of Adelaide.

Nunkuwarrin Yunti has more than 50 years' experience promoting and providing holistic care for Aboriginal people that promotes culturally centred preventive, curative, and restorative health care. This is demonstrated through a commitment to ensuring the Aboriginal Community receive the help and support they need through a context of deeply and inherently understanding the ongoing impacts of colonisation, such as intergenerational trauma, disadvantage, and racism. There is also a commitment to celebrating and championing the strengths and resilience of Aboriginal people and culture.

Nunkuwarrin Yunti, through the National Redress Scheme, also provides acknowledgement and support to people who experienced institutional child sexual abuse.



Primary: Adelaide, Elizabeth Downs, Christies Beach

Outreach: Across South Australia on an as needs basis



(08) 8254 5300



nunku@nunku.org.au



<https://nunku.org.au>



9.00am to 5.00pm
Monday to Friday



Nunkuwarrin Yunti
of South Australia Inc.

Relationships Australia South Australia

Elm Place at Relationships Australia South Australia supports people to access the National Redress Scheme. The service provides free, individualised, non-judgemental, confidential, culturally appropriate casework, counselling and advocacy. The service assists survivors to:

- understand the Scheme and complete applications
- explore options regarding Redress or civil claims, and support access to Direct Personal Response and Counselling and Psychological Care
- access State Care records
- connect with related services that can provide further support.

Elm Place provides state-wide services with offices in the Adelaide CBD, Marion, Salisbury, Port Adelaide and Berri. State wide regional visits are available upon negotiation. Elm Place also works with survivors in all South Australian gaols, via phone and in-person. Outreach locations are visited every three months, with ongoing support provided via telephone and telehealth appointments to clients located regionally.



Primary: Adelaide, Marion, Salisbury, Hindmarsh

Outreach: Mount Gambier, Limestone Coast, Fleurieu Peninsula, Mount Barker/Murray Bridge, Riverland, Gawler/Barossa, Yorke Peninsula, Port Augusta/Port Pirie/Whyalla, Eyre Peninsula (Port Lincoln, Ceduna), Coober Pedy



1800 998 187



redress@rasa.org.au
elmpplace@rasa.org.au



<https://elmpplace.org.au>



9.00am to 5.00pm Monday to Friday (excluding public holidays)



South Australian Council on Intellectual Disability

SACID provides free and confidential support to people with intellectual disability to engage with the National Redress Scheme. Our service ensures that people with intellectual disability are able to access and understand information about the Scheme. Our service also supports people with intellectual disability through the application process, links them to necessary supports and services, and connects them with opportunities to build their resilience. Our service is based in Adelaide, with outreach services available in Mount Gambier and Port Augusta.



Primary: Hilton

Outreach: Mount Gambier and Port Augusta. May be able to travel to surrounding areas including Whyalla on request.



(08) 8352 4416



admin@sacid.org.au



<https://www.sacid.org.au>



8.30am to 4.30pm
Monday to Friday



Victim Support Service

VSS is a non-government, community-based and trauma informed organisation that provides free and confidential, therapeutic (counselling), and practical support to survivors of institutional child sexual abuse and their engagement with the National Redress Scheme. Our experienced and trained staff are client focussed and provide information about the Scheme, support during the application process and Direct Personal Response, referrals to knowmore Legal Service, advocacy, and support to contact and liaise with other relevant services. VSS provides safe and culturally appropriate support to survivors from a range of diverse backgrounds. We provide services over the phone, virtually or face-to-face.



Primary: Adelaide

Outreach: Various ad hoc locations in the greater Adelaide area. Outreach is planned to South Australia's regional areas and includes face-to-face visits with clients in these areas as requested.



1800 842 846



rss@victimsa.org



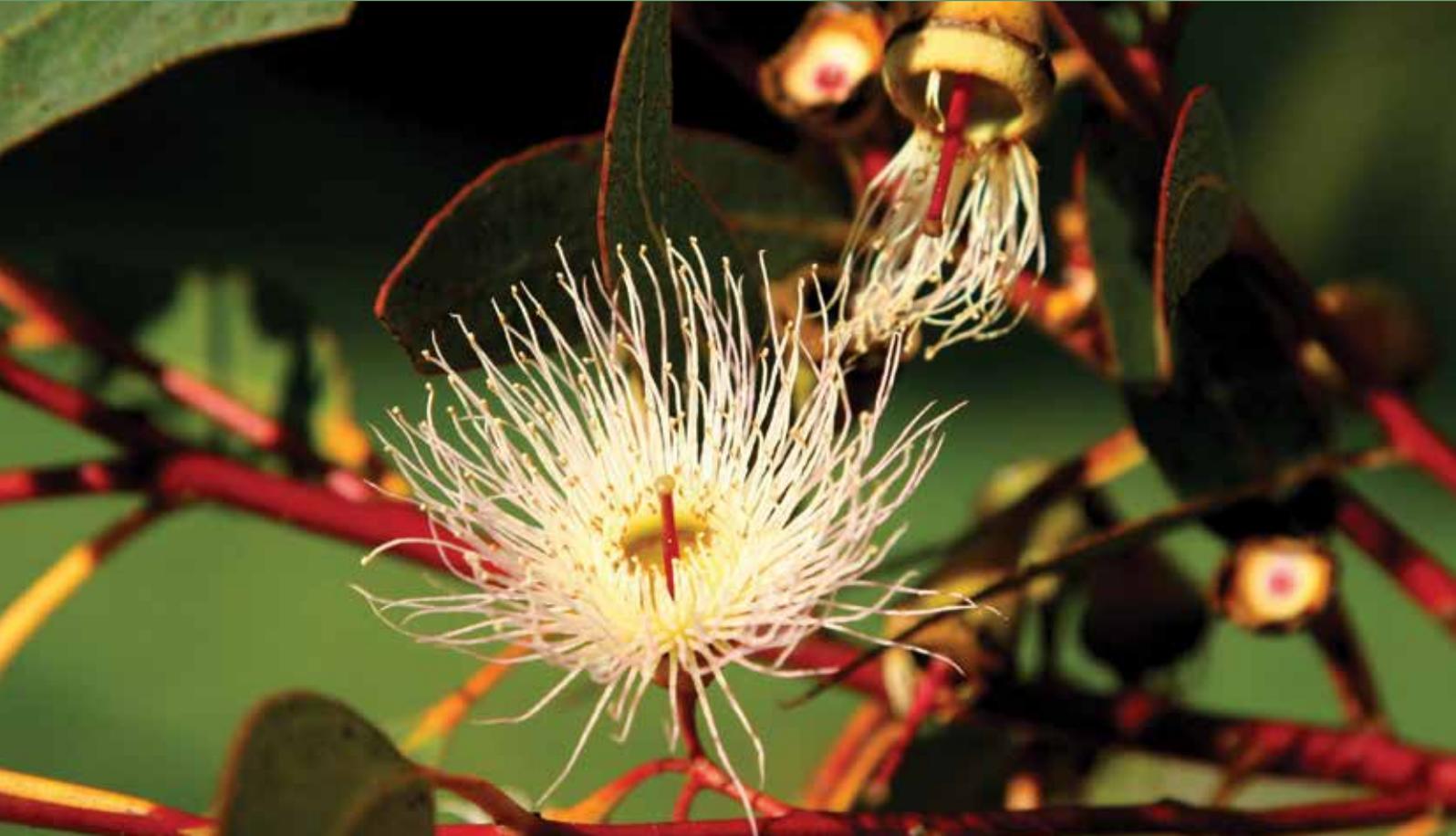
<https://www.victimsa.org>



9.00am to 5.00pm
Monday to Friday



Tasmania Support Services



Relationships Australia Tasmania

Relationships Australia Tasmania provides a free service for people engaging with the National Redress Scheme.

Relationships Australia Tasmania provides face-to-face support, trauma informed counselling, information and referral services from its three offices in New Town, Launceston and Devonport.

Relationships Australia Tasmania also provides outreach services and telephone support as appropriate.



Primary: Hobart, Launceston, Devonport

Outreach: Outreach services can be provided to other locations upon request



1300 364 277



[Relationships Australia Tas Signup \(signupform.info\)](https://tas.relationships.org.au/signupform.info)



<https://tas.relationships.org.au>



9.00am to 5.00pm
Monday to Friday

Relationships Australia.
TASMANIA

Sexual Assault Support Service

SASS is a free and confidential support service for people of all ages who have been affected by any form of sexual violence. Our general counselling service operates in Southern Tasmania. We provide information and support to professionals and offer a range of training workshops and education sessions throughout Tasmania.

We also provide Redress Support Services across Tasmania. This service provides free, confidential and practical support and information to people who experienced sexual abuse as children while in the care of an institution.



Primary: New Town, Huonville, South Burnie

Outreach: Northern Tasmania and the North West Coast, East Coast, Central Highlands and Southern Midlands region



(03) 6231 0044



admin@sass.org.au



<http://www.sass.org.au>



9.00am to 5.00pm
Monday to Friday



South East Tasmanian Aboriginal Corporation

SETAC exists to facilitate the empowerment of the Aboriginal people of South East Tasmania so that, through self-determination, they can make decisions that affect their lives and share in Australia's land, wealth, and resources, contributing equitably to the nation's economic, social, and political life, with full recognition of, and support for the ongoing enjoyment and development of their Indigenous cultural heritage.

SETAC provides free, confidential, practical and emotional support before, during and after people make, or consider making, an application to the National Redress Scheme.



Primary: Cygnet, Kingston Beach

Outreach: Across Tasmania



(03) 6295 0004



<https://setac.org.au/contact-us>



<https://setac.org.au>



8.30am to 4.30pm

Monday to Friday (Cygnet)

9.00am to 4.00pm

Monday to Friday (Kingston Beach)



Victoria Support Services



Care Leavers Australasia Network

CLAN is a specialist service run by Care Leavers, for Care Leavers and their families. All staff are both Care Leaver informed, and trauma informed. For Care Leavers engaging with the National Redress Scheme, CLAN can offer support throughout the entire Scheme process, including assistance completing the redress application form, support, advocacy and counselling as well as assistance with accessing records.

CLAN offers national telephone counselling and support as well as face-to-face support in Melbourne, Geelong and Bankstown.



Primary: Melbourne and Geelong, VIC. Bankstown, NSW

Outreach: National via online and telephone support



1800 008 774, (02) 9709 4520
or 0425 204 747



support@clan.org.au



<http://www.clan.org.au>



9.00am to 5.00pm
Monday to Friday



Child Migrants Trust

CMT provides a national, independent, social work service for former British and Maltese child migrants seeking help to address issues of historical institutional abuse, and the loss of family and identity arising from child migration.

Social workers provide counselling and professional support to those disclosing institutional child sexual abuse, and offer a trauma informed service to assist with preparing applications for the National Redress Scheme.

CMT's United Kingdom office provides assistance relating to Australian and the United Kingdom redress schemes for those former child migrants sent to Australia but now living overseas.

Services are free, confidential, and independent from agencies responsible for the deportation of children through Commonwealth Child Migration schemes.



Primary: Hawthorn, Victoria and Victoria Park, Western Australia

Outreach: Victoria and Western Australia. National via online and telephone support.



1800 04 05 09
(Toll free within Australia)



melbourne@cmtrust.org



<https://www.childmigrantstrust.com>



9.00am to 5.00pm Monday to Friday, with an emergency telephone service over major national holidays

CHILD MIGRANTS TRUST

Connecting Home Ltd

Connecting Home provides culturally safe National Redress support to Stolen Generations and their families through a holistic support service.

The support provided is state wide with workers who will assist and support people throughout the process of applying for the National Redress Scheme as well as supports beyond accessing the Scheme.

Connecting Home workers will also seek to provide and connect participants of the Scheme to cultural healing services as well as mainstream healing services. This service provision will be centred around the healing journey of the individual and their family.



Primary: Epping

Outreach: Outreach services can be provided to other locations across Victoria



(03) 8670 0777



administration@connectinghome.org.au



<https://connectinghome.org.au>



8.30am to 5.00pm
Monday to Friday



Drummond Street Services

Drummond Street Services offers free, confidential support to anyone considering applying to the National Redress Scheme. Redress is an alternative to seeking compensation through the courts. Our service can assist in the process of making an application as well as providing practical and emotional support.

Drummond Street Services also provides support for survivors and families and loved ones of institutional child sexual abuse.

People can be seen in one of Drummond Street's service locations including: Carlton, Coburg, Collingwood, Hoppers Crossing, Epping, Wyndham, and Geelong. Sessions can be provided remotely via zoom or audio call.



Primary: Carlton, Coburg, Collingwood, Hoppers Crossing, Epping, Wyndham, Geelong

Outreach: Outreach services can be provided to other locations upon request



(03) 9663 6733



redress@ds.org.au



<https://ds.org.au/life-support-institutional-abuse>



9.00am to 5.00pm Monday to Friday. After hours sessions available Tuesday and Wednesday evenings.



**Drummond
Street
Services**

In Good Faith Foundation

IGFF is a national charity supporting survivors, families and communities impacted by institutional abuses for over 20 years.

Every recovery journey is unique.

At IGFF we work collaboratively with survivors to widen their goals and options, ensuring that the voice of the Survivor is central to every step. These options may include, but are not limited to:

- information about legal advice and accessing knowmore
- engaging with the National Redress Scheme
- practical welfare and therapeutic referrals
- professional advocacy and mediation
- providing wrap-around support through the redress journey.

We provide a wrap-around model of advocacy and case management, referring survivors to therapeutic care and social welfare supports, fostering connections with the broader survivor community and advocates nationally.



Primary: Docklands



1300 12 IGFF (1300 12 44 33)



igff@igff.org.au



<https://igff.org.au>



9.00am to 5.00pm
Monday to Friday

In Good Faith
FOUNDATION
INSTITUTIONAL ABUSE RECOVERY

Loddon Campaspe Multicultural Services

Loddon Campaspe Multicultural Services' focus is on supporting people from culturally diverse backgrounds to access the National Redress Scheme. We empower people from migrant and refugee backgrounds to participate fully in Australia society. We are an ethnic communities council run by and for multicultural services.

We have a 'no wrong door' policy and will support anyone who approaches us for support for Redress, including those who are not from a culturally and linguistically diverse background. We have expertise in providing culturally safe support to people from migrant and refugee communities.

Our staff speak a number of languages including Arabic, Bahasa Indonesian, Bahasa Malaysia, Burmese, Dari, Dinka, Farsi, French, Hakka, Hazaraghi, Hokkien, Italian, Japanese, Karen, Korean, Mandarin, Portuguese, Spanish, Turkish.

We cover a large area of Central Victoria centred around Bendigo, including Murray border communities, Macedon Ranges, and Ballarat.



Primary: Bendigo

Outreach: Central Victoria



(03) 5441 6644



redress@lcms.org.au



<https://lcms.org.au/community-programs/national-redress-scheme-support-services/>



9.00am to 5.00pm

Monday to Friday

LODDON CAMPASPE



**MULTICULTURAL
SERVICES**

Open Place

Open Place offers free support for Forgotten Australians who are applying for, or thinking of applying for, redress through the National Redress Scheme.

Anyone who spent all or part of their childhood in a children's home or orphanage prior to 1990, and/or were placed in Victorian out-of-home care services, for more than 6 months prior to 1990 are eligible for Open Place services. This includes Forgotten Australians, Child Migrants and members of the Stolen Generations, even if they now live interstate.

Our service aims to help make the redress process as accessible and stress-free as possible, ensuring that people have as much choice as possible while being supported.

If you have any questions, please contact our National Redress Scheme support team for advice.



Primary: Richmond

Outreach: Outreach visits are available throughout regional Victoria by appointment



1800 779 379



info@openplace.org.au



<https://www.relationshipsvictoria.org.au/open-place>



9.00am to 5.00pm Monday to Friday

OPEN PLACE

Support Service for Forgotten Australians

Relationships Australia Victoria

Relationships Australia Victoria's Redress Support Service offers flexible, timely and transparent practical and emotional support to people engaging with the National Redress Scheme.

Practical support includes providing information about the Scheme, assistance to complete the Scheme's application form, case management, and advocacy services to access other services such as legal and financial counselling or other community services.

Emotional support includes providing therapeutic assistance to deal with the emotional impacts of applying for the Scheme, including traumatic memories. This therapeutic assistance offers empathic listening, and strategies to manage the impacts of trauma.

Relationships Australia Victoria offers phone support, face-to-face and online appointments in centres and outreach locations, to ensure accessibility for people across Australia who are engaging with the Scheme.



Primary: Across Victoria

Outreach: Across Victoria



1800 052 674



redress@rav.org.au



www.rav.org.au/redress



9.00am to 5.00pm

Monday to Friday



Windermere

Windermere is a Victorian state-wide access point for victim survivors of historical institutional childhood sexual assault. Windermere's support workers will provide rapid access to information about the National Redress Scheme and assist in identifying individual support needs.

Windermere's service focus is to provide a trauma informed support, and streamline the process for survivors who may benefit from a support person walking alongside them.

Windermere can provide ongoing support via telehealth and/or outreach to meet with survivors. Windermere will also link survivors to their local Redress Support Service, and other services that may be required according to their individual support plan.

Windermere provides ongoing support, which includes completing the redress application, advocacy, and case coordination.



Primary: Narre Warren, Pakenham, Bairnsdale, Warragul, Morwell, Berwick, Cranbourne

Outreach: Southern Metropolitan and East Gippsland regions



1300 946 337



redresssupport@windermere.org.au



<http://www.windermere.org.au>



8.30am to 5.30pm
Monday to Friday



Western Australia Support Services



Aboriginal Family Legal Service

AFLS is providing a free, confidential, and culturally appropriate service to Aboriginal and Torres Strait Islander survivors of institutional child sexual abuse who may be considering applying to the National Redress Scheme.

AFLS has lawyers and social workers who will provide you with information about the National Redress Scheme and the application process. AFLS will assist you and support you through all stages of the process including providing you with warm referrals to other services where required, assisting you to access counselling and psychological care and support you in receiving a direct personal response.

AFLS can assist Aboriginal and Torres Strait Islander survivors who live in the Perth Metropolitan area, the Midwest Region and Gascoyne Region.



Primary: Perth

Outreach: Gascoyne and Midwest



(08) 9355 1502



redress@afls.org.au



<http://www.afls.org.au>



8.30am to 4.30pm
Monday to Thursday
8.30 am to 12.00 pm
Friday



**Aboriginal
Family** LEGAL
SERVICES

Don't silence
the violence

Child Migrants Trust

CMT provides a national, independent, social work service for former British and Maltese child migrants seeking help to address issues of historical institutional abuse, and the loss of family and identity arising from child migration.

Social workers provide counselling and professional support to those disclosing institutional child sexual abuse, and offer a trauma informed service to assist with preparing applications for the National Redress Scheme.

CMT's United Kingdom office provides assistance relating to Australian and the United Kingdom redress schemes for former child migrants sent to Australia but now living overseas.

Services are free, confidential, and independent from agencies responsible for deportation of children through Commonwealth Child Migration schemes.



Primary: Hawthorn, Victoria Park, Western Australia

Outreach: Victoria and Western Australia. National via online and telephone support



1800 04 05 09
(Toll free within Australia)



melbourne@cmtrust.org



<https://www.childmigrantstrust.com>



9.00am to 5.00pm
Monday to Friday, with an emergency telephone service over major national holidays

CHILD MIGRANTS TRUST

Kimberley Community Legal Services

KCLS provides free, culturally appropriate and confidential support to anyone considering applying for the National Redress Scheme.

Our lawyers and Client Advocates are able to assist clients at all stages of their redress journey, from the preparation of an application through to a final determination.

KCLS has offices in Kununurra and Broome, and services the entire Kimberley district of Western Australia. We regularly travel to all towns in the Kimberley and frequently conduct outreach to most remote communities. If you are looking to engage with KCLS, please phone 1800 686 020 (freecall).



Primary: Broome and Kununurra

Outreach: Regular outreach to Derby, Halls Creek, Warmun and Wyndham. Occasional outreach to Balgo, Bililuna, Fitzroy Crossing, Kalumburu, Mulan and Mt Barnett



Kununurra: (08) 9169 3100,
Broome: (08) 9192 5177
or 1800 686 020 (Freecall)



office@kcls.org.au



<https://www.kcls.org.au>



8.30am to 4.30pm
Monday to Friday



Kimberley Stolen Generation Aboriginal Corporation

KSGAC provides support to survivors of institutional child sexual abuse through the National Redress Scheme living in the West Kimberley Region of Western Australia.

If you would like to find out more information about the National Redress Scheme or if you would like to make an application, please contact us. Our redress staff visit towns and communities within the West Kimberley region.

We have a redress Team Leader, Counsellor and Support Worker available to assist you through your journey from application through to completion with a holistic care plan that incorporates warm referrals depending on your personal needs. These can range from medical to financial advice or just to attend various social activities within your area. KSGAC provide a culturally safe and confidential environment to assist Survivors with this difficult and traumatic process.



Primary: Broome

Outreach: Dampier Peninsula (Beagle Bay, Djarindjin/Lombadina, One Arm Point), Bidyadanga, Derby and surrounding communities and Fitzroy Crossing and Fitzroy Valley



(08) 9093 6502 or
1800 830 338 (Freecall)



reception@ksgac.com.au or
redressofficer1@ksgac.com.au



<http://www.kimberleystolengeneration.com.au>



8.00am to 4.30pm
Monday to Friday



Kimberley Stolen Generation
Aboriginal Corporation

Pilbara Community Legal Service Inc.

PCLS provides free, culturally appropriate and confidential support to anyone considering applying for the National Redress Scheme.

PCLS is a not-for-profit, government funded community organisation. Our services are free and confidential. Our redress team helps survivors of sexual abuse understand the Scheme, receive emotional support, and guide you through the whole application process. This can be in person or by phone.

Our redress support workers can:

- give survivors someone to talk to
- give information about the scheme and answer any questions
- help to fill out an application
- help clients to understand redress outcomes
- support clients during the direct personal response process
- provide warm referrals to other agencies.



Primary: Karratha and Roebourne
Outreach: Pilbara region



(08) 9185 5899



admink@pcls.net.au



<https://www.pcls.net.au>



8.00am to 4.00pm
Monday to Friday



PILBARA COMMUNITY
LEGAL SERVICE Inc.

Relationships Australia Western Australia

Relationships Australia WA offers free and confidential support to anyone considering applying to the National Redress Scheme, including:

- individual support for applying for the National Redress Scheme face-to-face or by phone
- referral to other support and legal services
- information on the Scheme
- assistance with applications.

If you are unable to visit us or live in a rural or regional area, Relationships Australia WA may be able to visit you, or provide support over the phone. Outreach is provided in the Midwest, Gascoyne and Murchison Regions including: Carnarvon, Meekatharra, Mt Magnet, Dongara, Jurien Bay, Three Springs, Morawa, Mandurah Peel Region and Bunbury Harvey Region.

Relationships Australia WA provides face-to-face support, counselling, information and referrals, outreach services and telephone support. Services include culturally-appropriate supports for Indigenous Australians.



Primary: Perth, West Leederville, Fremantle, Gosnells, Joondalup, Kwinana, Mandurah, Midland, Bunbury, Albany

Outreach: Multiple across Western Australia



1800 491 777



Redress.support@relationshipswa.org.au



<https://www.relationshipswa.org.au/services/specialist-support/redress-support-service>



9.00am to 5.00pm Monday to Friday (excluding public holidays)

Relationships Australia
WESTERN AUSTRALIA

Tuart Place

Tuart Place is located within a specialist agency for survivors of institutional child abuse. Clients include Care Leavers, Forgotten Australians, Former Child Migrants, members of the Stolen Generations, and people who experienced abuse in foster care.

Tuart Place is a free, confidential service with qualified, highly experienced staff. Tuart Place provide timely, wrap-around support, including: information and guidance; assistance with applications; and support throughout the assessment and outcome process.

Established in 2010, Tuart Place also offers trauma-informed counselling; phone and online support; and warm referrals to legal, financial and other services. Tuart Place is a 'one-stop-shop' with a range of services, including a drop-in centre; therapeutic support groups; literacy and IT help; life skills sessions and supported access to records.



Primary: Fremantle

Outreach: Phone outreach service is available across Australia and overseas. Tuart Place can also connect with you by video call or email.



(08) 6140 2380 or 1800 619 795
(Freecall)



admin@tuartplace.org



<http://www.tuartplace.org>



8.30am to 4.30pm Monday
to Thursday (excluding public
holidays)



Tuart Place
Growing Strong Together

Yorgum Healing Services Aboriginal Corporation

Yorgum provides a culturally safe range of support to Aboriginal people who are thinking about applying to the National Redress Scheme.

These supports include:

- providing information about the Scheme and the different paths people can take
- support with their application
- assistance in completing the application form
- assistance with obtaining their records
- links with other services that might be required such as legal, counselling, social support.

Yorgum also provides counselling to redress clients. Counselling for redress clients is always undertaken at their pace.



Primary: Perth

Outreach: Great Southern, Wheatbelt and Goldfields



1800 469 371



phart@yorgum.org.au



<http://www.yorgum.org.au>



9.00am to 5.00pm
Monday to Friday



National Support Services



Blue Knot Foundation

Blue Knot Helpline and Redress Support Service provides trauma-informed culturally safe redress information and referrals, as well as casework for survivors of institutional childhood sexual abuse.

Our team of experienced trauma counsellors supports survivors consider their options about applying to the Scheme or civil litigation. We provide end-to-end counselling support through the redress application, outcome, post outcome and Direct Personal Response processes.

Applicants receive casework support with the same counsellor throughout their redress journey.

The process is survivor-led and focusses on safety, trust, and empowering survivors through choice, collaboration, and reflective practice.

Trauma specialist counsellors provide short term counselling on the Blue Knot Helpline 7 days per week, over the telephone or web chat.



Primary: Online and telephone support is delivered nationally in urban, regional and remote areas in every State and Territory



1300 657 380



redress@blueknot.org.au



<https://blueknot.org.au/survivors/redress-information-application-support>



Blue Knot Helpline: 9am to 5pm
Monday to Sunday



Bravehearts - Beyond Brave

Beyond Brave offers free and confidential support to individuals and affected family members wishing to participate in the National Redress Scheme.

Beyond Brave can:

- help you to understand the Scheme and if you are eligible
- provide assistance to complete and submit the application form
- support you through the process of applying, while waiting for an outcome and after an offer is made
- provide counselling, information and referrals.

Support is offered face-to-face in Queensland, with online and telephone support services available throughout Australia.



Primary: Arundel, Loganholme and Strathpine in Queensland

Outreach: National via online and telephone, and in Cairns, Townsville, Palm Island, and other areas of North Queensland, including Queensland gaols



1800 272 831 or (07) 5552 3000



redress@bravehearts.org.au



<https://bravehearts.org.au>



8.30am to 4.30pm
Monday to Friday

Bravehearts
bravehearts.org.au



**BEYOND
BRAVE**
redress support service

Care Leavers Australasia Network

CLAN is a specialist service run by Care Leavers, for Care Leavers and their families. All staff are both Care Leaver informed, and trauma informed. For Care Leavers engaging with the National Redress Scheme, CLAN can offer support throughout the entire Scheme process, including assistance completing the redress application form, support, advocacy and counselling as well as assistance with accessing records.

CLAN offers national telephone counselling and support as well as face-to-face support in Melbourne, Geelong and Bankstown.



Primary: Bankstown, NSW.
Melbourne and Geelong, Victoria.

Outreach: National via online and telephone support



1800 008 774, (02) 9709 4520
or 0425 204 747



support@clan.org.au



www.clan.org.au



9.00am to 5.00pm
Monday to Friday



Child Migrants Trust

CMT provides a national, independent, social work service for former British and Maltese child migrants seeking help to address issues of historical institutional abuse, and the loss of family and identity arising from child migration.

Social workers provide counselling and professional support to those disclosing institutional child sexual abuse, and offer a trauma informed service to assist with preparing applications for the National Redress Scheme.

CMT's United Kingdom office provides assistance relating to Australian and the United Kingdom redress schemes for former child migrants sent to Australia but now living overseas.

Services are free, confidential, and independent from agencies responsible for deportation of children through Commonwealth Child Migration schemes.



Primary: Perth, Western Australia and Melbourne, Victoria

Outreach: National cover via outreach visits and telephone support



1800 04 05 09 (Toll free within Australia)



melbourne@cmtrust.org



<https://www.childmigrantstrust.com>



9.00am to 5.00pm Monday to Friday, with an emergency telephone service over major national holidays.

CHILD MIGRANTS TRUST

Full Stop Australia

The National Sexual Abuse and Redress Support Service is available 24 hours 7 days a week, providing telephone counselling with trauma specialist counsellors. Support includes counselling, information, referrals, and practical support to access the National Redress Scheme. Support and information are also extended to family, friends & colleagues. Trauma specialist counsellors provide debriefing and support to mitigate the risks associated with vicarious trauma for frontline workers involved in the Scheme.

National services are provided through the telephone line and scheduled video and face-to-face counselling by appointment. Face-to-face counselling support is provided in some locations in NSW.

Telephone counselling and redress support are also available for eligible clients who are in correctional facilities.



Primary: Telephone support available throughout Australia

Outreach: Various locations across NSW can be arranged on request



1800 385 578 (Full Stop Australia) or 1800 211 028 (Sexual Abuse and Redress Support Service Line)



intake@fullstop.org.au



<http://www.fullstop.org.au>



The telephone line operates 24 hours a day, 7 days a week. Scheduled video counselling by appointment only.



In Good Faith Foundation

IGFF is a national charity supporting survivors, families and communities impacted by institutional abuses for over 20 years.

Every recovery journey is unique.

At IGFF we work collaboratively with survivors to widen their goals and options, ensuring that the voice of the Survivor is central to every step. These options may include, but are not limited to:

- information about legal advice and accessing knowmore
- engaging with the National Redress Scheme
- practical welfare and therapeutic referrals
- professional advocacy and mediation
- providing wrap-around support through the redress journey.

We provide a wrap-around model of advocacy and case management, referring survivors to therapeutic care and social welfare supports, fostering connections with the broader survivor community and advocates nationally.



Primary: Docklands, Victoria

Outreach: National via online and telephone support



1300 12 IGFF (1300 12 44 33)



igff@igff.org.au



<https://igff.org.au>



9.00am to 5.00pm
Monday to Friday

In Good Faith
FOUNDATION
INSTITUTIONAL ABUSE RECOVERY

People with Disability Australia

PWDA provides free, trauma informed and confidential support to people with disability (including mental health) who are considering applying for the National Redress Scheme.

People are supported face-to-face where possible across NSW and Queensland, and nationally by online and telephone support.

Accessible information and disability aware support is provided throughout the entire redress and Direct Personal Response process, including providing information about other options so that you can make informed choices. Assisted and supported referrals to other services are provided if needed.

PWDA can also assist with separate disability advocacy matters.

Our friendly staff are highly experienced in working with people with disability who are survivors of childhood institutional sexual assault, and utilise holistic, trauma informed and capacity building approaches.



Primary: Sydney

Outreach: Regional and remote areas of NSW, and also Queensland



1800 422 015, 0434 692 845,
or TTY 1800 422 016



pwd@pwd.org.au



<https://pwd.org.au>



9.00am to 5.00pm
Monday to Friday



**PEOPLE WITH DISABILITY
AUSTRALIA**

knowmore Legal Service

The knowmore legal service is for anyone who is considering applying for redress under the National Redress Scheme. It is free, confidential and independent. knowmore can assist you:

- with information on the options available to you, including access to compensation through other schemes and common law rights and claims
- prior to the application, to ensure you understand the requirements and the application process
- after you receive an offer of redress and you elect to seek an internal review of the decision
- with advice on the effect of accepting an offer and what that means for future claims.

knowmore also has redress financial counsellors who can assist people who are thinking about applying or have applied to the redress scheme.

knowmore
free legal help for survivors



Primary: Sydney, Melbourne, Brisbane, Perth, Adelaide

Outreach: Nationally by phone with face-to-face available in some locations by appointment



1800 605 762 TTY: 1800 555 677, then 1800 605 762

If you are deaf, hard of hearing or have a speech impairment, you can contact us through the National Relay Service: 1800 555 727, then 1800 605 762



https://knowmore.org.au/contact_us/



<https://knowmore.org.au>



9.00am to 5.00pm
Monday to Friday

