

National Redress Scheme

For people who have experienced
institutional child sexual abuse

The National Redress Scheme's **Strategic Success Measures**

June 2024



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About this document

The National Redress Scheme (the Scheme) is committed to transparency and providing publicly available data about our performance. The Scheme's Strategic Success Measures provide survivors and the broader community an indication of how the Scheme is performing across three priority areas:

- survivor experience,
- health of the Scheme and,
- equity of access

This report includes additional information about the timeliness of application processing, and the number of applications on hand with the Scheme.

Disclaimer: this document contains data on applications that were received from the start of the Scheme to 30 June 2024.

Metrics

The following metrics are referenced throughout this document to showcase the Scheme's performance and progress:

Application Timeliness Metric

At least 75% of applications that name institutions that participate in the National Redress Scheme (Scheme) will have a decision communicated to the applicant within 6 months of all necessary information being received by the Scheme.

The Survivor Journey Metric

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

Redress Payment Metric

The Scheme will issue ≥80% of eligible survivors with a redress payment within 14 days of receiving acceptance documentation.

Survivor Acceptance Metric

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

Quality Decision Making Metric

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

Scheme Accessibility Metric

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 / the elderly.

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Key operating data: Redress Applications

As at **30 June 2024**, **44,046** applications had been received by the Scheme. Of these:

- **18,267** outcomes were issued to applicants (**16,875** applications were finalised)
- Since the start of the Scheme, **15,772** payments were made totalling approximately **\$1.41 billion**, with an average payment amount of **\$89,399**
- **23,984** applications were on hand to be processed
 - **14,953** applications are actionable by the Scheme
 - **2,424** are unable to be actioned by the Scheme
 - **6,607** 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)
- **1,795** applications had been withdrawn
- **194** applications are undergoing reviews
- **2,517** advance payments had been made
- Approximately **563,600** calls had been made to the Scheme

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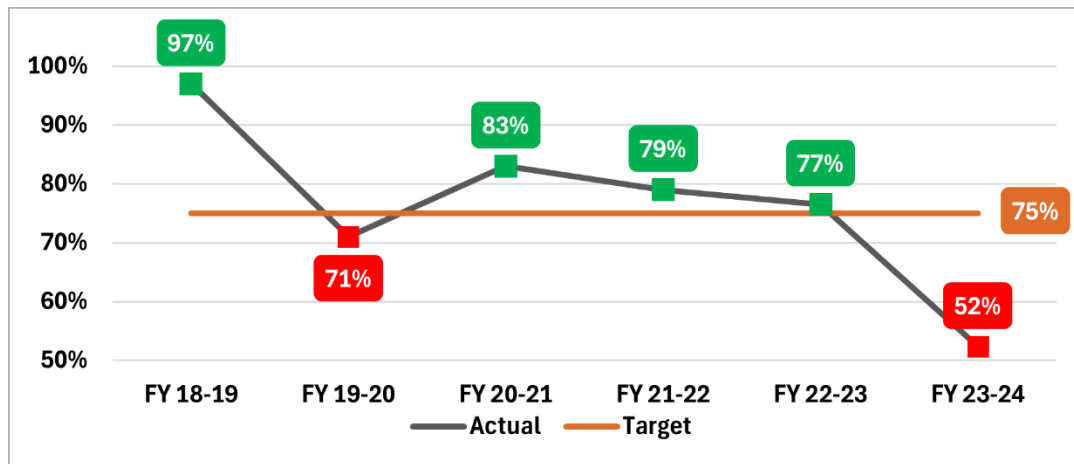
Priority Area 1: Survivor Experience

1a. Application Timeliness

Metric: At least 75% of applications that name institutions that participate in the National Redress Scheme (Scheme) will have a decision communicated to the applicant within 6 months of all necessary information being received by the Scheme¹.

The following data shows how the Scheme had delivered on the Application Timeliness metric each financial year from 2018-19 to 2023-24. The data below was accurate as at 30 June 2024.

Figure 1 – Percentage of outcome notified within 6 months of receiving all required information.



Results:

- 97% of outcomes notified within 6 months in 2018-19
- 71% of outcomes notified within 6 months in 2019-20
- 83% of outcomes notified within 6 months in 2020-21
- 79% of outcomes notified within 6 months in 2021-22
- 77% of outcomes notified within 6 months in 2022-23
- 52% of outcomes notified within 6 months in 2023-24

As at 30 June 2024, the average processing time for applications was **12.7 months**. The average processing time is calculated from when the Scheme first receives an application until the day that an applicant is notified of their outcome. It includes the time that the Scheme is waiting to receive information from the named institution(s) or further information from the applicant. This is a different calculation from the metric presented above.

1. The metric commences from the point that all necessary information from applicants and institutions has been received by the Scheme until an outcome has been delivered to the applicant.

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Table 1 – Application timeliness: long-term applications on hand

Scheme year	FY2018-19	FY2019-20	FY2020-21	FY2021-22	FY2022-23	FY2023-24
Applications received	4,169	3,115	3,749	5,980	10,709	16,324
Applications withdrawn	263	109	105	301	494	523
Applications finalised	3,710	2,822	3,187	3,774	3,308	74*
On hand at 30 June	196	184	457	1,905	6,907	15,727
Cumulative applications on hand	196	380	837	2,742	9,649	25,376

How to read this data: This table presents the status of all applications received in each Scheme year, as at 30 June 2024. *For example: 3,749 applications were received in FY2020-21. Of those applications, 105 were withdrawn, 3,187 were finalised and 457 were still on hand at 30 June 2024.*

**Note that a total of 4,044 applications were finalised in FY2023-24.*

Table 1 presents data on the length of time applications have been with the Scheme. Applications on hand from the first 2 years of the Scheme are as a result of a range of factors, including being on hold at the applicant's request, the Scheme being unable to contact the applicant or due to non-participating institutions.

Table 2 – Applications finalised each Scheme year

Scheme year	FY2018-19	FY2019-20	FY2020-21	FY2021-22	FY2022-23	FY2023-24
Applications finalised	204	2,565	3,281	2,770	3,853	4,044

Please note the data in this table may vary slightly from previously published figures, due to updates to data made over time.

Table 2 provides data on the total number of applications finalised in each year of the Scheme, regardless of which year they were received. The number of applications finalised in FY2021-22 was affected by a process change which paused processing for a period. Other than that year, the number of finalised applications has increased each year.

The Scheme was established after the longest running Royal Commission in Australia. Modelling provided to the Royal Commission predicted 60,000 applications would be received over the 10 years of the Scheme.

Following the second-year review of the Scheme, measures were implemented to increase the finalisation rate of applications, and also to enhance the accessibility of the Scheme. The increase in the number of applications received has outpaced the increase in applications finalised by the Scheme, leading to the challenge demonstrated in the data above, with an

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increasing number of applications on-hand with the Scheme. A number of new initiatives are being implemented in FY2024-25 to increase the finalisation rate.

1b. The Survivor Journey

Metric: *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 Where to Research to develop a trauma-informed, safe, and respectful survey to report on the survivor journey. Applicants were invited to participate in 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 the amount of applicants who received an outcome during that period. Nevertheless, the survey responses provided valuable information to help the Scheme identify trends over time and how survivors felt about their interactions with the Scheme.

Over 200 responses have been received since April 2021. Trends apparent in the survey responses include:

- around half of respondents found it easy to find out about the Scheme;
- of those respondents who received support to apply, a majority received support from a redress support service;
- an increasing number of respondents found Scheme staff to be helpful and respectful;
- most respondents felt their privacy was protected;
- a majority of respondents reported having to follow up with the Scheme for updates; and
- the number of respondents reporting the time taken to get a decision is 'too long' is around the same number as those who felt the time 'was about right'.

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

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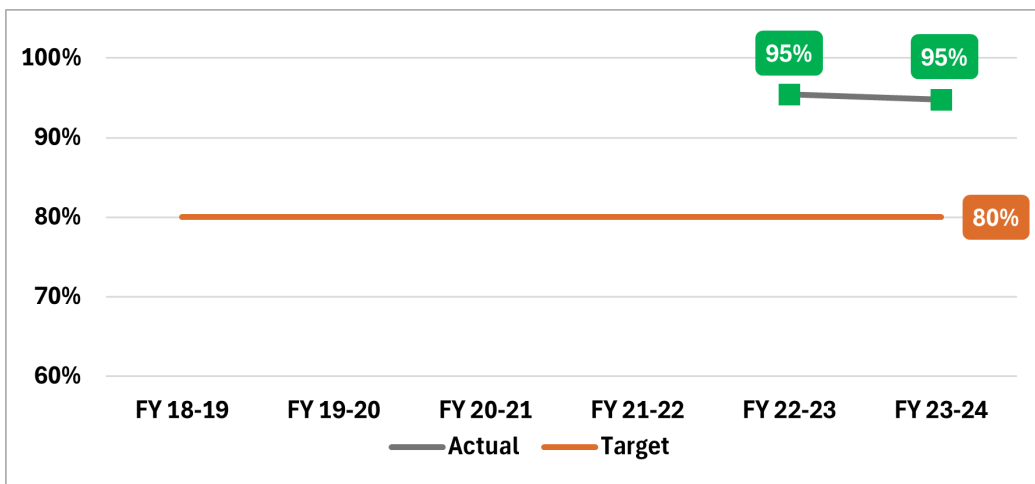
1c. Advance Payment

Metric: *The Scheme will issue ≥80% of eligible survivors with an advance payment within 7 days of receiving acceptance documentation.*

The legislative amendments introduced advance payments in October 2021. As such, figure 2 only captures data from the 2022-23 financial year onwards.

The following data was accurate as at 30 June 2024 and shows how the Scheme had delivered on the Advance Payment metric.

Figure 2 - Percentage of Advance Payments Issued within 7 Days of Receiving Acceptance Documents



Result:

- 95% of advance payments were made within 7 days in 2022-23
- 95% of advance payments were made within 7 days in 2023-24

The above data indicates that the Scheme delivered on this metric.

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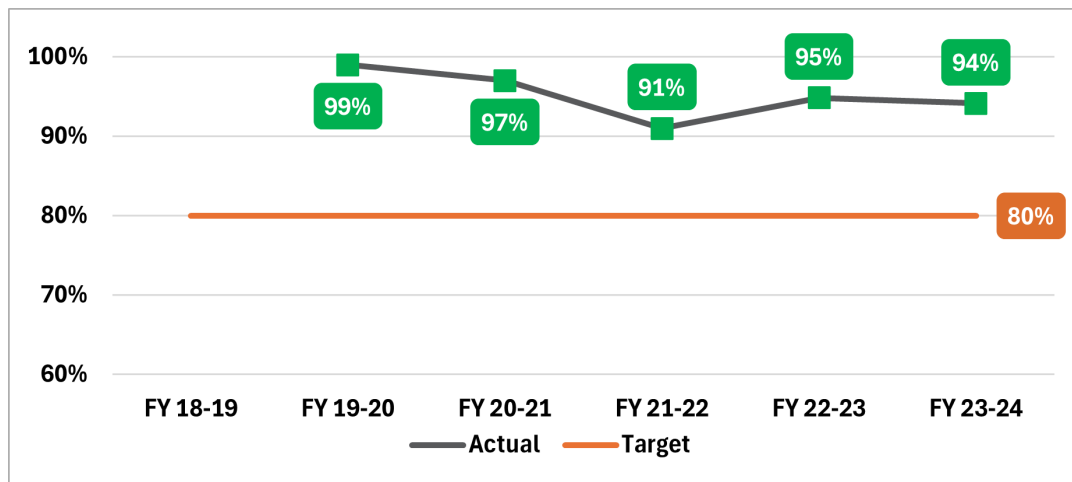
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1d. Redress Payment

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

The following data was accurate as at 30 June 2024 and captures how the Scheme had delivered on the Redress Payment metric each financial year from 2018-19 until 2023-24.

Figure 3- Percentage of Payments Issued within 14 Days of Receiving Acceptance Documents.



Results:

- 99% of redress payments made within 14 days in 2019-20
- 97% of redress payments made within 14 days in 2020-21
- 91% of redress payments made within 14 days in 2021-22
- 95% of redress payments made within 14 days in 2022-23
- 94% of redress payments made within 14 days in 2023-24

The above data indicates the Scheme consistently delivered on this metric.

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Priority Area 2: Health of the Scheme

2a. Survivor Acceptance

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

The following data was accurate as at 30 June 2024:

- **12,000 (74%)** of people who accepted an offer of redress, had also accepted the offer for Counselling and Psychological Care (CPC) services². Of these **8,338 (69%)** were for referral services and **3,662 (31%)** were for a lump sum payment.
- **9,524** (representing **59%** of applicants who responded to their offer of redress) indicated that they may like to participate in a Direct Personal Response.

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

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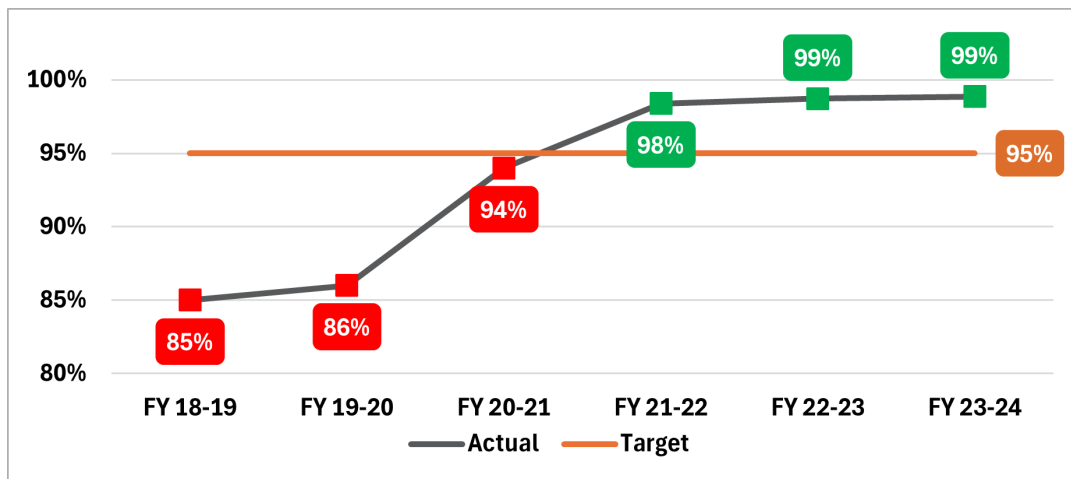
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2b. Maintaining Institutional Participation

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

The following data was accurate as at 30 June 2024 and captures how the Scheme had delivered on the Maintaining Institutions Participation metric.

Figure 4 – Percentage of on-board institutions covering applications in progress.



Results:

- 85% of applications have institutions on-board in 2018-19
- 86% of applications have institutions on-board in 2019-20
- 94% of applications have institutions on-board in 2020-21
- 98% of applications have institutions on-board in 2021-22
- 99% of applications have institutions on-board in 2022-23
- 99% of applications have institutions on-board in 2023-24

Since the beginning of the Scheme, significant progress was made to this objective. The Scheme delivered on this metric since 2021-22.

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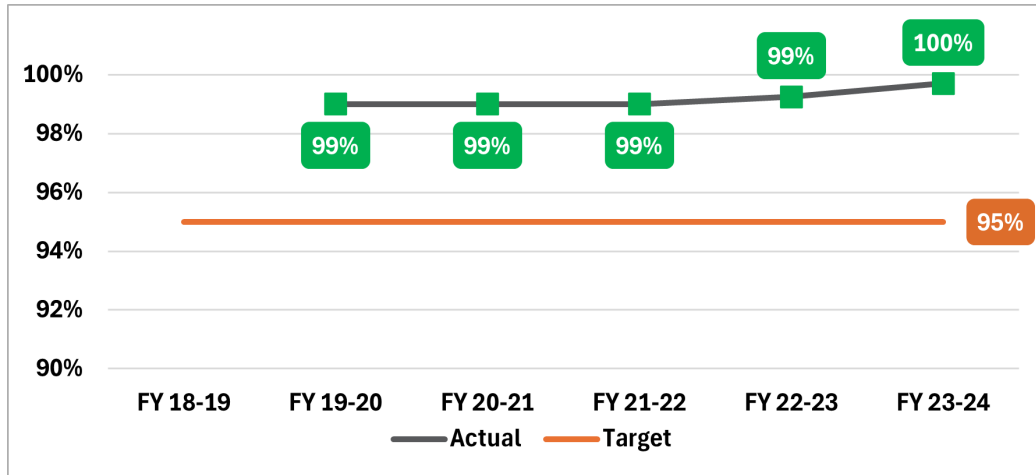
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2c. Quality Decision Making

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

The following data was accurate as at 30 June 2024 and captures how the Scheme has delivered on the Quality Decision Making metric.

Figure 5 – Percentage of initial determinations reflecting the outcome.



Results:

- 99% of initial determinations reflect the final outcome in 2019-20
- 99% of initial determinations reflect the final outcome in 2020-21
- 99% of initial determinations reflect the final outcome in 2021-22
- 99% of initial determinations reflect the final outcome in 2022-23
- 100% of initial determinations reflect the final outcome in 2023-24

The Scheme consistently delivered on this metric with at least a 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.

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Priority Area 3: Equity of Access

3a. Scheme Accessibility

Metric: 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 remote³ / people with disability⁴ / the elderly⁵.

As at 30 June 2024 the demographics of applicants over the life of the Scheme were:

Figure 6 - Gender of applicants

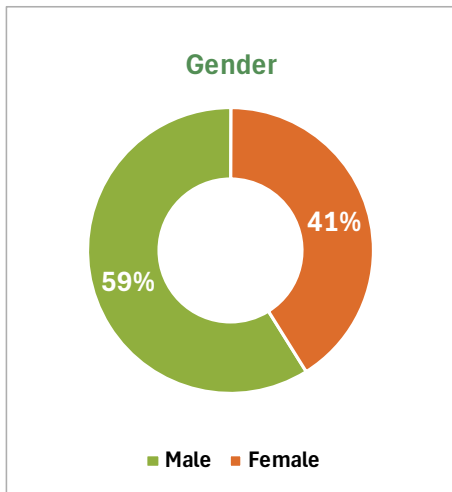


Figure 8 – Indigenous status

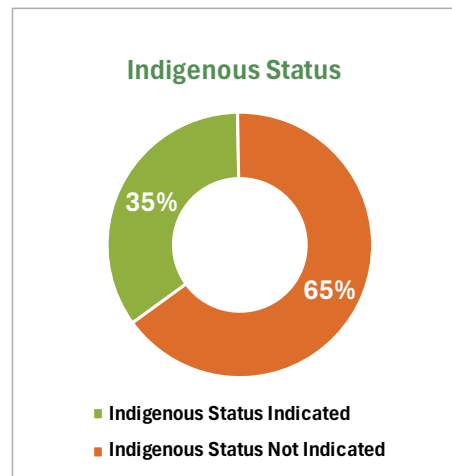


Figure 7 – Disability status

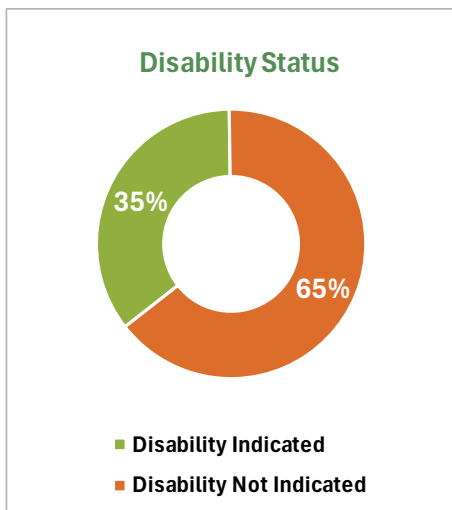
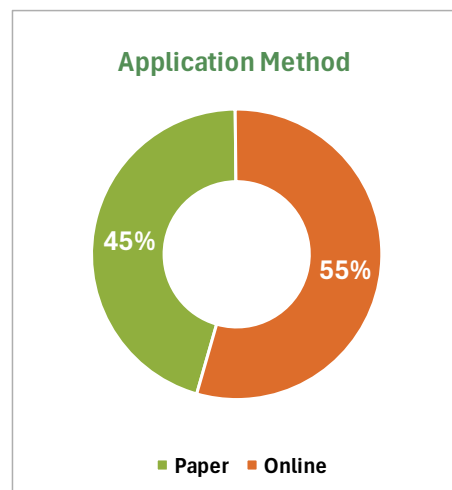


Figure 9 – Application method



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

⁴ Disability is not a term defined by the Scheme. Applicants may self-identify as having a disability, which includes illness and age-related conditions.

⁵ Elderly applicants are defined as over 70 at age of application, or over 55 for First Nations applicants.

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Scheme accessibility over the life of the Scheme as at 30 June 2024:

- **14%** of applicants were elderly⁶
- **35%** of applicants identify as Aboriginal or Torres Strait Islander
- **35%** of applicants self-identify as living with a disability⁷
- **42%** of applicants lived in a rural or remote⁸ location

State of Residence of applicants as at 30 June 2024:

- National (includes overseas and unspecified numbers): **44,046**
- Australian Capital Territory: **492**
- New South Wales: **9,221**
- Northern Territory: **406**
- Queensland: **14,468**
- South Australia: **6,188**
- Tasmania: **2,191**
- Victoria: **4,727**
- Western Australia: **6,156**
- Overseas: **150**
- Unspecified: **47**

⁶ Elderly applicants are defined as over 70 at age of application, or over 55 for First Nations applicants.

⁷ Disability is not a term defined by the Scheme. Applicants may self-identify as having a disability, which includes illness and age-related conditions.

⁸ Remoteness is defined based on the 2016 Australian Bureau of Statistics Remoteness Areas Structure based on a measure of relative access to services.

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3b. Support Service Accessibility

Metric: *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. RSS 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 conduct outreach to support people to apply from survivor demographics.

At June 2024, 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 30 June 2024:

- Approximately **12%** of applicants were supported by a RSS (excluding knowmore Legal Service)
- Approximately **6%** were supported by knowmore Legal Service
- **35%** of applicants who identify as having a disability⁹ used a RSS
- **23%** of applicants who lived in a regional or remote¹⁰ location used a RSS
- **27%** of applicants who identified as First Nations used a RSS
- **47%** of elderly¹¹ applicants at application used a RSS
- **26%** 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.

The total **number** of applicants using support services is increasing over time, but not as much as the total number of applicants which has increased over the same time. This means that the **proportion** of applicants using support services is declining over time. The Australian Government has provided additional funding to support services and knowmore Legal Service from 2024-25 to assist applicants to lodge more-complete applications.

⁹ Disability is not a term defined by the Scheme. Applicants may self-identify as having a disability, which includes illness and age-related conditions.

¹⁰ Remoteness is defined based on the 2016 Australian Bureau of Statistics Remoteness Areas Structure based on a measure of relative access to services.

¹¹ Elderly applicants are defined as over 70 at age of application, or over 55 for First Nations applicants.