



Australian Government

National Redress Scheme

For people who have experienced
institutional child sexual abuse

Complaints and feedback

Easy Read version



A warning about this guide



We talk about **child sexual abuse** in this guide.



Child sexual abuse includes when someone:

- makes a child do sexual things
- does sexual things to a child.



You can talk to someone you trust if you:

- need support to read this guide
- do not feel comfortable to read this guide
- want more information.



We have a list of organisations you can use if you need extra support.

You can find these organisations on page [24](#).

How to use this guide



We are the Australian Government.

We wrote this guide.



We wrote some words in **bold**.

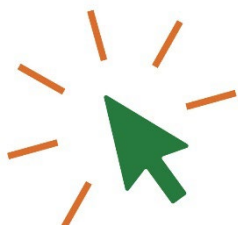
We explain what these words mean.

There is also a list of these words on page [28](#).



This is an Easy Read summary of a webpage.

It only includes the most important ideas.



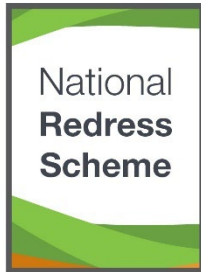
You can find the other page on our website.

[www.nationalredress.gov.au/about/
feedback-and-complaints](http://www.nationalredress.gov.au/about/feedback-and-complaints)

What's in this guide?

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What is the National Redress Scheme?



The National Redress Scheme offers **redress** to people who experienced child sexual abuse when they were in an **institution**.

We call it the Scheme.



Redress is when someone gets support or money to try and make up for an experience that harmed them.



An institution is a group or organisation that supports the community.

What is an institution?

An institution can be:



- a children's home



- a school



- a church



- an **orphanage**.

An orphanage is a home for children who do not have a family.

An institution can also include:



- a sports club



- a hospital



- **foster care.**

Foster care is when children live with other people for a short time because they can't live with their parents.

What is feedback?

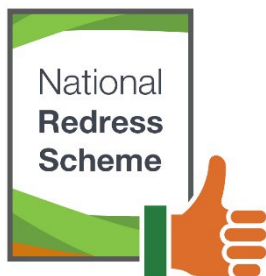


When you give **feedback**, you tell someone what they:

- are doing well
- can do better.



We know applying to the Scheme can be hard for people.



Your feedback might help us make the Scheme better.



Please tell us your feedback as soon as you can.

We want you to:



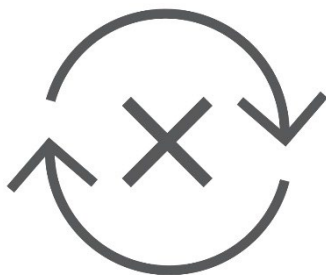
- give us feedback about the Scheme



- ask us any questions you have about how the Scheme works.



We want to make sure you have an easy experience when you apply to the Scheme.



You might give us feedback about something we cannot change.



We will call or write to you if this happens.

We will let you know why we cannot make the changes you have suggested.

For example, we cannot change:



- things that are part of the law



- things that need all states and territories to agree to change



- things we do not have control over.

What is a complaint?



A **complaint** is when you tell someone that something:

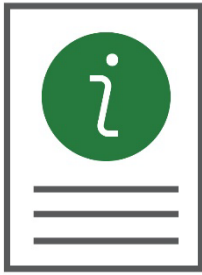
- has gone wrong
- is not working well.



We want to hear your complaints.



We will call or write to you about your complaint.



We might need to ask you for more information.

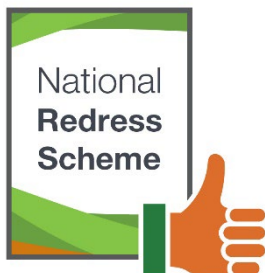
This information can help us:



- find out what happened



- try to make things better for you



- improve the way the Scheme works.



An **application** is a form you fill out when you apply to the Scheme for redress.



We might guide you to information that can help you with a complaint about your application.

We might do this if your complaint is about:



- how long your application is taking



- the decision made about if you can get redress or not.



We might ask you to fill out more forms.



This makes sure we have the right information for what you want to do next.



We might need to share your information to look into your complaint.



We might contact you to ask for your **consent** before we do this.

Consent is when you say it is okay for someone to do something.



You do not have to tell us who you are when you make a complaint.



But this might make it harder for us to help you.

How to check your application



You might want to check your application before you:

- give feedback
- make a complaint.



You can check your application if you have linked it to your **myGov** account.

You will be able to see how your application is going on the myGov portal.

myGov is a website where Australians can manage their:



- tax



- medical information



- payments from the government.



You can also call us to ask about your application.

1800 737 377



We will tell you what we can about your application.



The time it takes to make a decision about an application can be different for everyone.

This is because each person's application is different.

Reviewing the decision about your application



You can ask us to **review** the decision if you do not agree with it.



When you review a decision, you check to see if it:

- is right
- needs to change.



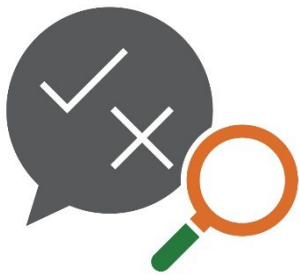
You can only ask us to review the decision once.



We cannot review the decision over the phone for you.



You need to fill out a form to ask for a review.



The form is called 'Application for Review of Determination'.

Determination is another name for the decision about your application.



We will send you this form when we tell you about the decision.

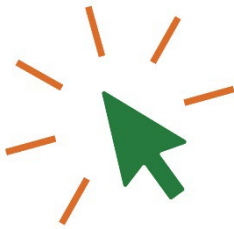


We will send it:

- in the mail
- on myGov.



You can share more information with us in this form.



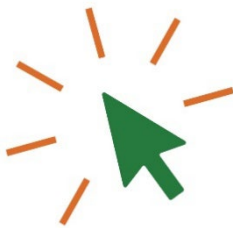
You can find out more information about reviewing the decision about your application on our website.

www.nationalredress.gov.au/apply/what-happens-after-applying#asking-for-a-review

How to give feedback or make a complaint



You can choose how you want to give feedback or make a complaint.



You can use our website.

www.dss.gov.au/contact-us/enquiries-and-feedback/feedback-form



You can call us:

- Monday to Friday
- 8 am to 5 pm.

1800 737 377



You can send us an email.

complaints@dss.gov.au



You can write to us.

National Redress Scheme Feedback

GPO Box 9820

Canberra ACT, 2601

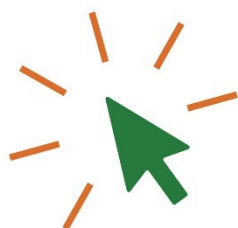
More information about the Scheme



You can find out more about the Scheme in our Easy Read guides.



This includes information about who can apply to the Scheme.



www.nationalredress.gov.au/help-support/resources/easy-read-guides

Free support services

Redress Support Services

Redress Support Services can:



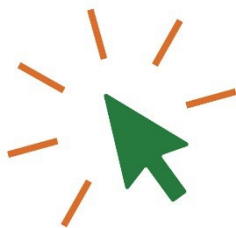
- help you understand the Scheme



- support you when you apply



- talk to you about your experience.



You can find out more on our website.

www.nationalredress.gov.au/RSS

Knowmore



Knowmore can help you decide if you want to apply to the Scheme.



Knowmore can also help you find other supports to help you apply to the Scheme.



Knowmore is a free service.

Knowmore can also help you understand:



- how to manage your money



- the law



- the rules you need to follow if you accept a redress payment



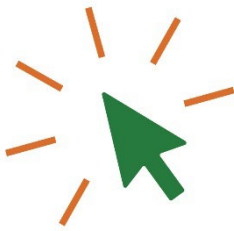
- how your redress payment will affect other payments you receive.

For example, Centrelink payments.



You can call Knowmore.

1800 605 762



You can also find out more on their website.

knowmore.org.au

Word list

This list explains what the **bold** words in this guide mean.



Application

An application is a form you fill out when you apply to the Scheme for redress.



Child sexual abuse

Child sexual abuse includes when someone:

- makes a child do sexual things
- does sexual things to a child.



Complaint

A complaint is when you tell someone that something:

- has gone wrong
- is not working well.



Consent

Consent is when you say it is okay for someone to do something.



Feedback

When you give feedback, you tell someone what they:

- are doing well
- can do better.



Foster care

Foster care is when children live with other people for a short time because they can't live with their parents.



Institution

An institution is a group or organisation that supports the community.

myGov



myGov is a website where Australians can manage their:

- tax
- medical information
- payments from the government.



Orphanage

An orphanage is a home for children who do not have a family.



Redress

Redress is when someone gets support or money to try and make up for an experience that harmed them.



Review

When you review a decision, you check to see if it:

- is right
- needs to change.

Contact us



You can call us.

1800 737 377



You can send us an email.

enquiries@dss.gov.au



You can ask a question by filling out a form on our website.

www.dss.gov.au/contact-us/enquiries-and-feedback/feedback-form

You can write to us.

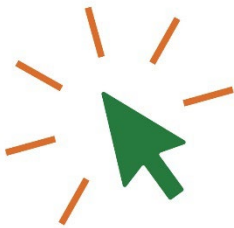


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Canberra BC ACT 2610

Australia



You can visit our website.

www.nationalredress.gov.au



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