# Support to manage payments from the National Redress Scheme

A text-only 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 7.

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 8.

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/help-support/ get-free-help-apply/  
financial-counselling](http://www.nationalredress.gov.au/help-support/%20get-free-help-apply/financial-counselling)

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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.

## When can you get support to manage your payment?

You can get free **financial counselling** about the Scheme.

Financial counselling is when someone teaches you how to:

* manage your money
* pay bills or money you owe
* keep your money safe.

Financial counselling can also help you understand:

* the rules you need to follow about your redress payment

how your redress payment will affect other payments you receive.  
For example, Centrelink payments.

You can get financial counselling at any time.

This includes before or after you:

* apply to the Scheme
* say yes to your redress offer.

## Who can help you manage your payment?

Before you decide to get financial counselling, you should think about:

* how well you know the service
* what people say about the service
* what experience the service has with redress payments
* if the service can support you in person.

### Knowmore

Knowmore can help you with financial counselling.

Knowmore has a lot of experience with redress payments.

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

Knowmore is a free service.

Knowmore can 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](http://www.knowmore.org.au/)

## 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](http://www.nationalredress.gov.au/help-support/resources/easy-read-guides)

## 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](http://www.nationalredress.gov.au/RSS)

## Word list

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

Child sexual abuse

Child sexual abuse includes when someone:

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

Financial counselling

Financial counselling is when someone teaches you how to:

* manage your money
* pay bills or money you owe
* keep your money safe.

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.

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.

## 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](https://www.dss.gov.au/contact-us/enquiries-and-feedback/feedback-form)

You can write to us.

NRS  
Reply Paid 7750  
Canberra BC ACT 2610  
Australia

You can visit our website.

www.[nationalredress](https://www.nationalredress.gov.au).gov.au

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