



Australian Government

# National Redress Scheme

For people who have experienced  
institutional child sexual abuse

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## Support to manage payments from the National Redress Scheme

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 [16](#).

# How to use this guide



We are the Australian Government.

We wrote this guide.



We wrote some words in **bold**.

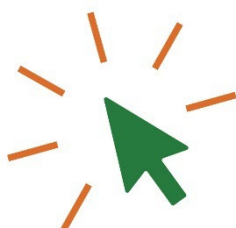
We explain what these words mean.

There is also a list of these words on page [17](#).



This is an Easy Read summary of a webpage.

It only includes the most important ideas.



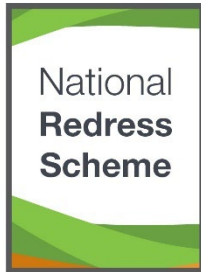
You can find the other page on our website.

[www.nationalredress.gov.au/help-support/  
get-free-help-apply/financial-counselling](http://www.nationalredress.gov.au/help-support/get-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?

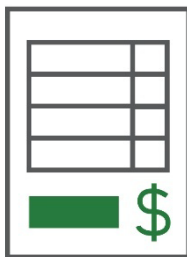


You can get free **financial counselling** about the Scheme.

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



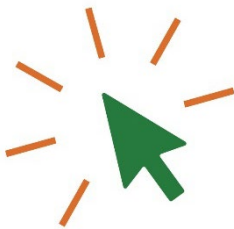
- how your redress payment will affect other payments you receive.

For example, Centrelink payments.



You can call Knowmore.

1800 605 762



You can also find out more on their website.

[knowmore.org.au](http://knowmore.org.au)

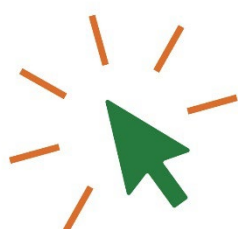
## More information about the Scheme



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:



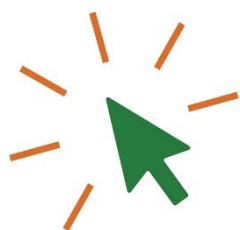
- help you understand the Scheme



- 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

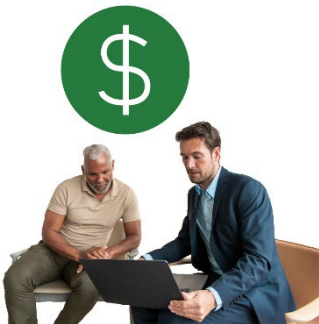
This list explains what the **bold** words in this guide mean.



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

You can write to us.

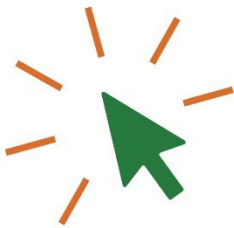


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You can visit our website.

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



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