



Australian Government

National Redress Scheme

For people who have experienced
institutional child sexual abuse

Get support when you apply

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 [22](#).

How to use this guide



We are the Australian Government.

We wrote this guide.



We wrote some words in **bold**.

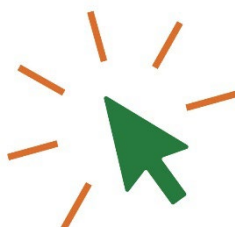
We explain what these words mean.

There is also a list of these words on page [26](#).



This is an Easy Read summary of a webpage.

It only includes the most important ideas.



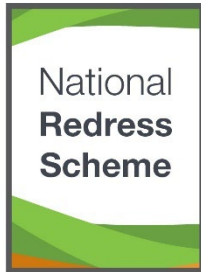
You can find the other page on our website.

www.nationalredress.gov.au/help-support/247-support

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 support can you get?

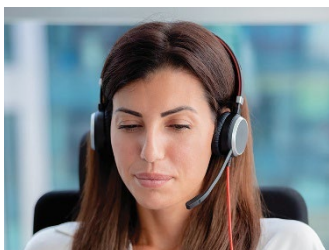


We can help you get support when you apply to the Scheme.



You can call us if you have questions about your application.

1800 737 377



You can contact Redress Support Services.



Redress Support Services can help you apply for redress.

They can also:



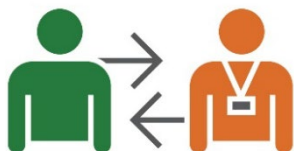
- listen to you



- give you advice



- answer your questions



- connect you to other support services.



You can find contact information for Redress Support Services on page [22](#).

How can a nominee support you?



A **nominee** is someone you choose to:

- make decisions for you
- do things for you that you cannot do on your own.

Your nominee might be a:



- family member



- friend



- support service.



A nominee can support you to apply to the Scheme.

For example, they might:



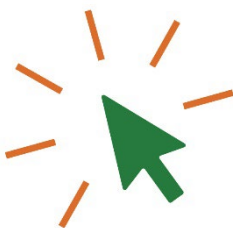
- ask questions about how your application is going



- answer questions you have about your application



- share more information about you with the Scheme.



You can visit our website for more information about nominees and how they can help you.

[www.nationalredress.gov.au/apply/
how-apply/nominees](http://www.nationalredress.gov.au/apply/how-apply/nominees)

Support you can get right away



You can contact a support service.



Sharing what happened to you can be hard.

It can feel like you're going through the experience that hurt you again.



This might make you feel hurt.



If you or someone you know needs help right away, there are services you can contact for support.



The support services on the following pages are always open.

You can call them anytime.

Beyond Blue



Beyond Blue is a service that can support people with their **mental health**.



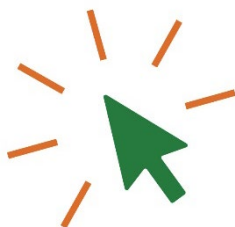
Your mental health is about how you:

- think and feel about yourself
- deal with events and experiences in your life
- manage your feelings.



You can call Beyond Blue anytime.

1300 224 636



You can visit their website.

www.beyondblue.org.au

1800RESPECT



1800RESPECT supports people affected by:

- **domestic and family violence**
- **sexual violence.**



Domestic and family violence is when someone close to you hurts you, such as:

- your partner, like your boyfriend or girlfriend
- a member of your family.

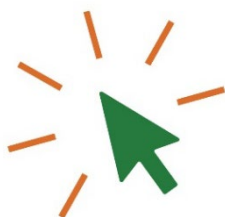


Sexual violence is when someone hurts you in a sexual way.



You can call 1800RESPECT anytime.

1800 737 732



You can visit their website.

www.1800respect.org.au

MensLine Australia

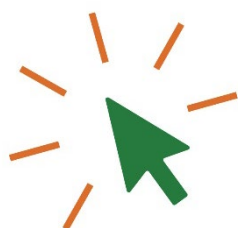


MensLine Australia supports men with their behaviour and wellbeing.



You can call MensLine Australia anytime.

1300 789 978



You can visit their website.

www.mensline.org.au

Lifeline



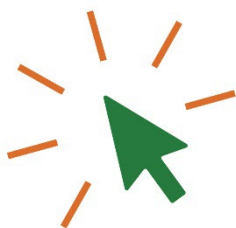
Lifeline supports anyone who feels very worried and upset.

They also provide services to help stop people from ending their own life.



You can call Lifeline anytime.

13 11 14



You can visit their website.

www.lifeline.org.au

Suicide Call Back Service



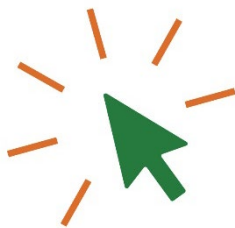
Suicide Call Back Service provides immediate telephone counselling and support.

They can help you in a crisis straight away.



You can call Suicide Call Back Service anytime.

1300 659 467



You can visit their website.

www.suicidecallbackservice.org.au

13YARN

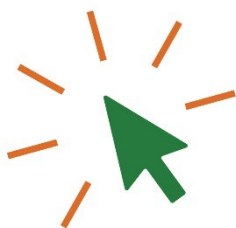


13YARN supports Aboriginal and Torres Strait Islander people with their mental health.



You can call 13YARN anytime.

13 92 76



You can visit their website.

www.13yarn.org.au

Full Stop Australia



Full Stop Australia runs the National Sexual Abuse and Redress Support Service.

They support people who want to apply for redress.



They can give you:

- information
- **counselling.**

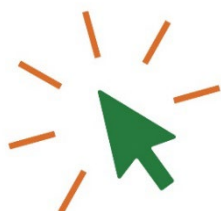


Counselling is when someone talks with a professional about how they think and feel.



You can call Full Stop Australia anytime.

1800 385 578



You can visit their website.

www.fullstop.org.au

Triple Zero

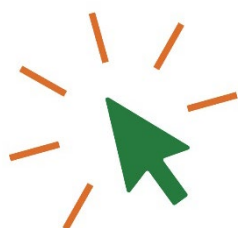


If you or someone you know is having a health emergency, always call Triple Zero.



You can call Triple Zero anytime.

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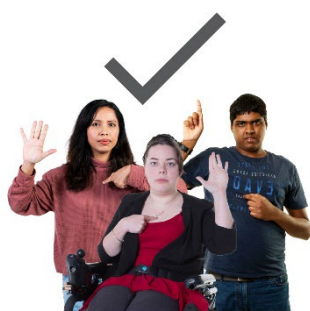
You can visit their website.

www.triplezero.gov.au

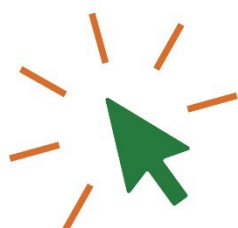
More information about the Scheme



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

Free support services

Redress Support Services

Redress Support Services can:



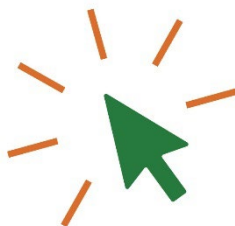
- help you understand the Scheme



- 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:



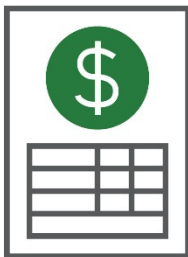
- how to manage your money



- the law



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



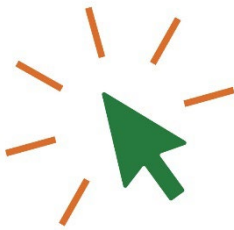
- how your redress payment will affect other payments you receive.

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.



Child sexual abuse

Child sexual abuse includes when someone:

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



Counselling

Counselling is when someone talks with a professional about how they think and feel.



Family and domestic violence

Domestic and family violence is when someone close to you hurts you, such as:

- your partner, like your boyfriend or girlfriend
- a member of your family.



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.



Mental health

Your mental health is about how you:

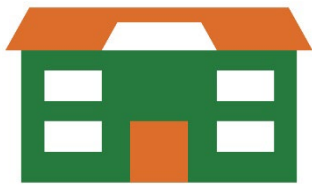
- think and feel about yourself
- deal with events and experiences in your life
- manage your feelings.



Nominee

A nominee is someone you choose

- to:
- make decisions for you
 - do things for you that you cannot do on your own.



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.



Sexual violence

Sexual violence is when someone hurts you in a sexual way.

Contact us



You can call us.

1800 737 377



You can send us an email.

enquiries@dss.gov.au



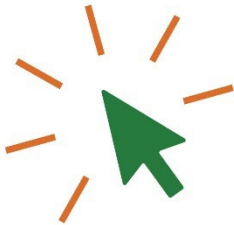
You can ask a question by filling out a form on our website.

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



You can write to us.

NRS
Reply Paid 7750
Canberra BC ACT 2610
Australia



You can visit our website.

www.nationalredress.gov.au



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