



Australian Government

National Redress Scheme

For people who have experienced
institutional child sexual abuse

How we manage information you share with us

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 [31](#).

How to use this guide



We are the Australian Government.

We wrote this guide.



We wrote some words in **bold**.

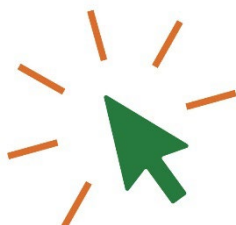
We explain what these words mean.

There is also a list of these words on page 35.



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/apply/what-we-do-your-information

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 information do we collect?



You need to share some information when you apply to the Scheme.

For example:



- your name



- your date of birth



- the name and any details about the institution where you were harmed



- information about the harm you experienced.



This information helps us decide if we can offer you redress.



Your information is protected by the law.

This means it can only be used when the law says so.



You can call us if you need to update your information.

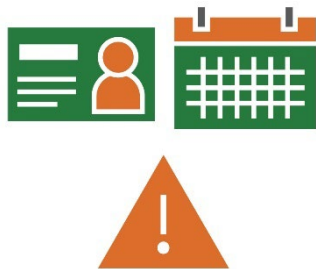
1800 737 377

When do we share your information?



We need to share some of your information with the institutions you tell us about.

This includes your:



- name
- date of birth
- information about the harm you experienced.



We won't share your contact information with institutions.



For example, your:

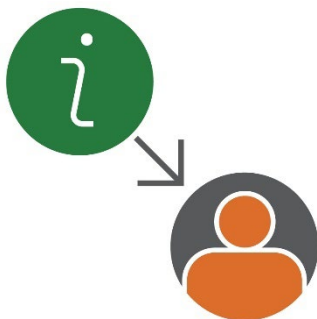
- address
- phone number.



Each institution chooses someone to help the Scheme.



This person helps us by sharing information with the Scheme.



When we need to share some of your information with an institution, we will share it with this person.



Institutions can only share your information when the law says it's ok.

For example:



- if they need help from staff to find information from when you were in the institution



- to apologise for the harm you experienced



- to protect someone who is at risk of serious harm.

Your information helps institutions find information they have about:



- you



- who worked there when you were harmed



- other people and events you tell us about in your application.



The law says we must protect children from serious harm.

This means we might also need to share your information with:



- the police



- organisations that protect children.



We might contact you for more information if someone is at risk of harm.



If the Scheme has to share your information, you can ask us not to include your name.

How institutions can use your information



Institutions cannot share your information unless the law:

- says they can
- says they need to.



For example, to look into the harm that happened to:

- you
- someone you told us about.



Institutions must report if they think there are children who might still be at risk of harm.

If this happens, they might need to share your information with:



- the police



- organisations that protect children.



Institutions might need to use your name in their report.



You can call us if you're worried about what this means for you.

1800 737 377

Institutions might also use your information to look into:



- how well they keep children safe



- other people who might know about what happened to you.



Institutions might want your help to look into these things.



They must ask us first if they want your help.



We will ask you if you want to help the institution.



You can choose if you want to help them or not.

You won't get in trouble for saying no.



Institutions must not contact you themselves.

They must ask us to do it.



You should tell us if an institution contacts you.

1800 737 377

Who can use your information?



Only certain people can use your information. This includes:

- people who work for the Scheme
- the person who decides if we can offer you redress.



Your **nominee** can also use your information if you have one.



A nominee is someone you choose to:

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

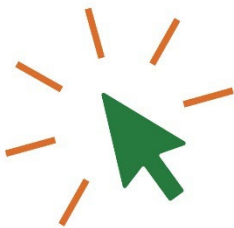
These people can only use
your information:



- if the law says they can



- to help with your redress application.



You can find more information about
nominees and how they can help you
on our website.

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



Some staff from other parts of the government can also see your information.



For example, staff from Centrelink who need to confirm your customer details.

How do we keep your information safe?



We follow the laws about keeping information safe.

This includes:



- protecting information we keep on our computers



- protecting the places where we keep information



- checking for new ways to keep information safe.

We keep a list of:



- who looks at your information on our computers



- what information people look at on our computers.



Our staff can only use your information:

- to help with your redress application
- when the law says they can.



For example, when our staff call you they can use your information to check they are really talking to you.

We also do checks often to make sure:



- the information we keep is safe



- everybody who can see the information is following the law and our **policies** about keeping it safe and private.



Policies are sets of rules or ideas that tell people how they should do things.



You can contact the Department of Social Services if you think someone has used your information in the wrong way.



You can email them.

complaints@dss.gov.au



You can call them.

1800 634 035



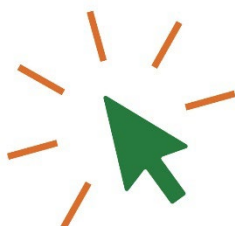
You can write to them.

DSS Feedback
GPO Box 9820
Canberra ACT 2601



You can fill out a form on their website.

www.dss.gov.au/contact-us/making-complaint



You can read more about how we keep information safe in our privacy policy.

www.nationalredress.gov.au/about/privacy

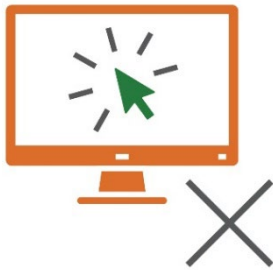
How you can keep your information safe



You should be careful of **scams**.

We call it a scam when someone tries to trick you to take:

- your information
- your money.



We will not send you website links to click on to look at your redress application.

This is a way people might try to trick you.



If you are worried that a message we sent you is a scam, you can:

- call us to check if the message is real

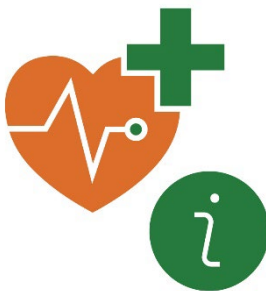


- check your application on our website through **myGov**.

myGov is a website where Australians can manage their:



- tax



- medical information



- payments from the government.



You can also manage your redress application on the myGov website.

If someone gets your information



The Department of Social Services will contact you if they find out someone got your information who shouldn't have it.

We will try to find out:



- what information that person got



- who the person is



- what they did with your information



- if they copied your information somewhere else.



We will let you know what we find out as soon as we can.

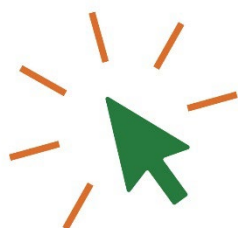
More information about the Scheme



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:



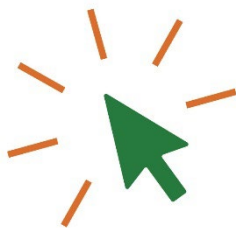
- help you understand the Scheme



- support you when you apply



- talk to you about your experience.



You can also 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



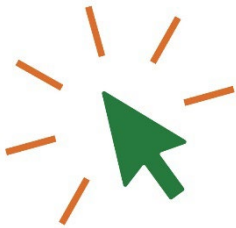
- how your redress payment will affect other payments you receive.

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.



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.



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.



Policies

Policies are sets of rules or ideas that tell people how they should do things.



Redress

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



Scams

We call it a scam when someone tries to trick you to take:

- your information
- your money.

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.

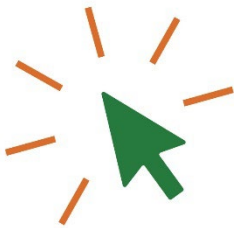


NRS

Reply Paid 7750

Canberra BC ACT 2610

Australia



You can visit our website.

www.nationalredress.gov.au



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Quote job number 6160-F.