

# National Redress Scheme

For people who have experienced  
institutional child sexual abuse

## National Redress Scheme Privacy Notice – Redress Applicants

The Department of Social Services (we, us, our, department) is responsible for administering the National Redress Scheme for Institutional Child Sexual Abuse (National Redress Scheme), on behalf of the Australian Government. In some aspects of the National Redress Scheme, the department is assisted by Services Australia, an executive agency in the Finance portfolio.

In the course of our work we collect, use and disclose personal information, including sensitive information, that is directly related to, or reasonably necessary for, one or more of our functions or activities under the [National Redress Scheme for Institutional Child Sexual Abuse Act 2018 \(Cth\)](#) (National Redress legislation).

We will collect, or have collected, your personal information for one or more of these purposes. This notice is designed to ensure you are aware of certain matters in relation to that collection, as required by the [Privacy Act 1988 \(Cth\)](#).

### What we collect

We need to collect a range of your personal information relating to your application for redress, or proposed application, including:

- your name, date of birth, gender, contact and other identity details
- information about your eligibility for redress
- details about your experience and its impact on your life.

We may collect that personal information from you as well as from third parties. For example, we may collect personal information from:

- your application for redress (whether you fill out a paper-based form or an online form)
- your nominee, if you have one
- participating institution(s)
- providers of Redress support services
- correspondence with you, and/or your nominee if you have one
- interactions with you, or your nominee if you have one (either over the phone or face-to-face)
- third parties including other government agencies (for example, if you wish to apply for redress while in gaol or if you have a serious criminal conviction, we may obtain further information from the relevant State or Territory Attorney(s)-General before we make a decision under the National Redress legislation about your application).

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## Why we collect your personal information

We collect your information to administer the National Redress Scheme including to:

- process your application, including to check your identity and determine your eligibility for redress under the National Redress Scheme
- communicate and interact with you, and/or your nominee if you have one
- manage complaints and feedback
- help you gain access to counselling and psychological services, a direct personal response, and a monetary payment
- undertake fraud and compliance, administration, statistical reporting and research in connection with the National Redress Scheme.

If we are unable to collect your personal information, we may not be able to progress your application.

We are authorised to collect, use and disclose your personal information by:

- the [National Redress Scheme for Institutional Child Sexual Abuse Act 2018 \(Cth\)](#)
- the [Privacy Act 1988 \(Cth\)](#).

## Who we disclose your personal information to

We may disclose your personal information to the following people, organisations or third parties:

- an Independent Decision Maker who has been appointed to consider your application, or a review of a determination on your application, or a revocation of the determination about your application
- another Australian Government or State and Territory agency relevant to your application for redress
- participating institution(s)
- your nominee if you have one
- contracted service providers of support and/or counselling and psychological care services
- Services Australia, for the purposes of assisting us to administer the National Redress Scheme
- the police or department of public prosecution or other relevant authorities under child protection obligations
- other parties where the disclosure of your information is authorised by law.

We may disclose your personal information overseas if you have made an application from outside of Australia (i.e. from another country) and we need to interact with Australian embassies and consulates to facilitate the application process.

## More information

More information about how we handle your personal information is set out in our [Privacy Policy](#).

Our Privacy Policy contains more information about how you can access your personal information that we hold, and how to seek correction of that personal information. It also contains information about how to make a complaint about a breach of the Australian Privacy Principles, as set out in the [Privacy Act 1988 \(Cth\)](#).