

## When to use this form?

You need to use this Redress Nominee Form before a person or organisation can act on your behalf with the National Redress Scheme.

This form must be completed before your Power of Attorney, Guardian or Financial Manager/Administrator can act on your behalf in the Scheme.

## Who needs to complete this form?

This form should be filled in and signed (where possible) by the person applying to the Scheme and by the redress nominee.

Support services advised some people have no choice but to have a legal nominee. This is not required even if they cannot sign.

## What must redress nominees do?

Redress nominees must act in your best interest at all times. You should talk to your nominee about how you would like them to act for you.

## Who can be a redress nominee?

A redress nominee must be a person or organisation you trust and who respects your privacy.

You and your nominee should be comfortable talking about your experience of institutional child sexual abuse and related non-sexual abuse.

This person or organisation must agree to act on your behalf and be in Australia.

## Can I deal with the Scheme if I have a redress nominee?

Yes you can.

## Types of redress nominees.

There are two types of redress nominees, **Assistance** and **Legal** nominees.

### 1 Assistance nominees **can**:

- help you complete your application for redress
- receive copies of all letters
- ask us questions about your application for redress
- receive phone calls from us about your application for redress
- provide us with information
- ask for an offer of redress to be reviewed.

### Assistance nominees **cannot**:

- apply for redress on your behalf
- agree to a reassessment of your finalised application on your behalf
- accept or decline an offer of redress on your behalf.

## 2 Legal nominees **can**:

- do anything that an assistance nominee can do
- apply for redress on your behalf
- agree to a reassessment of your finalised application on your behalf, and
- accept or decline an offer of redress on your behalf.

For the Scheme to appoint a Legal nominee you **must** have a current legal arrangement in place. This could be a Power of Attorney, Guardianship or Financial Management Order. Without this arrangement a person or organisation can only act as your Assistance nominee.

This form will need to be completed and returned to the Scheme **before** any person or organisation can act on your behalf in the Scheme.

### **What are redress nominees required to do?**

All redress nominees must:

- act in your best interest at all times and understand your wishes
- tell us about any changes to your circumstances
- tell us in writing, about anything that is likely to affect their ability to be a redress nominee or act on your behalf
- let us know, in writing, if they stop, or want to stop being your redress nominee.

### **Your redress nominee may want to think about the following before agreeing to act for you**

- if they will be able to protect your privacy?
- if they have any conflict of interest?
- if they will be able to act in your best interest?

### **What if my redress nominee is not acting in my best interest?**

If you believe your redress nominee is not acting in your best interest, contact us on **1800 737 377** (call charges may apply).

If you are calling from overseas, please call +61 3 6222 3455 and press 7 to be transferred to the National Redress Scheme.

### **Can I change my redress nominee?**

You can change your assistance nominee.

A legal nominee can only be changed if your legal arrangements change, your legal nominee asks or we decide to change the arrangement.

### **Can I use my Centrelink nominee for the Scheme?**

Yes, but Centrelink nominees still need to complete this form.

### **Redress Support Services**

Redress Support Services are specialist community based services available to people applying to the Scheme. They can offer you information and support to complete your application for redress, including this form.

**Knowmore** is a free legal support service. If you need legal advice or support to complete this form, you can call Knowmore on **1800 605 762** or go to **knowmore.org.au**

For more information about these services go to **nationalredress.gov.au**

You can also call us for help to find support services on **1800 737 377**.

If you are calling from overseas, please call +61 3 6222 3455 and press 7 to be transferred to the National Redress Scheme.

## How does my redress nominee confirm their identity with the Scheme?

If your redress nominee is a person they may be able to use their Centrelink Customer Reference Number (CRN).

If your redress nominee is an organisation, we will confirm their identity via their Australian Business Number (ABN).

If your redress nominee is already acting for someone in the Scheme and has a Redress Nominee ID, they will not need to confirm their identity again.

You can find out more about the documents used to confirm identity at [servicessaustralia.gov.au/identity](https://servicessaustralia.gov.au/identity)

**IMPORTANT:** Giving false or misleading information, documents or statements to the National Redress Scheme is an offence and penalties may apply.

## Privacy Notice

The Australian Government Department of Social Services (the department) administers the Scheme, assisted by Services Australia. The department is responsible for the collection, use and disclosure of your personal information.

Your personal information is protected by law, including the *National Redress Scheme for Institutional Child Sexual Abuse Act 2018* and the *Privacy Act 1988*. It is collected and used by the department, and where applicable, Services Australia, to process your application and for the purposes of administering the Scheme. Your information may be given to third parties with your consent, or where the law allows or requires it.

You can find out more about the way the department and Services Australia will manage your personal information, including the privacy policy for the Scheme, at [nationalredress.gov.au/about/privacy](https://nationalredress.gov.au/about/privacy)

## How to fill in this form

Write clearly so we can understand.

Write in BLOCK letters.

N	A	M	E						
---	---	---	---	--	--	--	--	--	--

Use Black Pen.

Black out where you make a mistake.

Please do not use correction fluid or tape.

**Please initial any changes you make.**

	N	A	M	E					
---	---	---	---	---	--	--	--	--	--



Mark boxes like this

This page has been left blank intentionally.

# Part 1: Your personal information

## 1 Your name

Mr    Mrs    Miss    Ms    No title

Other

First name

Other given name

Other given name

Last name

## 2 Your date of birth

Please write this as DD/ MM/ YYYY.

/  /

## 3 Your residential address

Please write the address you live at now.

Street

Suburb

State  ACT    NSW    VIC    WA

TAS    QLD    NT    SA    Overseas

Postcode

Country

## 4 What phone number should we use to call you?



NRS003 2603



## 9 Address of the nominated person

Please write the address they live at now.

Street

Suburb

State  ACT  NSW  VIC  WA

TAS  QLD  NT  SA

Postcode

## 10 Do they already have a Redress Nominee ID from the Scheme?

It will start with RN, followed by nine numbers. They would have this if they have already been a redress nominee with the Scheme.

No

Yes Please write this here (go to question 18)

## 11 How will the nominated person confirm their identity with the Scheme?

Confirming your redress nominee's identity is one way we ensure your privacy and information is protected.

Please write your redress nominee's Centrelink Customer Reference Number (CRN), if they have one. We will call them to ask some questions about their identity and to discuss next steps.

Their CRN is

If your redress nominee does not have a CRN, they will need to visit a Centrelink service centre. They will need to take the required identity documents with them.

At least one of these documents must have a photo of them. All documents must be original.

We cannot accept:

- copies or certified copies;
- expired documents.

Your redress nominee can find out more about the documents they can use to confirm their identity at [servicessaustralia.gov.au/identity](https://servicessaustralia.gov.au/identity)

The validity of your redress nominee's documents will be checked with the authority that issued them.

When you provide these documents, your redress nominee is agreeing to their documents being validated in this way.

(go to question 18)



**17 What is the address of the organisation’s main place of business?**

Street

Suburb

State  ACT  NSW  VIC  WA  
 TAS  QLD  NT  SA

Postcode

**Redress nominee contact details**

For a person or an organisation.

**18 What is the redress nominee’s postal address?**

Street /  
PO Box

Suburb

State  ACT  NSW  VIC  WA  
 TAS  QLD  NT  SA

Postcode

**19 What is the redress nominee’s phone number?**





## Your redress nominee must complete this section

### 25 Agreement to become a redress nominee

You must tick each box to show you agree, and sign this page to become the redress nominee.

- I understand I must act in the best interest of the person at all times. This means I must find out their wishes and follow them as far as possible.
- I must advise, in writing, any event, change in circumstances or conflict of interest that is likely to affect my ability to be a redress nominee.
- I know that my role as a redress nominee may be suspended or cancelled if I do not follow the rules.
- I have checked all of my personal information and it is correct.
- I have attached orders and/or supporting documents to be appointed as the redress legal nominee, see questions 20 and 21.

#### I declare and accept that:

- I have read the notes on pages 1 – 3 and understand and accept the responsibilities and obligations for the arrangement for which I am authorised.
- any personal information I am given access to under this arrangement is protected under Commonwealth legislation.
- I will access, use or disclose the information only as authorised by the person to whom the information relates.
- my appointment as a redress nominee may be revoked or suspended by the Scheme if I do not comply with my responsibilities and obligations.

#### Redress nominee signature



Date (DD/MM/YYYY)

		/			/				
--	--	---	--	--	---	--	--	--	--

#### Return your completed form and any supporting documents:

- **online** using the National Redress Scheme link in myGov. Go to **my.gov.au**
- **by post** to NRS  
Reply Paid 7750  
CANBERRA BC ACT 2610  
Australia

Please make and keep a copy of the completed form before you return it to us.