

## **Joint Select Committee on the Implementation of the National Redress Scheme**

Written Question on Notice – 20 September 2023

ANSWER TO QUESTION ON NOTICE

Department of Social Services

**Topic:** Inquiry into the operation of the National Redress Scheme

**Question reference number:** IQ23-000139

**Question asked by:** Catryna Bilyk

**Type of Question:** Written. **Hansard Page:** N/A

**Date set by the Committee for the return of answer:** 06 November 2023

**Question:**

13. Since the Scheme commenced, in each financial year:
- a. How many applications have been accorded priority status?
  - b. What have been the grounds for granting priority status?
  - c. How many applicants who are First Nations or a person living with disability have been granted priority status?

**Answer:**

- a. Since the Scheme commenced, the number of applications that have been given priority status are detailed below:

	<b>FY18-19 FY19-20*</b>	<b>FY20-21</b>	<b>FY21-22</b>	<b>FY22-23</b>	<b>FY23-24 (to date)</b>
<b>Whole of Scheme:</b>					
Number of applications given priority status	1,824	901	994	1,156	269

\*The Scheme’s reporting functionality was not completely developed in the first year of operation. Therefore, the data for the first two financial years have been combined.

- b. The Scheme grants priority status based on consideration of factors including terminal illness or advanced age including First Nations aged 55 or over.
- c. Since the Scheme commenced, the number of applications for First Nations or a person living with a disability that have been given priority status are detailed below:

	<b>FY18-19 FY19-20*</b>	<b>FY20-21</b>	<b>FY21-22</b>	<b>FY22-23</b>	<b>FY23-24 (to date)</b>
<b>First Nations:</b>					
Number of applications given priority status	1,025	654	800	981	217
<b>Disability:</b>					
Number of applications given priority status	935	482	576	623	162

Both First Nations and Disability status are self-reported by applicants to the Scheme.

The Scheme has received applications from First Nations people who are living with a disability. Therefore, these applications will appear under both criteria (double counted).

Data as at 15 September 2023.

## Joint Standing Committee on the Implementation of the National Redress Scheme

Public Hearing – 20 October 2023

### ANSWER TO QUESTION ON NOTICE

Department of Social Services

**Topic:** Inquiry into the operations of the National Redress Scheme - Applications on Hold

**Question reference number:** IQ23-000162

**Question asked by:** Catryna Bilyk

**Type of Question:** Spoken.      **Hansard Pages:** 26-27

**Date set by the Committee for the return of answer:** 17 November 2023

#### **Question:**

CHAIR: I'll kick off with some questions about the stats. How many applications are on hold for whatever reason?

Ms Curnow: As Ms Hope indicated in her opening statement, there are 16,842 applications on hand with the scheme. They fall into a range of different categories. The numbers change every day, so I will speak in round figures. There are a little over 800 that are with applicants themselves while they are deciding what to do. There are over 1,250 that are with institutions as requests for information. There are around 4,800 on hold, which is a combination of being at the request of the applicant or needing more information from the applicant.

CHAIR: Do you have a breakdown of how many on hold applications are requested by the applicant and how many are for other reasons?

Ms Curnow: Not with me but I can easily get that to you.

CHAIR: Just to clarify, can I have a breakdown of that 4,847—how many are at the request of the applicant, how many are where further information has been requested from the applicant and how many are difficulty contacting the applicant or due to a non-participating institution?

#### **Answer:**

At 15 September 2023, 4,507 applications are on hold. Of these:

- a) 806 at the request of the applicant or nominee
- b) 2,973 where further information is required from the applicant relating to a Section 24 RFI
- c) 447 where there are difficulties in contacting the applicant
- d) 180 due to a non-participating institution

## Joint Standing Committee on the Implementation of the National Redress Scheme

Public Hearing – 20 October 2023

### ANSWER TO QUESTION ON NOTICE

Department of Social Services

**Topic:** Inquiry into the operations of the National Redress Scheme - Applications on Hold

**Question reference number:** IQ23-000163

**Question asked by:** Catryna Bilyk

**Type of Question:** Spoken.      **Hansard Page:** 27

**Date set by the Committee for the return of answer:** 6 November 2023

#### **Question:**

CHAIR: So what actions to take to try and contact applicants if you can't contact them?

Ms Curnow: We will repeatedly try to contact somebody every three or six months. We can come back to you with more details about the steps in the process but we do try on more than one occasion.

CHAIR: Is there a flowchart of what people should do to try and contact people?

Ms Curnow: We can absolutely provide something like that. I would be happy to do that out of session.

#### **Answer:**

The Scheme makes at least three call attempts to an applicant and/or their nominee. These call attempts are made at different times of the day, across a week, where possible to maximise success and are tracked in the Scheme's case management system.

The Scheme will attempt to contact the nominee first, where appropriate. The Scheme will also send a text message, in line with individual preferences, to alert the applicant or nominee that the Scheme will attempt to contact them shortly. Where permission has been provided, the Scheme will leave a voice mail message.

If these actions are unsuccessful, the Scheme will send a letter to the applicant and/or their nominee via myGov and/or post to request the applicant get in touch.

The Scheme may use information held by Services Australia to confirm if contact details have changed.

The Scheme reviews applications one and three months after the letter is sent to make a further contact attempt. Following this, an application is placed on hold pending re-engagement from the applicant.

Scheme staff have a number of task cards and guidance material to follow and an application is reviewed in full by a Team Leader prior to it being placed on hold.

## Joint Standing Committee on the Implementation of the National Redress Scheme

Public Hearing – 20 October 2023

### ANSWER TO QUESTION ON NOTICE

Department of Social Services

**Topic:** Inquiry into the operations of the National Redress Scheme - Non-participating Institutions

**Question reference number:** IQ23-000165

**Question asked by:** Catryna Bilyk

**Type of Question:** Spoken.      **Hansard Pages:** 30-31

**Date set by the Committee for the return of answer:** 17 November 2023

#### **Question:**

CHAIR: ... I just want to go back to some stats again. In question on notice No. 52, I was asking about how many institutions have been named in the application to the scheme. On 13 April you were working with 87 institutions. Fifty-six of those were onboarding to the scheme, and the remaining 31 were in the outreach phase. Can we get an update on those figures today?

Mr Riley: I believe that's part of the questions on notice, and we were providing you with an update through that process.

CHAIR: You did. That's the response you gave to me on 12 April.

Mr Riley: I believe that we've got that same set of questions again. If you could just bear with me, I'll turn to the page in the brief. I'm pretty sure I've got that with me.

CHAIR: Sure.

Mr Riley: My apologies, Chair. It was a different set of questions. Ms Hope: We'll try and get that information to you.

Mr Riley: As of 15 September, there are 180 applications on hold because an institution or institutions named in an application have not yet joined the scheme, noting that they have six months to do so from the time they're first contacted. Of the overall non-participating institutions, 107 are subject to a joining deadline, if you like, so they're subject to the six-month rule. Onboarding those will enable some 127 applications to progress. Separately, 126 institutions, named in 131 applications, are undergoing further research to correctly identify the institution. A further 73 institutions are defunct. However, they may be subject to funder of last resort in the future.

CHAIR: Can you table that information for me?

Mr Riley: I've written on this one, but we can get that information for you.

#### **Answer:**

As of 15 September 2023:

- the Commonwealth, all states and territories and 496 non-government institutions (NGIs) are participating in the Scheme, which collectively covers approximately 69,000 sites such as churches, schools, homes, charities and community groups across Australia.
- 107 institution/s named in an application have not joined the Scheme. Of those, 56 are currently on-boarding; and 51 have been contacted by the Scheme with information and a request to join but have not yet agreed to join.
- a further 126 institutions are undergoing research to correctly identify the institution deemed legally responsible for the abuse.

- there are 180 applications on hold because institution/s named in an application have not joined the Scheme.

\*Please note these applications are on hold at the applicant's request due to an institution not having joined the Scheme.

## Joint Standing Committee on the Implementation of the National Redress Scheme

Public Hearing – 20 October 2023

### ANSWER TO QUESTION ON NOTICE

Department of Social Services

**Topic:** Inquiry into the operations of the National Redress Scheme - Staffing

**Question reference number:** IQ23-000166

**Question asked by:** Dean Smith

**Type of Question:** Spoken.      **Hansard Pages:** 36

**Date set by the Committee for the return of answer:** 17 November 2023

#### **Question:**

Senator DEAN SMITH: Just on the issue of staffing, have any staff members been with the scheme since its inception?

Ms Curnow: Yes, there are some. I would have to take the numbers on notice, but we do have some members that have been with the scheme since its inception.

Senator DEAN SMITH: At what level of the scheme are they participating?

Ms Curnow: Again, I'd have to get back to you with on specifics. There are a range of levels, but I would need to get back to you on notice with the specifics of that.

#### **Answer:**

11 staff members who commenced with the Scheme between 1/1/2018 and 29/10/2018 are still employed within the Scheme:

- 8 x Australian Public Service (APS)
- 3 x Independent Decision Maker (IDMs)

These staff are currently employed at the following levels:

- 2x APS 6
- 5x Executive Level (EL) 1
- 1x EL2
- 3x IDMs

## Joint Standing Committee on the Implementation of the National Redress Scheme

Public Hearing – 20 October 2023

### ANSWER TO QUESTION ON NOTICE

Department of Social Services

**Topic:** Inquiry into the operations of the National Redress Scheme – On hold applications

**Question reference number:** IQ23-000169

**Question asked by:** David Shoebridge

**Type of Question:** Spoken.      **Hansard Pages:** 39-40

**Date set by the Committee for the return of answer:** 17 November 2023

#### **Question:**

Senator SHOEBRIDGE: Mr Riley, I'm not concerned about the ones that are in train, working their way through the system. You could keep talking about that for the next 10 minutes, and it wouldn't assist. I'm worried about the 4,800 on hold that are sitting there, and I want to know what's happening to them.

[...]

Senator SHOEBRIDGE: Ms Hope, everything I've heard in relation to this has been of a very generic, general nature—extremely generic; extremely general. It's not really assisting me to understand what's happening. If that's all we're going to get on this for the moment and if that's all you're able to provide for the moment, then we'll move on to the next thing, but assume that I've asked you to put it on notice: what actual specific actions and resourcing there are, intended to deal with what otherwise will be—I'm trying to think of a parliamentary term for it; I'm having trouble—in the middle of 2027 and the end of 2027. To be honest, it's on your mind, it's a subject of discussion, it's a matter that concerns you all—all well and good, but it doesn't answer the question.

Ms Hope: I think you have put it on notice, and we'll certainly take it on notice. I guess the point we're trying to make is that there are a range of actions that need to happen. We're not sitting and pontificating.

Senator SHOEBRIDGE: Ms Hope, you've already said that. I know there are a range of actions that you've contemplated, are being considered and are on track or whatever. This is just going to frustrate both of us. You've taken it on notice. Could I ask you about staffing? Can you tell us year by year what the staffing profile for redress has been historically? You said it's 450 at the moment—is that right? Is that your technical limit or your actual number of staff? What is it?

Ms Hope: I do think we have taken that on notice—haven't we, Ms Curnow?—in terms of actual numbers. I'm assuming you want bottoms on seats doing work and not just broad FTE?

Senator SHOEBRIDGE: I do. I want the FTE that you're approved for and the actual numbers.

Ms Hope: I think we have taken that on notice—have we not, Ms Curnow?

Ms Curnow: We have.

Ms Hope: And I know you'd like it profiled—

Senator SHOEBRIDGE: And I would like it going back—

Ms Hope: Yes, I understand.

Senator SHOEBRIDGE: And, then, in the same table, could you provide us with the number of claims that have been issued in each year?



**Answer:**

The Department of Social Services is considering the staffing requirements (number and type of staff) for the Scheme into its final years, taking into consideration application numbers.

Future funding for the Scheme, including funding for staff, is a matter for Government.

The below table is actual FTE for 2020-21, 2021-22 and 2022-23 financial years:

<b>Financial year</b>	<b>APS *</b>	<b>Contractors **</b>	<b>Applications received</b>	<b>Outcomes advised</b>
<b>FY 2020-2021</b>	160.14	161.35	3,754	3,289
<b>FY 2021-2022</b>	267.28	101.55	5,983	3,111
<b>FY 2022-2023</b>	322.33	109.00	10,721	3,658

\* Average staffing level (ASL) for Australian Public Service (APS) staff for each financial year

\*\* Average number of contractors, excluding IDMs, for each financial year.

The Scheme manages its workforce, including both APS staff and contractors, to ensure that spending remains within the available budget for the financial year.

## Joint Standing Committee on the Implementation of the National Redress Scheme

Public Hearing – 20 October 2023

### ANSWER TO QUESTION ON NOTICE

Department of Social Services

**Topic:** Inquiry into the operations of the National Redress Scheme - First Nations People

**Question reference number:** IQ23-000171

**Question asked by:** David Shoebridge

**Type of Question:** Spoken.      **Hansard Pages:** 41-42

**Date set by the Committee for the return of answer:** 17 November 2023

#### **Question:**

Senator SHOEBRIDGE: Can I quickly run through a number of matters that have been raised in today's hearing, if that's alright, Chair? Relationships Australia Northern Territory, but Relationships Australia as well, raise significant concerns about ID'ing claimants, particularly in remote communities in the Northern Territory. They said the stringent processes that have been put in place, either through myGov or through attending the Services Australia office, made it extremely difficult for remote First Nations claimants to have their ID confirmed, and that means their claim can't even get started.

CHAIR: They also said that some people have been denied access to using myGov.

Senator SHOEBRIDGE: Because the claim had been mailed in rather than being put in online, and they were excluded from myGov. But the fundamental point is that First Nations claimants in remote communities can't even get it started because they can't establish their ID. Their request was that Redress go out and meet those claimants in the community. They gave an example of one remote community where there were 18 claimants that they were aware of. What plans do you have to go out into those remote communities to ensure that First Nations people in remote communities have equal access to the scheme?

[...]

Senator SHOEBRIDGE: ... Do you have a specific plan so that they can at least get their claims started? What is the actual plan?

[...]

Senator SHOEBRIDGE: Rather than us bouncing this back and forth, could you take on notice what concrete plans are designed. For me, it's a glaring, gross unfairness in how these services are provided to First Nations communities. I think you probably all feel an obligation to fix it. Can you tell me how you're going to do it—tell the committee how it's going to happen.

#### **Answer:**

Applicants are not required to include proof of identity documents when lodging their application. The application will progress through the information gathering stages, even where proof of identity has not yet been established. However, Scheme staff are required to confirm the proof of identity of an applicant prior to progressing the application to an Independent Decision Maker.

The Scheme works closely with Services Australia and nominees to help confirm the proof of identity of applicants.

Over 97 per cent of First Nations applicants from remote or very remote communities have a valid Centrelink Customer Reference Number on their application. If an applicant has

already confirmed their identity with Centrelink, the Scheme does not require any further documentation.

In cases where applicants have not established their proof of identity, there is a long standing process Services Australia has in place to assist them to establish their proof of identity, whether they are in receipt of a Centrelink payment or services or not.

## Joint Standing Committee on the Implementation of the National Redress Scheme

Public Hearing – 20 October 2023

### ANSWER TO QUESTION ON NOTICE

Department of Social Services

**Topic:** Inquiry into the operations of the National Redress Scheme - Direct Personal Response

**Question reference number:** IQ23-000172

**Question asked by:** David Shoebridge

**Type of Question:** Spoken.      **Hansard Page/s:** 42

**Date set by the Committee for the return of answer:** 6 November 2023

#### **Question:**

Senator SHOEBRIDGE: ... Australian Catholic Redress raised a concern, and so did St Vincent's, about direct personal responses. They said in their experience there have been some 800 potential matters where they could have been provided and where, I think, letters went to claimants saying they could seek a direct personal response. They tell us that the letter that goes to the claimant—the survivor—says, 'Here's the person in the abusive institution you can contact, and here are their contact details.' Is that right?

[...]

Senator SHOEBRIDGE: ... First of all, I find it hard to see how a letter to a survivor who has been found to have been abused by an institution and has potentially been given some kind of redress payment—a letter which says, 'If you want an apology or a direct personal response here's the contact and the abusing institution to go to'—could be trauma informed. That's my first concern.

My second concern is: how could there not be a neutral intermediary which they can contact and which is in that communication, saying: 'If you would like neutral assistance with someone who is skilled and trauma informed to help you through this process, here they are. Here are their contact details and they will take you through. They will link up with the institution.'?

Mr Riley: I'm glad you raised that, Senator, because that's exactly the service that is provided by the department, through our DPR Information and Support Service, to any applicant who has anything from a question about what DPR is and what's available through to whether they'd like us to make contact with the institution on their behalf.

Senator SHOEBRIDGE: Can you give us a copy of the standard letter that identifies that?

#### **Answer:**

Please find attached the Remittance letter sent to applicants who have accepted their redress offer. On page 2 of the letter, is information about the Direct Personal Response (if they have accepted this element of their Redress offer). This outlines the availability of the Direct Personal Response Information Support Service to assist them.

The Direct Personal Response Fact Sheet is also sent to applicants who have accepted this element of Redress.

# National Redress Scheme

For people who have experienced  
institutional child sexual abuse

## FACT SHEET

### YOUR DIRECT PERSONAL RESPONSE

A direct personal response is an opportunity to have your experience of abuse and its impacts recognised by the responsible institution(s) and to receive an apology from them. This can involve a senior official or representative from the responsible institution(s) listening to you and apologising for the harm you experienced. The representative may also let you know what steps the institution has taken to prevent future abuse from happening to anyone else.

The direct personal response is for you and about you. You decide how and when your direct personal response will happen.

#### **When you are ready to organise your direct personal response**

To start arranging your direct personal response (DPR), you can:

- phone the DPR contact person for the responsible institution – their details are included in the enclosed letter. You can do this whenever you are ready, any time before 30 June 2028.
- or
- ask a support person, your nominee, or the Scheme's DPR Information and Support service to make first contact for you.

#### **Arranging your direct personal response**

It is important that you feel comfortable with what your direct personal response(s) will involve and how it will happen, and that you do not feel pressured to participate. You decide what parts of your experience you want to share. Your experience will not be questioned.

The institution's contact person will first work with you or your support person to understand how you can get the most out of your direct personal response(s), taking into consideration your circumstances and cultural needs. It is important the institution(s) understands what you hope to achieve from your direct personal response so that the right arrangements can be made for you.

You can work with the contact person and your support person(s) to agree on:

- the type of direct personal response (a letter, a face-to-face meeting, or another form)
- when and where it will happen
- what it will involve
- whether you will have a support person(s) with you.

The contact person will confirm the details of the direct personal response with you.

## Having a support person

Having good support throughout the direct personal response process can help you get the outcomes you want. A support person can be a family member, a close friend, a support worker, or your redress nominee. You can choose to have a support person(s) with you at any time during your direct personal response, while organising and participating in it, as well as afterwards.

You can also access free Redress Support Services to help you through the direct personal response processes. You can find a list of Redress Support Services on the National Redress Scheme website at [www.nationalredress.gov.au/support/explore](http://www.nationalredress.gov.au/support/explore).

## Scheme DPR Information and Support service

The Scheme can provide you with more information about direct personal response — what it is, what it can involve, and what it might look like for you.

We can also help you to contact the institution, connect you with support services, and assist with any issues that might arise during your DPR.

Call the Scheme on 1800 737 377 and ask to speak to DPR Information and Support.

## Contact details for the responsible institution(s)

The enclosed letter lists the contact person who will work with you to arrange your direct personal response.

Some institutions have a central point of contact to arrange direct personal responses. Sometimes this contact will be from an institution with a different name to the responsible institution(s) in your offer of redress. This can happen when:

- the responsible institution no longer exists, but another institution has accepted responsibility as their representative
- the abuse occurred in a government institution in the Australian Capital Territory before 1989 or in the Northern Territory before 1978
- the responsible institution is part of a larger group of institutions (for example, local and Commonwealth governments, or large non-government institutions) that has a central contact point for direct personal responses.

The responsible institution (or most appropriate representative institution) will still participate in the direct personal response.

## Delaying or stopping your direct personal response

Participating in a direct personal response is your choice. You do not have to attend any meetings or make any decisions if you do not feel ready.

If you change your mind about wanting a direct personal response and have not already made contact with the contact person(s), you do not need to do anything to stop it. It will simply not proceed, unless you decide to contact them.

If you have already started arranging the direct personal response with the contact person, you may stop or delay it at any time by letting them know.

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## Privacy and laws that protect you

There are laws that make sure institutions:

- listen and accommodate your needs, expectations and preferences
- provide the direct personal response as soon as possible
- pay costs associated with the direct personal response
- confirm arrangements as soon as possible.

There are also strict rules about how your personal information can be used.

There are severe penalties for people or organisations who use or share your information inappropriately. You can find out more on the National Redress Scheme website at [www.nationalredress.gov.au/about/protect-your-information](http://www.nationalredress.gov.au/about/protect-your-information).

Everything that occurs in a direct personal response must remain confidential, unless:

- all participants agree otherwise, or
- information is raised that suggests a threat to someone's health and safety.

If any information relating to a direct personal response needs to be disclosed by the institution, this should be agreed with you first.

If not delivered:  
Locked Bag 7750 CANBERRA BC ACT 2610

# National Redress Scheme

For people who have experienced  
institutional child sexual abuse

Reference: {RV Number - copy & paste}

<IF NOMINEE:

{TITLE} {FIRST NAME} {LAST NAME}  
{ADDRESS}  
{ADDRESS}  
{SUBURB} {STATE} {POSTCODE}>

<APPLICANT

{TITLE} {FIRST NAME} {LAST NAME}  
{ADDRESS}  
{ADDRESS}  
{SUBURB} {STATE} {POSTCODE}>

{PRINT.DATE}

<IF NOMINEE: You are receiving this letter because you are the redress <assistance>  
<legal> nominee for {APPLICANT TITLE} {FIRST NAME} {LAST NAME}.>

Dear <{APPLICANT TITLE} {APPLICANT LAST NAME}> OR {PREFERRED NAME}>,

## Confirmation of acceptance of redress

I am writing to confirm the National Redress Scheme (the Scheme) received your acceptance of redress.

You **accepted** the following redress components:

- <a redress payment of \${insert amount}>
- <a counselling and psychological care services payment of \${insert amount}> OR  
<access to counselling and psychological care services>
- <access to a direct personal response for:
  - < Name of Responsible Institution>
  - < **add additional** responsible Institution>

You have told the Scheme you want redress to be paid as <a single lump sum > <equal instalments > <an upfront lump sum amount of \$XXXXXX.XX with the balance paid by instalments every {12 months / 6 months / 3 months / month / fortnight} over {1 / 2 / 3 / 4 / 5} year(s)>.

Please also find enclosed a '**Payment from the National Redress Scheme – NRS049**' letter. You can use the **NRS049** letter to let Services Australia know you have accepted redress payment/s from the Scheme. You do not need to provide this Confirmation of acceptance redress letter to Services Australia.



## <Payment made

I can confirm the National Redress Scheme paid {a single lump sum / an upfront lump sum of \${insert amount} into your nominated bank account on {DD Month YYYY}. > <IF AP/Instal/Index: This amount is:

- **the redress payment** <balance> of \${insert amount} <IF Index:
  - <the balance is your redress payment offer amount **less** the \$10,000 advance payment made to you on {XX Month Year}
- **<OR:** the redress payment <balance> of \${insert amount} will be paid in instalments every {add frequency – i.e.: 6 months for 3 years}. <IF SMS OPT IN- The Scheme will send you a text message when each payment is made to your account.> Your instalment payment plan is included at {F9 to update pg. no:} **page 4**
- **<IF CPC PAYMENT INCLUDE: a counselling and psychological care services payment** of \${insert amount}. <IF Instal: This amount will be paid as part of your <up front lump sum / equal instalment payments> made to you>

## <IF CPC SERVICE ONLY INCLUDE: Counselling and psychological care services

<Please find enclosed with this letter a brochure with contact information to access counselling and psychological care services. You can access counselling services when you are ready.>

**<OR:** In your Acceptance Document you told us that you do not wish to take up the offer to access counselling and psychological care services.>

## Direct personal response

<You accepted the redress offer to access a Direct Personal Response (DPR) from the institution(s) responsible for the abuse. A DPR is a confidential arrangement between you and the institution.

Please find below the current contact person(s) who will arrange your DPR on behalf of the responsible institution(s). The contact person(s) will work with you and take into account your needs, expectations and preferences when preparing to deliver your DPR.

When you are ready, please contact the responsible institution(s) using the details below to start your DPR. Redress Support Services are available to support you in contacting the institution(s). A list of Support Services is available at **[nationalredress.gov.au/support](http://nationalredress.gov.au/support)**. Sometimes an institution can change their DPR contact information, please let us know if you cannot contact the institution(s) on **1800 737 377**.

You can also contact us for more information about your DPR and ask for help to contact the institution. Call us on 1800 737 377 and ask to speak to DPR Information and Support.>

DPR contact on behalf of {Name of Responsible Institution}	
Contact person(s)	
Position	
Phone	
Email	
Address	

{IF there are multiple responsible institutions, copy and paste the table above and add contact details for each institution. Please check if institutions are part of the same group and if they have the same or different DPR contacts using the Institution CRM.}

<OR: In your Acceptance Document, you told us that you did not wish to take up the offer of a Direct Personal Response from the responsible institutions. >

<IF Instalment: If your circumstances change, or you want to change how your instalments are paid, please contact the Scheme on **1800 737 377**. >>

Your application process with the National Redress Scheme is now complete. On behalf of the Scheme, I wish you well.

Yours sincerely,

**Bruce Young**  
**Branch Manager, Service Delivery**  
**National Redress Scheme**

## Free services to support you with the next steps

### Redress Support Services

#### Free legal advice

**knowmore** is a free, independent legal support service for people applying to the Scheme. You can call knowmore on **1800 605 762** (call charges may apply) or go to **knowmore.org.au**

You may choose to get your own legal service. The cost of using your own legal service is not covered by the Scheme.

#### Free support services

Redress Support Services can offer you information, support and advice.

You can connect with a support service by going to **nationalredress.gov.au/support** or calling the Scheme on **1800 737 377** (call charges may apply). If you are overseas, call us on **+61 3 6222 3455** and ask to speak to the National Redress Scheme.

#### Free financial counselling

**knowmore** provides a free, independent and confidential financial counselling service that can support you.

To speak to a financial counsellor, call **knowmore** on **1800 605 762** (call charges may apply) or go to **knowmore.org.au/services/financial-counselling/** for more information.

**<IF INSTALMENT: INSTALMENT PAYMENT PLAN**

**{RV Number - copy & paste}**

**<IF LESS THAN 26 INSTALMENTS:** Your payments will be made as {equal instalments/ an upfront lump sum with instalment}. You have asked for your payment to be made every {frequency and duration – i.e.: 6 months over 3 years}. A total of XX payments will be made.

The National Redress Scheme will process payments on the date shown in the table below. Your instalment payment plan includes the first payment already made.

If you do not receive a payment into your nominated back account within **7 business days** from a date shown in the table below, please contact us on **1800 737 377**.

Payment Number	Scheme payment process date	\$ Amount	Redress Balance
1	DD/MM/YYYY	\$ XXXXX.XX	\$ XXXXX.XX
2	DD/MM/YYYY	\$ XXXXX.XX	\$ XXXXX.XX
3	DD/MM/YYYY	\$ XXXXX.XX	\$ XXXXX.XX
4	DD/MM/YYYY	\$ XXXXX.XX	\$ XXXXX.XX
5	DD/MM/YYYY	\$ XXXXX.XX	\$ XXXXX.XX
{REPEAT AS REQUIRED}			

If your circumstances change, or you want to change how your instalments are paid, please contact the Scheme on **1800 737 377**.>

**<IF MORE THAN 26 INSTALMENTS:**

The National Redress Scheme will process your instalment payments on {Monday/Tuesday/Wednesday/Thursday/Friday} **each fortnight** (every second week).

Your {upfront lump sum/ first instalment} payment of {\$amount} was processed on {DD Month YYYY}. Your next instalment payment of {\$amount} will be processed on {DD Month YYYY}.

A total of XX fortnightly payment of {\$amount} will be made to you over a period of XX year(s). The last payment instalment {IF rounded: of \$amount} will be processed on {DD Month YYYY}.

If you do not receive a payment into your nominated back account within **7 business days** of the regular payment processing day, please contact us on **1800 737 377**.

If your circumstances change, or you want to change how your instalments are paid, please contact the Scheme on **1800 737 377**.>



**Australian Government**  
**Department of Social Services**

## **PAYMENT FROM THE NATIONAL REDRESS SCHEME – NRS049**



Receiving redress payments is highly sensitive. You do not need to discuss this matter with Services Australia (Centrelink) staff in an open office environment.

### **When to use this letter**

You can use this letter to let Services Australia know that you have accepted payment/s from the National Redress Scheme ('a redress payment'). It is your choice if you want to use this letter or not.

You can provide **this letter** with other supporting financial documents to Services Australia if you need to report any changes to your income or assets for government payments.

Supporting documents include:

- Bank Statement and/or
- Financial statements if funds have been invested.

### **For more information**

Go to [www.servicesaustralia.gov.au/income](http://www.servicesaustralia.gov.au/income) or [www.servicesaustralia.gov.au/assets](http://www.servicesaustralia.gov.au/assets)

If you need to call Services Australia about a specific government payment, go to [www.servicesaustralia.gov.au/phoneus](http://www.servicesaustralia.gov.au/phoneus)

For other queries about redress payments, please contact the **National Redress Scheme** on **1800 737 377**, Monday to Friday (except public holidays) from 8:00 am to 5:00 pm AEST. If you are overseas, please call +61 3 6222 3455 and ask to speak to someone from the National Redress Scheme.

#### **IMPORTANT:**

Payments under the National Redress Scheme are not counted as income **on receipt** for both the *Social Security Act 1991* and the *Veterans' Entitlements Act 1986*.

**Note:** Ongoing income generated by redress payment/s (lump sum or by instalments) **is counted** under the social security and veterans' entitlements income tests. Redress payment/s, and any assessable asset produced from the payment/s, are also counted under the social security and veterans' entitlements assets tests.

## Redress payment protections

- Redress payments may be paid as a lump sum or in instalments (or a combination of the two).
- Receiving a redress payment (whether as a lump sum or in instalments) **does not affect** a person's eligibility for payments made under either the *Social Security Act 1991* or the *Veterans' Entitlements Act 1986*.
- Redress payments are **exempt income** under both the *Social Security Act 1991* and the *Veterans' Entitlements Act 1986*.

**Note:** Ongoing income generated by the redress payment/s **is counted** under the social security and veterans' entitlements income tests. Redress payment/s, and any assessable asset produced from the payment/s, are also counted under the social security and veterans' entitlements assets tests.

- Redress payments are also **not considered compensation or damages** under either the *Social Security Act 1991* or the *Veterans' Entitlements Act 1986*.

### Further information:

The Guides to Social Security Law website ([guides.dss.gov.au](http://guides.dss.gov.au)) includes more information about the protection of redress payments. See National Redress Guide '5.1.4 Impact & Treatment of Redress Payments on Other Entitlements'.

Yours sincerely

**Bruce Young, Branch Manager**  
**Service Delivery**  
**National Redress Scheme**

## Joint Standing Committee on the Implementation of the National Redress Scheme

Public Hearing – 20 October 2023

### ANSWER TO QUESTION ON NOTICE

Department of Social Services

**Topic:** Inquiry into the operations of the National Redress Scheme - Proof of Identity

**Question reference number:** IQ23-000174

**Question asked by:** Catryna Bilyk

**Type of Question:** Spoken.      **Hansard Page:** 44

**Date set by the Committee for the return of answer:** 17 November 2023

#### **Question:**

CHAIR: Before we close the public hearing, can I just ask once again: why have you put a submission in in writing? Can you not prove your identity on myGov?

Ms Peascod: I will have to take that on notice. I'm not sure. I haven't heard that before. I'll have to check with—

CHAIR: Well, Relationships Australia Northern Territory told us. I think they received a response but it didn't really say anything.

Ms Peascod: I'll take that—

CHAIR: I could be wrong in that respect, but that's what I think I had. They also were talking, as Senator Shoebridge has alluded to, about the standard of proof becoming more onerous as the scheme progresses. Surely that's not appropriate. Surely we should be making it easier for people, not more traumatic for people. So could you take that on notice, and could you us know—I'm not sure if Senator Shoebridge asked for this—what alternative approaches to confirming identity could be used if people are able to get to a Centrelink office or if Centrelink or myGov isn't available. I think that's the same as what Senator Shoebridge asked.

#### **Answer:**

This question is answered in IQ23-000171. The standard of proof required for an applicant to confirm their identity has not changed or become more onerous since the commencement of the Scheme.