

### National Redress Scheme Improvements 2021-2024

#### Processes

Date	Improvement Summary
June 2024	Formalised privileged mail provisions between the Scheme and correctional facilities to ensure that applicant information is better protected.
April 2024	New Statement of Reasons templates introduced to give greater transparency to applicants, their nominees and institutions, on the basis for decisions. This replaced the previous summary decision approach, when more information was available to applicants on request.
Mar 2024	Introduced a Maps and Resource Suite. This provides staff with a holistic way to access information to support application processing. It contains a comprehensive collection of interactive application process maps, task cards and guides.
Mar 2024	Enhanced caller authentication process introduced to protect applicant information.
Mar 2024	Increased awareness, education and reporting of processes to manage suspected fraud and assurance to safeguard the Scheme.
Feb 2024	Established a new team within Service Delivery to focus on the processing of applications held with the Scheme for longer than 12 months with complexities preventing or slowing down processing.
Feb 2024	Introduced changes to the Redress Scheme's Contact Line Interactive Voice Response (IVR) technology to better direct calls from applicants and track call themes.
Jan 2024	Established a new multi-disciplinary support team to manage applications from people in gaol. Also implemented a dedicated phone line into the Scheme for people in gaol to ensure that calls from incarcerated applicants are answered in a timely way and to reduce the need for return calls into corrections facilities.
June 2023	Established a Change Management Framework to support staff implement and communicate changes within the Scheme.
Dec 2022	Introduced a payment by instalment SMS notification that provides applicants the option to receive SMS notifications in alignment with their instalment schedules to advise them of payments made to their nominated bank account. This allows an applicant to manage their redress payment.

Sep 2022	Commenced using a new banner on the Redress Member Service (MyGov) to encourage applicants to provide as much information as possible and use Redress Support Services. This was aimed at ensuring lodgement of more complete applications, requiring less follow-up.
Jun 2022	Introduced a new Request for Information notice (known as a s24) to support applicants provide all the information required to assess their application. The notice explains redress eligibility and encourages applicants to seek the support of a Redress Support Service.
Apr 2022	Appointed a Panel of five Chief Independent Decision Makers (IDMs) to work with the broader cohort of IDMs to enhance the quality and consistency of decision making.
Jan 2022	A scheduled progress update call service commenced to give applicants the option to schedule calls with their case coordinator for updates on the progress of their application.
Jan 2022	Improved the way determinations are delivered to survivors. The Scheme now attempts to schedule a follow-up phone calls with applicants once they receive their outcome letter package to confirm receipt and answer any questions about the offer. This ensures applicants understand what is needed to accept their offer so it can be finalised by the Scheme.

### Policy and Program

Improvement Summary	
Dec 2023	In response to the Scheme's Second Year Review, a simplified application form and application guidebook were introduced.
May 2023	Established the Trauma-informed Framework. This will ensure the Scheme continues to operate in a trauma-informed way in its engagement with redress applicants.
Mar 2023	Implemented a Complaints Management Framework. The Framework provides consistency in the way complaints are handled and ensures they resolved in a trauma-informed way.
Feb 2023	Ensured survivors have formal input into the Scheme's operations by incorporating the Survivor Roundtable into the Scheme's formal governance arrangements through amendments to the Inter-Governmental Agreement on the National Redress Scheme for Institutional Child Sexual Abuse.

Dec 2022	Comprehensive updates made to all manually generated letters to applicants align with trauma informed principles, whilst also acknowledging the requirement for letters to contain legislative content.
Oct 2022	Introduced Privacy Coordinators to support the Scheme's privacy processes and drive awareness, capability and culture.
Sep 2022	Introduced the Service Charter for the National Redress Scheme.
Aug 2022	Developed the National Redress Scheme Data Strategy 2022 – 2028 to support the Scheme's data management, staff capabilities, data analytics and technology.
May 2021	Survivor messaging introduced to provide Scheme officers with consistent guidance to support them in communicating with applicants and their nominees.

#### Expansion of Service Delivery Network

Date	Improvement Summary
Jun 2024	A Redress Service Delivery office opened in Perth to provide expanded capacity in the contact team. This means the Scheme now responds to enquiries received between 8.00am to 5.00pm Australian Western Standard Time, increasing accessibility to the Scheme for applicants, nominees and their support services based in WA. This cohort has historically had reduced opportunities to call the Scheme as contact staff were based in NSW and ACT, offering availability during Australian Eastern Standard Time working hours.
Sep 2022	Opened Redress Service Delivery office in Hobart, providing expanded capability to progress applications. From September 2023, the ability to contact applicants by phone was expanded to the Hobart office.
Mar 2022	Opened Redress Service Delivery offices in Wollongong and Wagga Wagga to support application processing functions and expand the contact team's capacity.
Feb 2021	Opened Redress Service Delivery Office in Batemans Bay to expand staffing capability to request information from institutions.

Technology and Systems

Date	Improvement Summary
Jun 2024	Expanded the number of Redress letters available via the Redress Case Manager system to be issued to applicants in their Redress Member Service (RMS) in myGov.
Dec 2023	Released a suite of changes to the application form, available online via myGov, on the National redress Scheme website, and in paper copy. The new form provides applicants the opportunity to agree to receiving more expansive text messages and alerts. At the same time, a new Redress Application Guidebook was released with more detailed information and guidance about how to fill in the form, and what to expect after the application is assessed for redress.
Mar 2023	Updated the RMS portal to introduce an auto-save function for applicants electing to lodge their application online, ensuring content being entered is automatically saved.
Sep 2022	Implemented Critical Case Alerts, and improved case comment capability in the Redress Case Manager system so that Redress staff can better respond to applicant enquiries.
Mar 2022	Undertook System upgrades to allow for payments to be made to multiple beneficiaries for deceased estates.

Direct Personal Response

Date	Improvement Summary
Mar 2024	Commenced a Direct Personal Response (DPR) Outreach Trial for applicants who accepted DPR in last six months.
Jun 2022	Automated participating institutions reporting on DPRs.
Apr 2022	Introduced the DPR Information and Support Service to support survivors to consider and access a DPR.

Redress Support Services

Date	Improvement Summary
Jun 2022	Engaged 15 new Redress Support Services to cover more areas of Australia. This brought the total number of funded Redress Support Services nationally to 45, including 12 First Nations specific organisations, two services supporting people with disability, and one service specialising in culturally and linguistically diverse communities. The Scheme also engages other specialist Redress Support Services including those working with male survivors, female survivors and young survivors.
Apr 2022	Finalised a review of Redress Support Services to identify best practice in culturally appropriate and trauma-informed services. The review resulted in the creation of a Maturity Framework for Redress Support Services to guide them to best practice in the supporting survivors of institutional child sexual abuse.

Legislative

Date	Improvement Summary
Mar 2024	<p><i>National Redress Scheme for Institutional Child Sexual Abuse Amendment Act 2023 commenced and introduced:</i></p> <ul style="list-style-type: none"> <li>• applicants can now provide additional information when requesting a review of their determination</li> <li>• a 'no worse off' provision has been implemented to ensure redress offers cannot be reduced on review due to a differing interpretation by the Independent Decision-Maker (IDM) undertaking the review</li> <li>• the circumstances where applicants must undertake a special assessment process where they have a serious criminal conviction of five years or more have been streamlined</li> <li>• incarcerated survivors can apply for redress without restrictions</li> <li>• some protected information can be disclosed in select circumstances</li> </ul> <p>reassessments measure (to commence on 29/9/2024)</p>
Jul 2022	Expanded Funder of Last Resort (FOLR) provisions to cover defunct institutions, where there is no parent institution or representative to take responsibility and a Commonwealth, State or Territory government institution is not responsible for the abuse. The change provided a pathway for survivors who named a defunct or unable to join institution, that had no connection to government. The expanded FOLR allows the relevant state or territory government to agree to act as FOLR for these institutions and share the costs 50:50 with the Commonwealth.

Oct 2021	<p><i>National Redress Scheme for Institutional Child Sexual Abuse Amendment Act 2021</i> commenced, giving effect to:</p> <ul style="list-style-type: none"> <li>• a \$10,000 advance payment for applicants who are elderly or terminally ill;</li> <li>• amended date at which indexation of a prior payment is calculated to be when a survivor submits an application to the Scheme, rather than the date their application is determined;</li> <li>• payment of redress in instalments, giving survivors choice and control over how they receive their payment;</li> <li>• removal of the requirement for a witnessed statutory declaration in the application form; and</li> <li>• an extension of the period in which an applicant can accept their Redress offer and aligns the period to seek a review with the acceptance period.</li> </ul>
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Training & Development

Date	Summary of improvements
July 2024	Inclusion of a full day's training focused on Administrative Decision-making Principles and Procedural Fairness in the induction training for Independent Decision makers. The new Statement of Reasons templates are featured in the updated Independent Decision Maker (IDM) induction program.
July 2024	All existing IDMs provided with refresher training on procedural fairness given issues raised during the February 2024 training.
Jun 2024	Trauma-informed principles training has been contextualised to include Redress specific content and scenarios which enables staff to understand and make use of the learning easier and faster.
May 2024	Scheme staff and IDMs provided training on participating institution structures by Legal Services.
April 2024	Scheme provided with training on new redaction guidelines for both applicant and institution facing correspondence, including statement of reasons. Training provided by Legal Services.
Feb 2024	Existing IDMs were provided extensive training on administrative decision-making principles and the new statement of reasons templates to be used for all determinations.

Jul 2022	The Scheme induction program was amended to better prepare officers for the full range of tasks in the application process, including applicant communication, information sharing and Requests for Information, the application process and a general Scheme overview. The program is now updated regularly for changes in legislative, policy or process.
Jul 2022	The Direct Personal Response training program for staff and institutions was previously delivered by an external provider but in 2022 a restorative justice expert was employed by the Scheme to provide guidance and direction on trauma-informed and restorative justice inclusion in training content.