

## 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:** IQ23-000127

**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:**

1. Since the Scheme commenced, in each financial year, what has been the level of expenditure on:
  - a. redress payments;
  - b. redress payments where funder of last resort provisions have applied
  - c. counselling and psychological care payments;
  - d. costs associated with Scheme administration;
  - e. costs associated with funding Redress Support Services; and
  - f. other costs (please specify)?

**Answer:**

Since the Scheme commenced, the amount of redress payments, payments where funder of last resort (FOLR) provisions were applied, the value of counselling and psychological care (CPC) payments and referrals, cost of Scheme administration, Redress Support Services (RSS) and other costs are detailed below:

Payment Type	FY18-19 (\$m)	FY19-20 (\$m)	FY20-21 (\$m)	FY21-22 (\$m)	FY22-23 (\$m)	FY23-24 (\$m) (YTD)
a) Redress Payments*		225.3	285.4	246	318.3	65.5
b) Redress Payments (FOLR)*		1.3	6.1	12.2	18.1	4.4
c) CPC Payments*		2.6	4.3	3.5	3.6	0.5
d) Scheme administration	9.5	38.8	47.2	65.9	70.7	10.0
e) RSS	10.9	22.0	24.2	23.2	25.0	11.3
f) Other costs – targeted communications	-	-	-	0.4	1.3	0.0

\*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.

Data for a), b), and c) are as at 15 September 2023.

Data for d), e) and f) are as at 31 August 2023.

## 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:** IQ23-000128

**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:

2. Since the Scheme commenced, in each financial year:
  - a. What amounts have been paid to the Commonwealth from participating institutions?
  - b. What fees or charges do institutions pay to the Commonwealth?
  - c. How are these amounts determined?
  - d. What amounts do institutions currently owe to the Commonwealth?
  - e. What options are available to recover amounts owed to the Commonwealth from institutions?

#### Answer:

- a. Since the National Redress Scheme (the Scheme) commenced, the following amounts have been paid to the Commonwealth from participating institutions:

2018-19 (\$m)	2019-20 (\$m)	2020-21 (\$m)	2021-22 (\$m)	2022-23 (\$m)
1.67	121.37	343.80	251.30	323.21

- b. Section 150 of the *National Redress Scheme for Institutional Child Sexual Abuse Act 2018* (the Act) provides that the funding contribution for a participating institution consists of the redress element and a Scheme administration element.

Subsection 154(1) of the Act imposes a late payment penalty on institutions where a funding contribution remains unpaid on the first day of the month following the invoice due date.

- c. The *National Redress Scheme for Institutional Child Sexual Abuse Rules 2018* (the Rules) and the *National Redress Scheme for Institutional Child Sexual Abuse Assessment Framework 2018* (the Assessment Framework) detail how the redress monetary, counselling and psychological care and administrative costs are determined.

To facilitate timely provision of payment and services, the Commonwealth bears the initial costs of paying redress payments along with the counselling and psychological care component of the Scheme. Participating institutions and funders of last resort pay a funding contribution to reimburse the Commonwealth for their share of these costs.

The Act and the Rules also prescribe that they are also required to pay an administration fee. This component is calculated by adding together 2 amounts:

- i. The first amount is a percentage of 7.5% of the institution's gross liability amount, for each redress payment they are liable for during the quarter.
  - ii. The second amount is the institution's share of a \$1,000 contribution, with the share calculated as a proportion of their gross liability amount against the total of gross liability amounts of all liable participating institutions for a redress payment.
- d. The amount currently owed to the Commonwealth as at 27 September 2023 (inclusive of doubtful debts) is \$33.7 million.
- e. Section 170(1) of the Act allows the National Redress Scheme Operator (the Operator) to enter into a payment arrangement with a participating institution to pay a funding contribution debt that it owes to the Commonwealth.
- Subsection 153(2) of the Act allows the Operator to specify a later date for a participating institution to pay a funding contribution debt that it owes to the Commonwealth.

## 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:** IQ23-000129

**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:

3. Since the Scheme commenced, on average, during each financial year period:
- How many full-time equivalent staff were assigned to administering the National Redress Scheme?
  - What proportion of those staff fulfilled the role of independent decision makers?
  - What proportion of staff were contractors?
  - What was the rate of staff turnover?

#### Answer:

Financial year*	a. FTE**	b. IDMs***	c. Contractors****	d. Staff turnover*****
2020-2021	321.49	45	44.67%	N/A
2021-2022	368.83	45	24.75%	38.29%
2022-2023	431.33	51	33.81%	31.36%

\* *Machinery of Government changes in February 2020 resulted in Service Delivery functions transferring from Services Australia to DSS. DSS is unable to provide data for the 2018-2019 and 2019-2020 financial years.*

\*\* *FTE figures include all Australian Public Servants and contractors. This figure excludes IDMs as they are not staff.*

\*\*\* *IDM figures are presented as actual numbers and as an average for the financial year, as IDMs are not appointed full time.*

\*\*\*\* *Contractor figures exclude IDMs.*

\*\*\*\*\* *Figures include APS and contractors. There was limited exit tracking prior to 2021-2022 so some staff turnover figures cannot be provided. Data has been manually assembled, so figures are approximate.*

## **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:** IQ23-000130

**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:**

4. Section 12 of the National Redress Scheme for Institutional Child Sexual Abuse Act 2018 (the Act) outlines when a person is entitled to be provided with redress and Section 13 outlines when a person is eligible for redress.
  - a. Since the Scheme commenced, in each financial year period, how many applications have been determined to be:
    - i. Eligible or entitled;
    - ii. ineligible;
    - iii. not entitled to be provided with redress;
    - iv. entitled or payable pursuant to ‘funder of last resort’ provisions;
    - v. entitled or payable pursuant to ‘special rules to deal with exceptional cases’ such as:
      - where the applicant has died
      - the applicant had serious criminal convictions
    - vi. rejectable or deniable on other grounds?
  - b. Does the Department record reasons or circumstances for determining that an application is ineligible?
  - c. If yes, could the Department advise whether there are standardised or indexed reasons used for monitoring trends?
  - d. On this basis, could the Department further advise on the most common to least common reasons why an application could be ineligible or not entitled? (number of applications/reason)

**Answer:**

a. Since the Scheme commenced, the number of applications that were determined to be eligible, ineligible, associated with funder of last resort (FOLR), from applicants who are deceased or have a serious criminal conviction (SCC) are detailed below:

<b>Number of applications</b>	<b>FY18-19 FY19-20*</b>	<b>FY20-21</b>	<b>FY21-22</b>	<b>FY22-23</b>	<b>FY23-24 (to date)</b>
i) Eligible	3,378	3,134	3,133	3,539	861
ii) Ineligible**	102	87	89	206	253
iii) Eligible (FOLR)	15	74	161	214	49
iv) Eligible (Deceased)	57	55	39	45	7
v) Eligible (SCC)	50	73	84	155	22

\*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.

\*\*Independent Decision Makers will decide if an application is eligible or ineligible. Applications that are “not entitled to be provided with redress” or are “rejectable or deniable on other grounds” are defined as ineligible for redress. Therefore, these applications fall within the ineligible category in the table above.

b. The Scheme records the reasons for determining that an application is ineligible.

c. The standardised reasons for ineligibility are listed below:

- No participating institution(s) is/are responsible
- Abuse did not occur when they were a child (under 18 years)
- Abuse did not occur in a participating institution
- All instances of abuse were 'exposure' abuse and were perpetrated by a child
- The applicant was not sexually abused
- Other

d. Since the Scheme commenced, the most common to the least common reasons for ineligibility are detailed below:

<b>Reason for ineligibility:</b>	<b>Number of applications*</b>
i. No participating institution(s) is/are responsible	458
ii. The applicant was not sexually abused	163
iii. Other	99
iv. Abuse did not occur in a participating institution	58
v. Abuse did not occur when they were a child (under 18 years)	39
vi. All instances of abuse were 'exposure' abuse and were perpetrated by a child	5

\*Applications have multiple reasons for ineligibility and are counted multiple times in the above table.

Data as at 15 September 2023.

## **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:** IQ23-000131

**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:**

5. Since the Scheme commenced, in each financial year:
  - a. How many (number/percentage) of redress payments were reduced due to a prior payment?
  - b. What was the average amount of these reductions?
  - c. Could these figures specify numbers, percentages and amounts according to First Nations and people living with disability?
  - d. On how many occasions has the monetary component of a survivor's redress outcome been calculated at or near zero?



**Answer:**

Since the Scheme commenced:

	<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>					
i) Number of payments reduced by prior payment	1,113	1,259	741	618	90
ii) Percentage of payments reduced by prior payment	40.3%	38.5%	27.2%	18.0%	12.6%
iii) Average reduction in payments	\$43,657	\$41,313	\$42,789	\$41,045	\$53,675
iv) Number of payments reduced to nil by prior payments	19	18	14	16	<5**
<b>First Nations:</b>					
v) Number of payments reduced by prior payment	324	624	411	366	54
vi) Percentage of payments reduced by prior payment	54.5%	55.2%	37.6%	25.1%	20.2%
vii) Average reduction in payments	\$35,660	\$33,524	\$31,574	\$29,761	\$47,525
viii) Number of payments reduced to nil by prior payments	<5	<5	<5	<5	<5
<b>Disability:</b>					
ix) Number of payments reduced by prior payment	610	699	415	361	45
x) Percentage of payments reduced by prior payment	46.9%	43.4%	32.0%	23.3%	17.7%
xi) Average reduction in payments	\$45,178	\$43,300	\$45,973	\$42,218	\$63,789
xii) Number of payments reduced to nil by prior payments	10	15	8	11	<5

\*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.

\*\*Figures that are less than five have been replaced to minimise risk to the privacy of applicants.

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 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:** IQ23-000132

**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:**

6. Since the Scheme commenced, in each financial year, in relation to counselling and psychological care payments:
  - a. What has been the average amount paid?
  - b. How many survivors have received the maximum amount possible (\$5,000)?
  - c. What are the averages and amounts for First Nations survivors?
  - d. What are the averages and amounts for survivors living with disability?

**Answer:**

Since the Scheme commenced, the value of counselling and psychological care (CPC) payments and referrals 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>					
i) Average CPC amount	\$4,437	\$4,493	\$4,476	\$4,498	\$4,505
ii) Number of applicants receiving maximum CPC amount	1,406	1,942	1,763	2,223	430
<b>First Nations:</b>					
iii) Average CPC amount	\$4,607	\$4,644	\$4,561	\$4,593	\$4,601
iv) Number of applicants receiving maximum CPC amount	339	772	761	978	158
<b>Disability:</b>					
v) Average CPC amount	\$4,558	\$4,614	\$4,611	\$4,620	\$4,568
vi) Number of applicants receiving maximum CPC amount	701	1,021	908	1,072	156

\*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.

Data as at 15 September 2023.

## **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:** IQ23-000133

**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:**

7. Since the Scheme commenced, in each financial year, how many redress applicants (number/percentage) have received:
  - a. Counselling and psychological care payments?
  - b. A direct personal response?
  - c. What numbers and percentages were First Nations survivors?
  - d. What numbers and percentages were survivors living with disability?

**Answer:**

Since the Scheme commenced, the number and percentages of redress applicants that have accepted counselling and psychological care (CPC) payment and referrals, and/or a direct personal response (DPR) 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>					
i. Number of CPC accepted	1,816	2,437	2,217	2,776	537
ii. Percentage of CPC accepted	65.7%	74.6%	81.4%	80.9%	74.9%
iii. Number of DPR accepted**	1,446	1,968	1,793	2,171	419
iv. Percentage of DPR accepted	52.3%	60.2%	65.9%	63.3%	58.4%
<b>First Nations:</b>					
v. Number of CPC accepted	403	900	918	1,165	189
vi. Percentage of CPC accepted	67.7%	79.6%	84.1%	80.0%	70.8%
vii. Number of DPR accepted**	327	690	695	943	156
viii. Percentage of DPR accepted	55.0%	61.1%	63.6%	64.7%	58.4%
<b>Disability:</b>					
ix. Number of CPC accepted	853	1,213	1,073	1,266	189
x. Percentage of CPC accepted	65.6%	75.2%	82.9%	81.6%	74.4%
xi. Number of DPR accepted**	705	1,020	890	1,019	156
xii. Percentage of DPR accepted	54.2%	63.3%	68.7%	65.7%	61.4%

\*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.

\*\* Note: this is the number of DPRs applicants have indicated they have accepted, it does not indicate number of DPRs undertaken or received. Applicants may have more than one DPR.

Data as at 15 September 2023.

## **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:** IQ23-000134

**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:**

8. Could the Department please advise on:
  - a. How many applications have been determined to be ineligible because the circumstances were characteristic of a consensual medical procedure?
  - b. The Australian Government's response to the Second Year Review noted that guidance material had been updated. How do decision makers currently establish whether the medical procedure was consensual?

#### **Answer:**

- a. This is not a dataset that is captured by the National Redress Scheme.
- b. IDMs determine eligibility on a case-by-case basis in accordance with the *National Redress Scheme for Institutional Child Sexual Abuse Act 2018* and associated legislation, such as the *National Redress Scheme for Institutional Child Sexual Abuse Assessment Framework 2018*.

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

Written Questions 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:** IQ23-000135

**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:

9. Could the Department provide comparative timeline showing the numbers applications received since the Scheme's commencement and the number of institutions opting into the Scheme?

#### Answer:

Since the Scheme commenced, the number of applications received and the number of institutions declared into the Scheme 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>Total</b>
i. Number of applications received	7,291	3,754	5,983	10,721	2,931	30,680
ii. Number of institutions declared into the Scheme	258	287	135	162	14	856

\*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.

To date, all Commonwealth and State and Territory government institutions and 496 non-government institutions are now participating in the Scheme. This figure is lower than the total number of institutions declared into the Scheme as some institutions have been revoked or have merged into participating groups. Approximately 69,000 sites across Australia are now covered by the Scheme.

Data as at 15 September 2023.

## **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:** IQ23-000136

**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:**

10. After an institution opts into the Scheme, do more (or fewer) subsequent redress applications tend to name that institution?

**Answer:**

The comparison of numbers of applications naming an institution, before or after they have joined the scheme, is not a data set that is used by the Scheme.



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

Written Questions 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:** IQ23-000137

**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:

11. Could the Department provide details on the number/percentage of applications that name:
- a. One institution?
  - b. Two institutions?
  - c. Three or more institutions?

#### Answer:

Since the Scheme commenced:

<b>Number of institution(s) named in applications</b>	<b>Number of applications where institution(s) was verified</b>	<b>Percentage of applications where institution(s) was verified</b>
i. One institution	5,389	22.5%
ii. Two institutions	6,773	28.2%
iii. Three or more institutions	11,825	49.3%

Data as at 15 September 2023.

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

Written Questions 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:** IQ23-000140

**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:**

14. Since the Scheme commenced, during each financial year period, how many applications were received, finalised, on hold or withdrawn? Could these figures specify numbers and percentages according to First Nations and people living with disability?

**Answer:**

Since the Scheme commenced, during each financial year period, how many applications were received, finalised, on hold or withdrawn?

	<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>					
i. Number of applications received	7,291	3,754	5,983	10,721	2,931
ii. Number of applications finalised	2,780	3,279	2,772	3,861	816
iii. Number of applications withdrawn**	260	110	106	477	169
iv. Number of applications on hold***	2,628	1,545	1,191	3,519	4,496
<b>First Nations:</b>					
v. Number of applications received	1,992	1,516	2,506	3,992	951
vi. Number of applications finalised	601	1,133	1,098	1,571	290
vii. Number of applications withdrawn**	64	36	46	210	67
viii. Number of applications on hold***	713	536	441	1,360	1,615
<b>Disability:</b>					
ix. Number of applications received	3,509	1,746	2,258	3,202	833
x. Number of applications finalised	1,308	1,614	1,319	1,764	290
xi. Number of applications withdrawn**	116	43	50	158	61
xii. Number of applications on hold***	1,233	735	521	1,067	1,156

Percentages are not able to be provided for each financial year because of application processing across financial years.

\*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.

\*\*The Scheme has increased work in conducting 'ineligible pre-determination calls' where the Scheme contacts applicants who were found to be ineligible for redress. A number of these applicants have opted to withdraw their application which has resulted in a significant increase in the FY22-23 figures.

\*\*\*These figures show applications that were placed on hold at some point in the financial year. Some applications have been placed on hold for periods that have touched multiple financial years and have been double counted.

The removal of the statutory declaration requirement resulted in a large number of applications received that required more information for the Scheme to progress the application. The Scheme has contacted these applicants to request more information. While the Scheme waits for these applicants to provide more information, these applications were placed on hold which has resulted in a significant increase in the FY22-23 figures.

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 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:** IQ23-000141

**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:

15. Since the Scheme commenced:
- a. In each financial year, how many redress offers have been:
    - i. accepted; and
    - ii. declined?
  - b. How many offers remain open?
  - c. How many offers have expired or lapsed?

#### Answer:

a.

Number of applications	FY18-19 FY19-20*	FY20-21	FY21-22	FY22-23	FY23-24 (to date)
i. Accepted redress offer	2,872	3,215	2,841	3,355	619
ii. Declined redress offer	10	19	25	205	40

- b. There are 696 eligible offers that currently remain open.
- c. There are 260 offers that are considered declined due to expiry where the applicant did not respond back to the Scheme. The *National Redress Scheme for Institutional Child Sexual Abuse Act 2018* specifies that a person is taken to have declined an offer of redress if the person does not accept the offer before the end of the acceptance period (section 45, subsection 2). These 260 declined offers are included in the declined figures in the table above.

\*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.

Data as at 15 September 2023.

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

Written Questions 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:** IQ23-000142

**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:

16. Since the Scheme commenced, does the Department have any information or data on how many care leavers are applying for redress and their redress outcomes?

#### Answer:

Since the Scheme commenced:

	<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>Care leavers**:</b>					
i. Number of applications received	4,310	2,228	3,035	4,216	884
ii. Number of eligible determinations***	3,874	1,887	1,739	573	1
iii. Number of ineligible determinations***	137	75	114	56	0

\*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.

\*\*Care leavers are defined as applicants who have indicated that they were either a state ward, foster child, child migrant, in relative kinship or court ordered care.

\*\*\*The total of the eligible and ineligible determinations do not equal the number of applications received in the financial year as some applications are withdrawn, on hold or in progress.

Data as at 15 September 2023.

## **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:** IQ23-000143

**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:**

17. Could the Department please provide a copy of the assessment policy framework guidelines?

**Answer:**

The Department is of the view that to provide the Assessment Framework Policy Guidelines (the Guidelines) would be contrary to the public interest.

## 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:** IQ23-000144

**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:

18. Since the Scheme commenced, what is the average redress payment made to:
- Survivors supported by a redress support service?
  - Survivors supported by knowmore?
  - Survivors supported by another lawyer?
  - Survivors who had no identifiable support? First Nations survivors?
  - Survivors living with disability?

#### Answer:

Since the Scheme commenced:

Survivors	Average payment
i. Supported by a redress support service	\$96,734
ii. Supported by knowmore	\$90,932
iii. Supported by other legal support	\$86,784
iv. Not supported	\$85,047
v. First Nations	\$93,364
vi. Identifying as having a disability	\$93,011

The Scheme has received applications from First Nations people who are living with a disability, who have received various support. Therefore, these average figures will contain applications that appear under multiple criteria.

Data as at 15 September 2023.



## **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:** IQ23-000145

**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:**

19. What criteria and information does the Department rely upon when deciding whether to designate an organisation to be a Redress Support Service and grant that organisation money to fulfil this role?

#### **Answer:**

The Department undertook a competitive grant round for Redress Support Services (RSS) in 2021 for the period up until 30 June 2024. The Grant Opportunity Guidelines for this process published in July 2021 set out how the eligibility and assessment criteria as well as information on how grant applications are considered and selected. The GOGs can be found at [2021-5192 - Redress Support Services - Grant Opportunity Guidelines \(communitygrants.gov.au\)](https://www.communitygrants.gov.au/2021-5192-Redress-Support-Services-Grant-Opportunity-Guidelines)

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

Written Questions 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:** IQ23-000146

**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:**

20. Does the Department measure the performance of organisations contracted, accredited or recognised as Redress Support Services?
- a. If yes, what are these performance measures?
  - b. In general terms, what have been the performance results?
  - c. What processes are in place to manage or review performance?
  - d. Have arrangements with any support services been discontinued due to performance?
  - e. The Department's submission (at page 7) refers to the Nous Review and the development of the Redress Support Service Maturity Framework. Could a copy of the review and the framework please be provided to the Committee?

#### **Answer:**

Yes.

- a. Redress Support Services (RSS) are required to provide an annual Activity Work Plan against each of the following:
  1. i) Provide clear and accessible information/guidance about the Scheme  
ii) Outreach and promotional activities
  2. Assist clients to understand and complete an application
  3. Provide support to specific cohorts
  4. Provide emotional support and counselling
  5. Provide appropriate warm referrals as required
  6. Assist clients to seek and obtain a Direct Personal Response
  7. Provide transitional support to assist clients to access Counselling and Psychological Care
  8. Ensure all support is delivered in a trauma-informed approach.

Additionally, RSS are required to provide client and service delivery information to the Department via Data Exchange Reports every six months.

- b. Applications received by the Scheme through an RSS are more complete, require less follow up and are easier and faster to progress. They also generally result in higher financial outcomes for survivors.
- c. The RSS grant agreements are managed administratively by a Funding Agreement Manager at the Department of Social Services. Each RSS has a dedicated Relationship Manager who works closely with the RSS and manages any performance issues, should they arise. Bi-monthly RSS Network meetings are also facilitated by the Scheme to bring together RSS by jurisdiction.
- d. No.
- e. The documents are operational in nature and the Department is able to offer the Committee a verbal briefing.

## 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:** IQ23-000147

**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:

21. Could the Department please outline the process followed when an – individual or redress applicant;
- their nominee;
  - their legal representative; or
  - a support service
- makes a complaint about service standards or a redress outcome?
- a. What threshold determines whether a matter amounts to a complaint?
  - b. In what timeframe does the Department aim to respond to and resolve complaints?
  - c. Since the Scheme commenced, how many complaints have been received?
  - d. How many of these complaints have been resolved?
  - e. Within these complaints, in general terms, what are the most common grounds on which a complaint has materialised?

#### Answer:

The Department promotes a positive complaint culture that encourages feedback and complaints to improve the Scheme. The Department is committed to providing a high quality, trauma-informed complaints management service to survivors and anyone interacting with the Scheme.

Any person can submit a complaint to the Scheme. They may do so through various channels including post, the Department of Social Services website, email, phone and Ministers or Members of Parliament. Details on how to lodge a complaint with the Scheme can be found on the Scheme's website ([nationalredress.gov.au](http://nationalredress.gov.au)) and the Service Charter provide details on how to make a complaint to the Scheme.

Following the Second Anniversary Review of the Scheme and in direct response to Recommendation 6.11, the Scheme implemented a robust complaint process to ensure complaints to the Scheme are handled fairly, efficiently and consistently. The process outlines clear organisational expectations and standards for the handling of complaints, including consistency in identifying, recording and resolving complaints and maintaining accurate and comprehensive records about complaints.

- a) In line with the Department of Social Services Complaints Handling Policy and with reference to the Australian and New Zealand Standard, AS/NZS 10002:2014, the Scheme defines a complaint as an:

*‘Expression of dissatisfaction made to or about an organisation, related to its products, services, staff or the handling of a complaint, where a response or resolution is explicitly or implicitly expected or legally required’*

- b) In line with the Department’s complaints handling policy, the Scheme aims to resolve and respond to complaints within 28 calendar days of receipt. Complex matters may take longer to investigate and resolve. The Scheme is committed to achieving positive outcomes for survivors. This can at times increase the length of time it takes to finalise complaints.
- c) The Scheme does not have comprehensive complaint data since its commencement in 2018. Following the Second Anniversary Review of the Scheme, significant effort was invested in developing a centralised database to record complaints to improve the tracking and reporting of feedback and complaints to the Scheme. The Scheme can provide complaint data from 1 July 2022.

During FY 2022-23, the Scheme received 431 complaints from individuals. Of these, 156 were found substantiated or partially substantiated.

- d) All 431 complaints received during FY 2022-23 were responded to, or closed with no further action. No further action may be taken if a complaint has been previously responded to, if the complaint has been addressed prior to investigation or if it is likely a response may cause further trauma to a survivor.
- e) During FY 2022-23 the most common complaint theme was **applications** (timeframes, eligibility, process). Other complaint themes include **service** (Redress Support Services, lack of responsiveness), **payments** (amount offered, the maximum redress payment, prior payments) and **institutions** (non-participating, request for information, direct personal response).

## **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:** IQ23-000148

**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:**

22. What percentage of redress applications are currently (or likely to be) overseen by a nominee appointed by the Operator?

**Answer:**

As at 15 September 2023, 19.2% of applications on hand have an active nominee arrangement.

## **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:** IQ23-000149

**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:**

23. Since the Scheme commenced, on how many occasions has the Operator suspended or revoked a nominee appointment?

#### **Answer:**

Section 82 of the *National Redress Scheme for Institutional Child Sexual Abuse 2018* (the Act) provides the National Redress Scheme Operator with the ability to suspend or revoke a nominee arrangement if conditions under section 87 are met.

The Secretary of the Department of Social Services, as the National Redress Scheme Operator has delegated the power to suspend or revoke nominee arrangements to redress officers and senior officers.

As at 15 September 2023, 178 nominee arrangements across 175 distinct cases have been cancelled, primarily at the request of the applicant. The nominee can also request the arrangement be cancelled. The department does not have any recorded instances where a nominee arrangement has been suspended or revoked under section 82(3) of the Act.

## **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:** IQ23-000150

**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:**

24. Since the Scheme commenced, in each financial year:
- a. how many applicants have requested a review of their redress offer?
  - b. How many reviews have upheld the original determination and offer? (number/percentage)
  - c. How many reviews have led to a revised outcome? (number/percentage)



**Answer:**

Since the Scheme commenced:

	<b>FY18-19 FY19-20*</b>	<b>FY20-21</b>	<b>FY21-22</b>	<b>FY22-23</b>	<b>FY23-24 (to date)</b>
i. Number of applicants who have requested review of redress offer	148	129	100	106	38
ii. Number of reviews upheld original determination	120	84	72	84	24
iii. Percentage of reviews upheld original determination	81.1%	65.1%	72.0%	79.2%	63.2%
iv. Number of reviews led to revised outcome	28	n.p.***	n.p.	n.p.	<5**
v. Percentage of reviews led to revised outcome	18.9%	n.p.	n.p.	n.p.	n.p.
vi. Number of reviews in progress	0	<5	<5	<5	n.p.
vii. Percentage of reviews in progress	0.0%	n.p.	n.p.	n.p.	n.p.

\*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.

\*\*Figures that are less than five have been replaced to minimise the risk to the privacy of applicants.

\*\*\*not provided – Figures are hidden in order to protect the less than five figures.

Data as at 15 September 2023.

## 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:** IQ23-000151

**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:

25. Could the Department provide information on:
- a. How are independent decision makers are recruited and selected?
  - b. The skills, prerequisites or qualifications required for the role?
  - c. Systems in place to manage any real (or perceived) conflicts of interest?

#### Answer:

- a. Independent Decision Makers (IDMs) are recruited through various methods., including a nomination by State and Territory governments.

A panel of DSS senior executive selects IDMs based on pre-agreed criteria, and individuals are screened for suitability. The Scheme Operator makes a determination on whether to engage an IDM under subsection 185(1) of the *National Redress Scheme for Institutional Child Sexual Abuse Act 2018*.

Jurisdictions are provided the opportunity to support or identify concerns prior to engagement.

- b. Skills and prerequisites required for IDMs include:
  - a. experience in the social welfare sector, case management or legal sector
  - b. a strong understanding of the cultural, social and historical factors of sexual abuse
  - c. strong analytical skills
  - d. the ability to anticipate problems or sensitivities
  - e. the ability to make information based decisions
  - f. the ability to interpret legislation
  - g. understanding of the National Redress Scheme
  - h. resilience and high emotional intelligence
  - i. ability to obtain and maintain a Baseline Security Clearance

- c. IDMs are required to disclose any actual, perceived or potential conflicts of interest in relation to their work prior to their appointment, and at any time while carrying out their role. IDMs do not assess applications from the State/Territory where they live, and/or applications relating to any participating institution where they have a known professional or personal connection, including board memberships and voluntary employment. Scheme Management ensure this practice is followed by allocating cases to individual IDMs that avoid known conflicts.

## **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:** IQ23-000152

**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:**

26. Could the Department please provide information on:
- a. In general terms, how often allegations of unauthorised disclosures of protected information are being reported to the Department?
  - b. On how many occasions has an alleged breach of protected information provisions resulted in a successful prosecution?
  - c. How many prosecutions may be pending or discontinued?

#### **Answer:**

- a. The Department receives or detects enquiries about possible or suspected unauthorised disclosures of protected information on an irregular basis. These come through various channels and are managed on a case by case basis based on the circumstances of the incident.
- b. The Department is not aware of any prosecutions for unauthorised disclosures of protected information.
- c. As above.

## **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:** IQ23-000153

**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:**

27. The Department's submission referred to numbers of freedom of information requests from survivors (at page 8). Could the Department please provide updated figures?

#### **Answer:**

In 2021 the Scheme received approximately 564 requests for material to be released. This total includes requests via administrative release, and valid Freedom of Information requests.

In 2022 the Scheme received approximately 986 requests for material to be released. This total includes requests via administrative release, and valid Freedom of Information requests.

In 2023 to 15 September 2023 the Scheme has received approximately 886 requests for material to be released. This total includes via administrative release, and valid Freedom of Information requests.

## **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:** IQ23-000154

**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:**

28. The Department's submission attached two pages of data and trends. Could updated figures please be provided to the Committee?

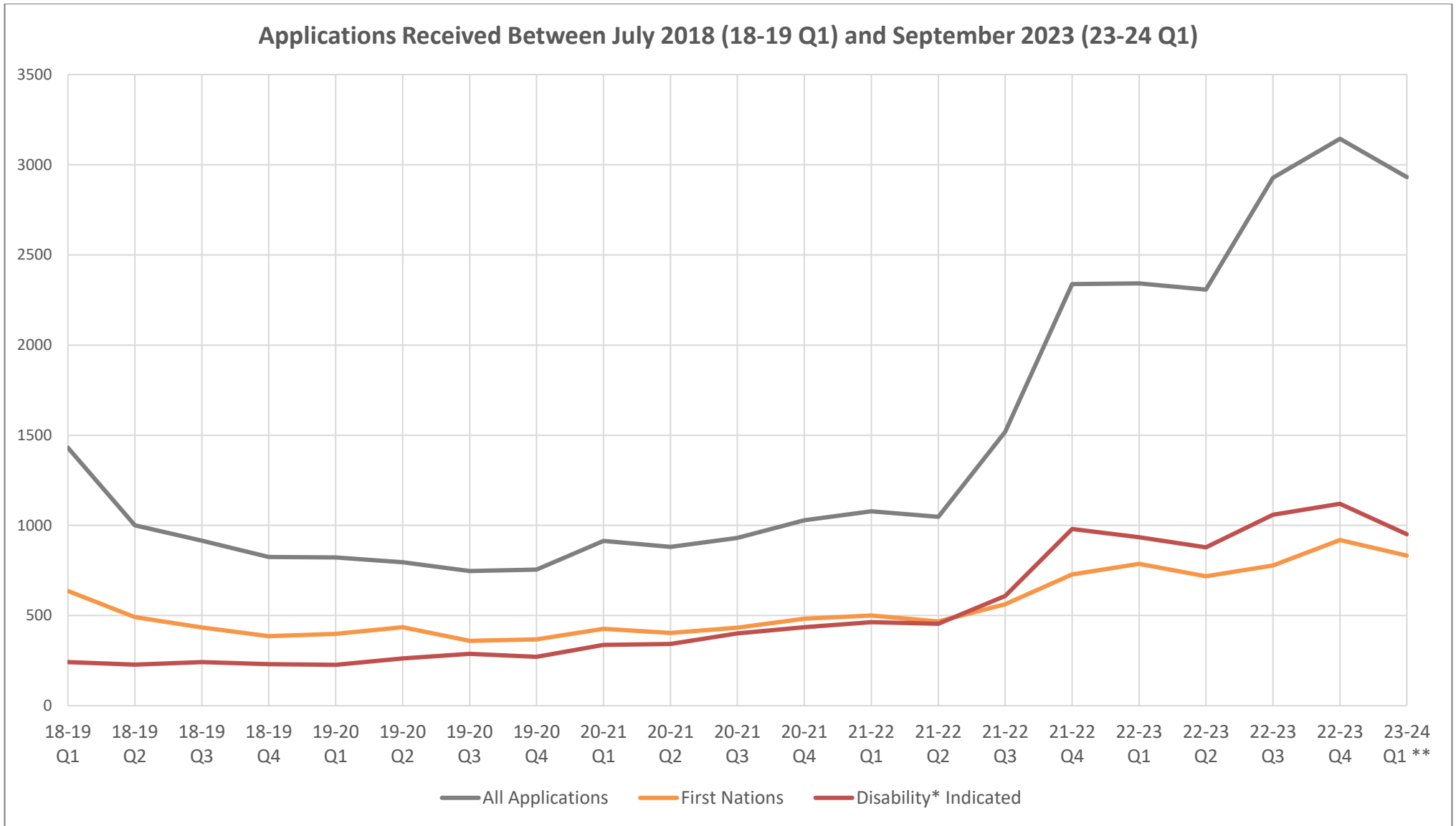
**Answer:**

SUMMARY BY QUARTER					
Application Received Quarter	All Applications	First Nations	Disability* Indicated	FN%	DI%
18-19 Q1	1431	636	242	44%	17%
18-19 Q2	1000	491	228	49%	23%
18-19 Q3	915	434	242	47%	26%
18-19 Q4	825	386	231	47%	28%
19-20 Q1	822	399	227	49%	28%
19-20 Q2	796	435	263	55%	33%
19-20 Q3	747	360	288	48%	39%
19-20 Q4	755	368	271	49%	36%
20-21 Q1	914	427	337	47%	37%
20-21 Q2	881	404	343	46%	39%
20-21 Q3	930	433	401	47%	43%
20-21 Q4	1029	482	435	47%	42%
21-22 Q1	1078	500	463	46%	43%
21-22 Q2	1048	467	454	45%	43%
21-22 Q3	1519	563	609	37%	40%
21-22 Q4	2338	728	980	31%	42%
22-23 Q1	2342	787	934	34%	40%
22-23 Q2	2307	718	879	31%	38%
22-23 Q3	2928	778	1059	27%	36%
22-23 Q4	3144	919	1120	29%	36%
23-24 Q1					
**	2931	833	951	28%	32%
<b>Total</b>	<b>30680</b>	<b>11548</b>	<b>10957</b>	<b>38%</b>	<b>36%</b>

\*\* to 15 September 2023

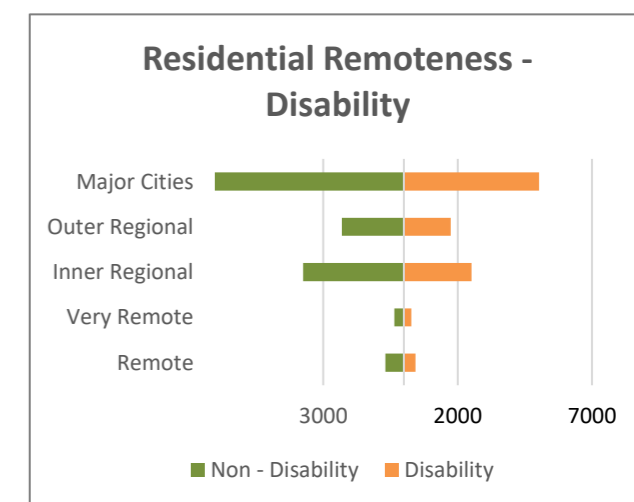
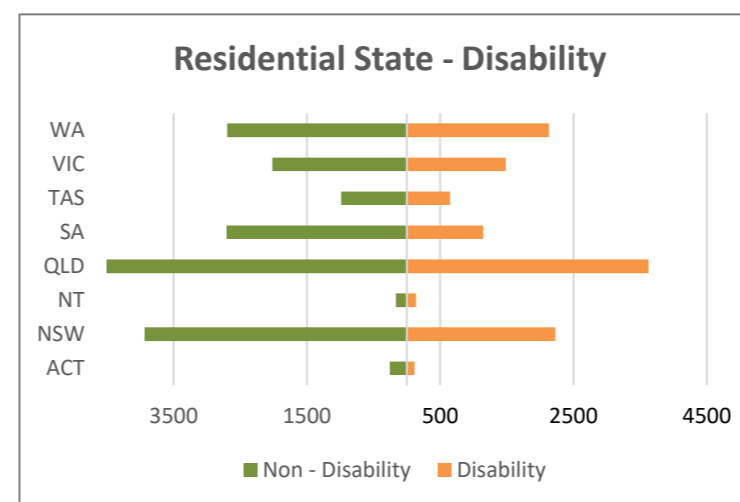
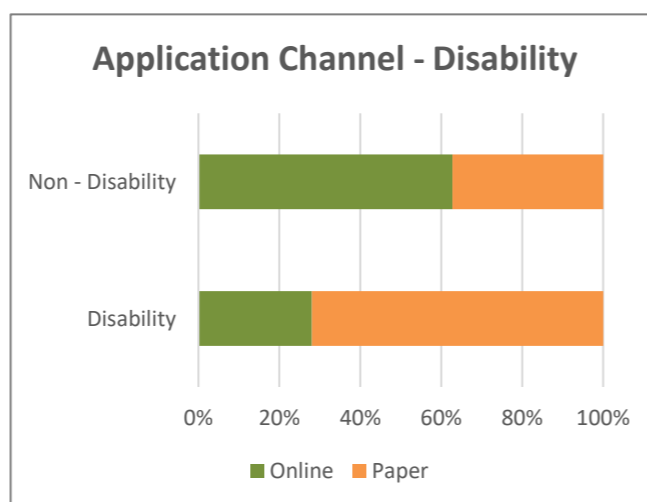
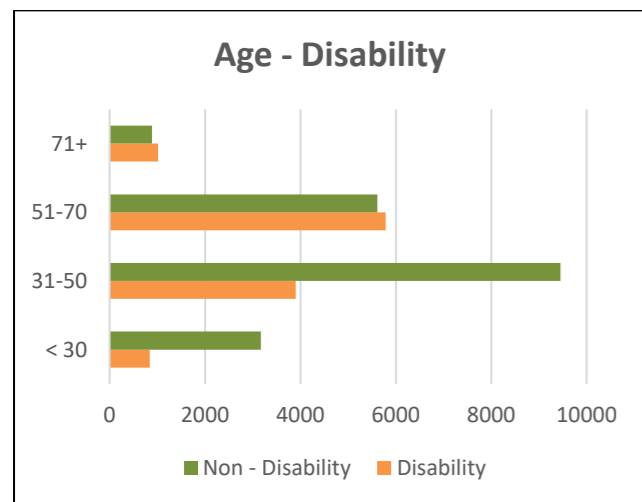
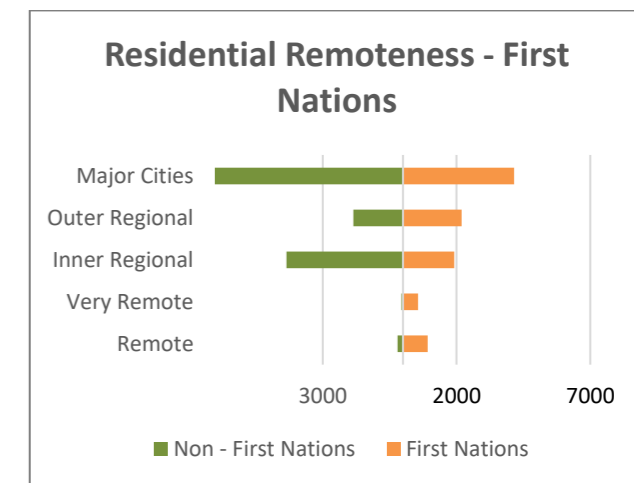
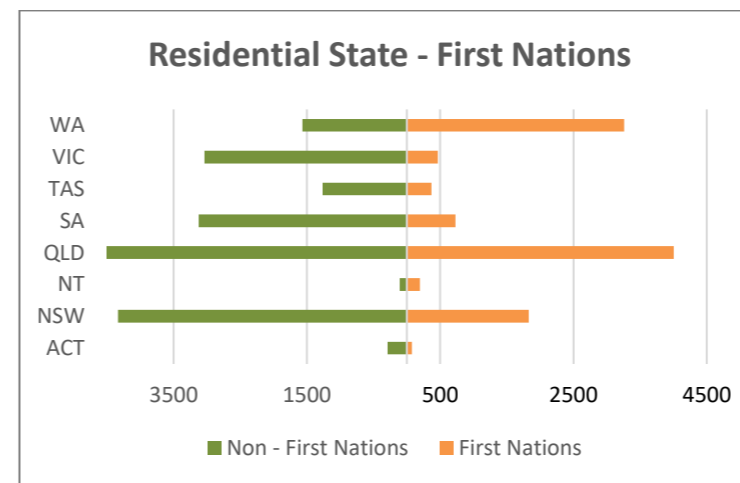
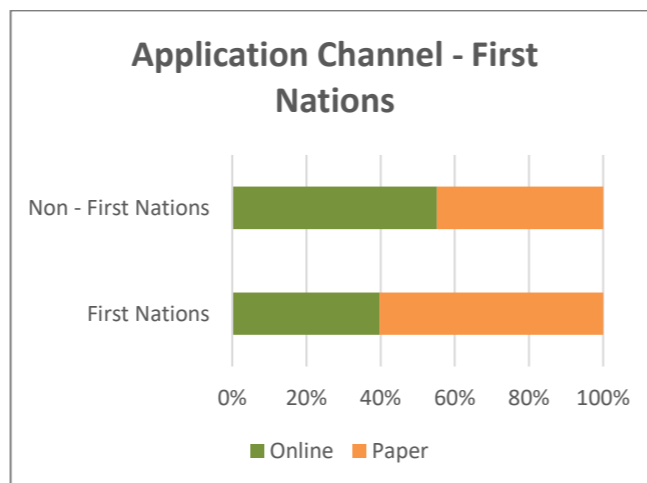
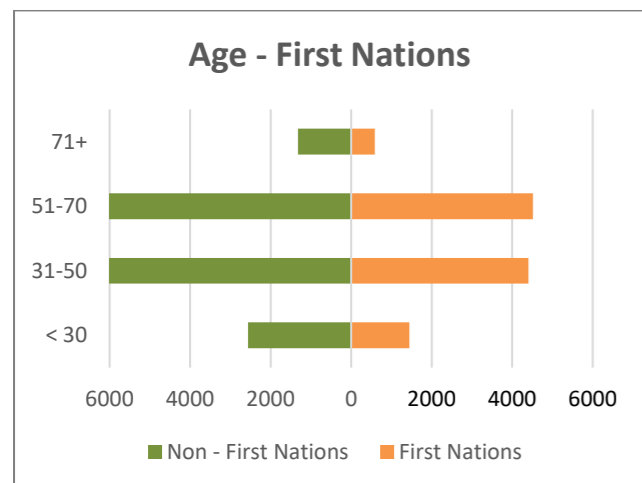
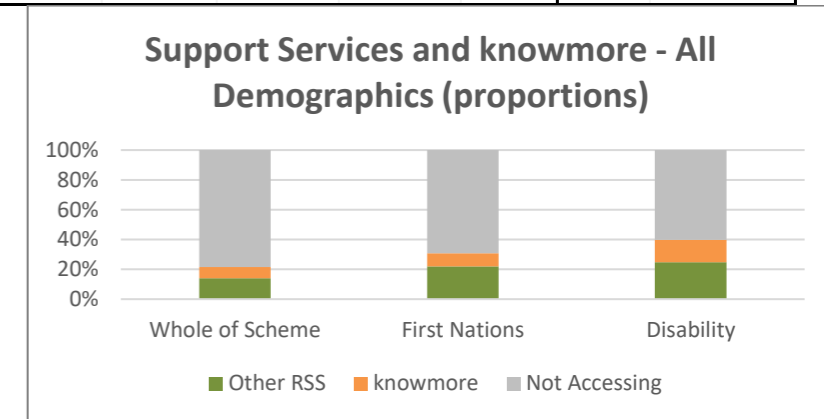
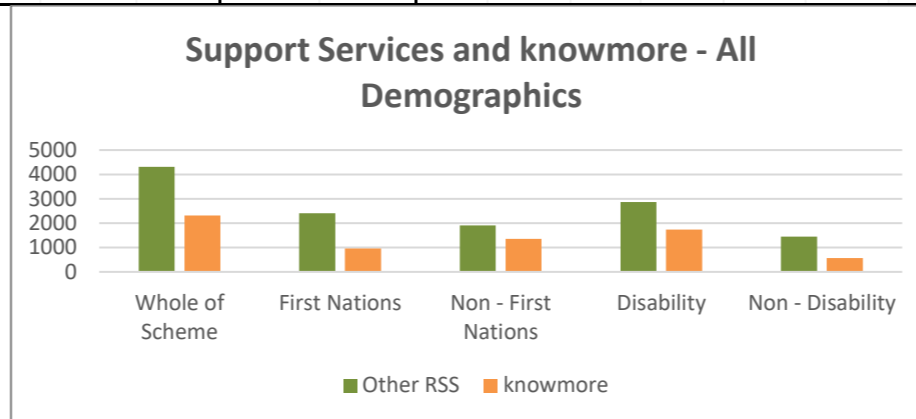
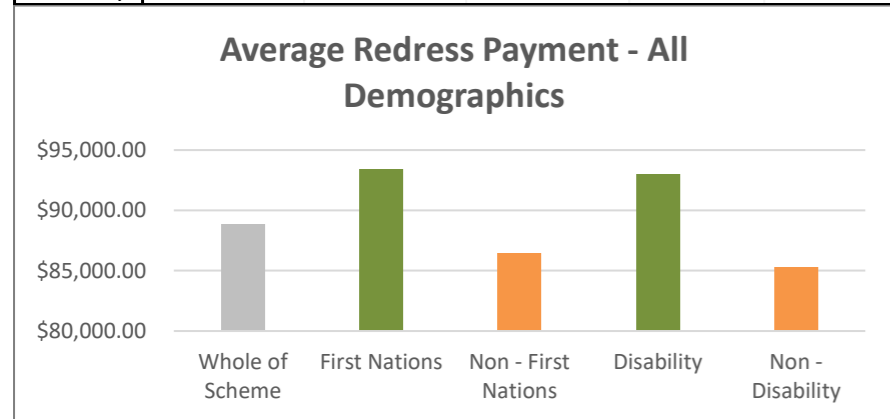
\*Explanation of applicants with disability

The number of applicants with disability is based on optional free-text provided in their Redress applications. These disabilities include age-related illnesses and chronic conditions such as heart disease, diabetes, emphysema, back injury, and cancer





	Processing and Payments					Age				Channel		Residential State								Remoteness of Residence					Support Services	
	Applications Received	Applications Finalised	Finalised Applications Eligible	Redress Payments Made	Average Redress Payment	< 30	31-50	51-70	71+	Online	Paper	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	Remote	Very Remote	Inner Regional	Outer Regional	Major Cities	Other RSS	knowmore
Whole of Scheme	30680	13531	13201	12833	\$88,871.93	4008	13353	11401	1908	15239	15441	366	6164	302	9883	3851	1633	3503	4828	1119	628	6267	4047	14233	4306	2308
First Nations	10957	4704	4596	4527	\$93,364.39	1444	4407	4517	585	4345	6612	77	1830	197	4005	730	371	466	3263	921	567	1914	2190	4158	2405	958
Non - First Nations	19723	8827	8605	8306	\$86,423.41	2564	8946	6884	1323	10894	8829	289	4334	105	5878	3121	1262	3037	1565	198	61	4353	1857	10075	1901	1350
Disability	11548	6305	6155	5968	\$93,010.97	840	3903	5787	1017	3237	8311	112	2228	137	3624	1147	646	1485	2133	434	278	2515	1741	5027	2863	1735
Non - Disability	19132	7226	7046	6865	\$85,273.71	3168	9450	5614	891	12002	7130	254	3936	165	6259	2704	987	2018	2695	685	350	3752	2306	9206	1443	573



## **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:** IQ23-000156

**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:**

30. On 12 April 2023, during a public hearing (Committee Hansard at page 18), a question was taken on notice regarding public interest certificates issued. If not already provided to the Committee, could the Department please provide information as discussed during the public hearing?

#### **Answer:**

The Department of Social Services responded to questions at the 12 April 2023 Committee meeting relating to public interest certificates in IQ23-000045 and IQ23-000046.

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

Written Questions 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:** IQ23-000157

**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:**

31. On 12 April 2023, during a public hearing (Committee Hansard at page 26), the Department gave figures on the numbers of institutions being contacted or ‘working’ on the next steps to participate in the Scheme. Could the Department please provide updated figures?

#### **Answer:**

As at 15 September 2023, 107 institutions are in the process of joining the Scheme. Of those, 56 are currently progressing through the on-boarding process. The remaining 51 institutions have been contacted by the Scheme with information and a request to join but have not yet agreed to join.