

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

Public Hearing – 21 August 2024

### ANSWER TO QUESTION ON NOTICE

Department of Social Services

**Topic:** Update to response IQ23-000018

**Question reference number:** IQ24-000181

**Question asked by:** Catryna Bilyk

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

**Date set by the Committee for the return of answer:** 4 September 2024

#### Question:

19. Update to response IQ23-000018: 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).

In addition:

- d. How many applicants withdrew their request for a review?
- e. How many applicants requested a revocation? How many revocations were upheld, revised or withdrawn?
- f. Can the Department please outline changes to the concepts of review and/or revocation, including when these changes occurred, how a revocation is/was different from a review and whether this changed how figures are counted?

#### Answer:

Since the Scheme commenced (a. – c.):

| Reviews             | FY18–19<br>FY19–20* | FY20–21 | FY21–22        | FY22–23 | FY23–24 | FY24–25<br>(to date) |
|---------------------|---------------------|---------|----------------|---------|---------|----------------------|
| Reviews requested   | 147                 | 128     | 99             | 104     | 294     | 57                   |
| Reviews upheld      | 119                 | 84      | 71             | 82      | 145     | 0                    |
| Reviews changed     | 28                  | 44      | 27             | 20      | 16      | <5**                 |
| Increase payment    | 22                  | 37      | 20             | 19      | 5       | 0                    |
| Decrease payment    | <5                  | 0       | 0              | 0       | 0       | 0                    |
| No change           | 5                   | 7       | Not provided** | <5      | 11      | <5                   |
| Reviews outstanding | 0                   | 0       | <5             | <5      | 133     | Not provided         |

| <b>Revocation</b>      | <b>FY18–19<br/>FY19–20*</b> | <b>FY20–21</b> | <b>FY21–22</b> | <b>FY22–23</b> | <b>FY23–24</b> | <b>FY24–25<br/>(to date)</b> |
|------------------------|-----------------------------|----------------|----------------|----------------|----------------|------------------------------|
| Revocations requested  | 13                          | 59             | 68             | 74             | 153            | 14                           |
| Not granted            | 0                           | 0              | 13             | 23             | 62             | 0                            |
| Increase               | Not provided                | 50             | 39             | 33             | 18             | 0                            |
| Decrease               | 0                           | <5             | 5              | Not provided   | <5             | 0                            |
| No change              | <5                          | Not provided   | Not provided   | <5             | <5             | 0                            |
| Revocation in progress | 0                           | 0              | <5             | 6              | 69             | 14                           |

\*The Scheme’s reporting functionality was not completely developed in the first year of operation. Therefore, the data for the first 2 financial years have been combined.

\*\*Figures that are less than 5 have been replaced to minimise risk to the privacy of applicants. Also, other figures have not been provided in order to protect this figure when totals are provided.

d. Over the life of the Scheme, 36 applicants have withdrawn their request for a review.

e.

- (i) The total number of revocations requested: 381
- (ii) The total number of revocations upheld (not granted): 98
- (iii) The total number of revocations revised: 170
- (iv) Data is not available on the number of revocations withdrawn.

f.

- (i) There have been no changes to the concepts of revocation.
- (ii) New application review provisions came into effect on 4 April 2024 to allow an applicant to provide new information with their request for a review. Prior to 4 April 2024, no new information could be considered by the ‘reviewing IDM’ i.e. a new IDM not involved with the making of the original determination.
- (iii) The differences between a review and a revocation are:
  - A review is available to an applicant in relation to the original determination. The reviewing IDM can affirm, vary or set aside the original determination.
  - A revocation is the ‘cancellation’ of the original determination where the Operator (or their delegate) receives new information that they did not know before making the original determination and the Operator (or their delegate) considers that had the information been provided before making the determination, they would not have made the determination or would have made a different determination.

Data as at 9 August 2024.

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

Public Hearing – 21 August 2024

### ANSWER TO QUESTION ON NOTICE

Department of Social Services

**Topic:** Update to response IQ23-000150

**Question reference number:** IQ24-000182

**Question asked by:** Catryna Bilyk

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

**Date set by the Committee for the return of answer:** 4 September 2024

**Question:**

19. Update to response IQ23-000150: 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)

In addition:

- d. How many applicants withdrew their request for a review?
- e. How many applicants requested a revocation? How many revocations were upheld, revised or withdrawn?
- f. Can the Department please outline changes to the concepts of review and/or revocation, including when these changes occurred, how a revocation is/was different from a review and whether this changed how figures are counted?

**Answer:**

Refer to IQ24-000181.

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

Public Hearing – 21 August 2024

### ANSWER TO QUESTION ON NOTICE

Department of Social Services

**Topic:** Update to response IQ23-000152

**Question reference number:** IQ24-000183

**Question asked by:** Catryna Bilyk

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

**Date set by the Committee for the return of answer:** 4 September 2024

#### **Question:**

20. Update to response IQ23-000152: 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?

In addition:

- d. While prosecution may not have resulted, what steps has the Department taken (or continues to take) to enforce possible breaches of protected information provisions?

#### **Answer:**

- a. The Department of Social Services (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.
- d. The department does not have powers under the *National Redress Scheme for Institutional Child Sexual Abuse Act 2018* to enforce possible breaches of protected information provisions. These powers rest with the Australian Federal Police and subsequently, the Commonwealth Director of Public Prosecutions. To date, the Scheme has not referred any matters to the Australian Federal Police.

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

Public Hearing – 21 August 2024

**ANSWER TO QUESTION ON NOTICE**

Department of Social Services

**Topic:** Update to response IQ23-000154

**Question reference number:** IQ24-000185

**Question asked by:** Catryna Bilyk

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

**Date set by the Committee for the return of answer:** 4 September 2024

**Question:**

22. Update to response IQ23-000154: The Department's submission attached two pages of data and trends. Could updated figures please be provided to the Committee?

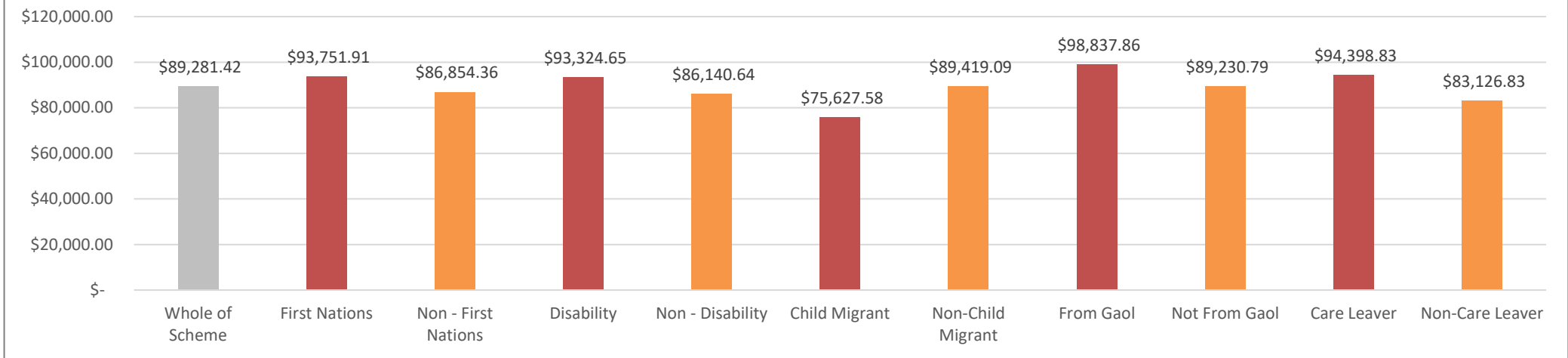
**Answer:**

|                   | Processing and Payments |                        |                                 |                       |                              | Age of Applicant |        |               |       |
|-------------------|-------------------------|------------------------|---------------------------------|-----------------------|------------------------------|------------------|--------|---------------|-------|
|                   | Applications Received   | Applications Finalised | Finalised Applications Eligible | Redress Payments Made | Average Redress Payment (\$) | < 30             | 31-50  | 51-70         | 71+   |
| Whole of Scheme   | 46,280                  | 17,347                 | 16,549                          | 16,128                | 89,281.42                    | 7,443            | 22,261 | 14,360        | 2,184 |
| First Nations     | 16,033                  | 6,045                  | 5,753                           | 5,675                 | 93,751.91                    | 2,749            | 7,131  | 5,464         | 674   |
| Non First Nations | 30,247                  | 11,302                 | 10,796                          | 10,453                | 86,854.36                    | 4,694            | 15,130 | 8,896         | 1,510 |
| Disability        | 16,260                  | 7,580                  | 7,256                           | 7,051                 | 93,324.65                    | 1,640            | 6,396  | 7,076         | 1,139 |
| Non-Disability    | 30,020                  | 9,767                  | 9,293                           | 9,077                 | 86,140.64                    | 5,803            | 15,865 | 7,284         | 1,045 |
| Child Migrant     | 518                     | 170                    | 166                             | 161                   | 75,627.58                    | 57               | 190    | 99            | 172   |
| Non-Child Migrant | 45,762                  | 17,177                 | 16,383                          | 15,967                | 89,419.09                    | 7,386            | 22,071 | 14,261        | 2,012 |
| From Gaol         | 2,738                   | 92                     | 89                              | 85                    | 98,837.86                    | 730              | 1,785  | Not provided* | <5*   |
| Not From Gaol     | 43,542                  | 17,255                 | 16,460                          | 16,043                | 89,230.79                    | 6,713            | 20,476 | 14,142        | 2,182 |
| Care Leaver       | 19,471                  | 9,378                  | 8,978                           | 8,806                 | 94,398.83                    | 3,053            | 7,848  | 7,312         | 1,245 |
| Non-Care Leaver   | 26,809                  | 7,969                  | 7,571                           | 7,322                 | 83,126.83                    | 4,390            | 14,413 | 7,048         | 939   |

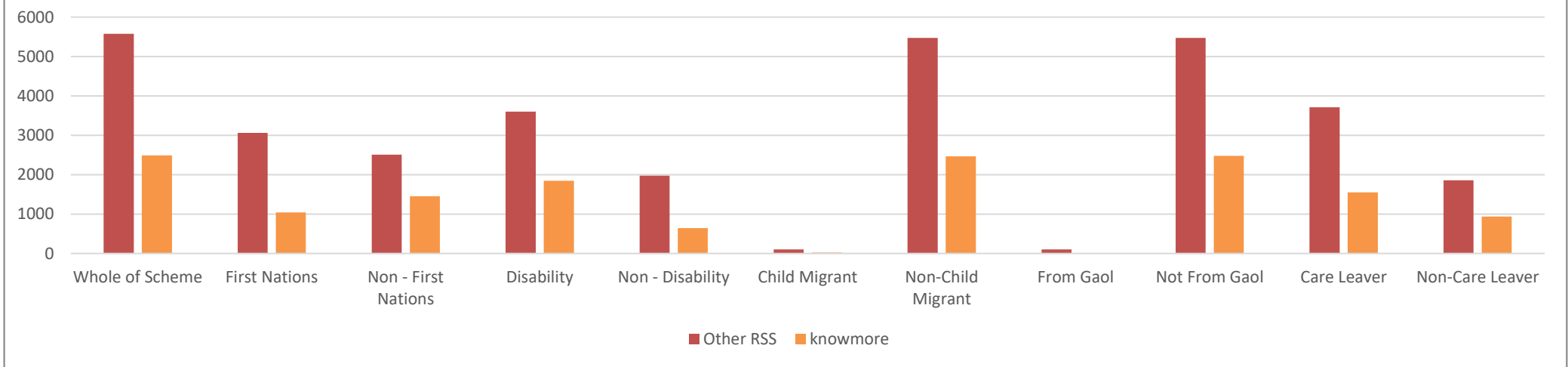
|                   | Channel |        | Residential State |       |     |        |       |       |       |              |
|-------------------|---------|--------|-------------------|-------|-----|--------|-------|-------|-------|--------------|
|                   | Online  | Paper  | ACT               | NSW   | NT  | QLD    | SA    | TAS   | VIC   | WA           |
| Whole of Scheme   | 25,332  | 20,948 | 522               | 9,800 | 428 | 15,236 | 6,556 | 2,272 | 4,921 | 6,351        |
| First Nations     | 7,112   | 8,921  | 126               | 3,020 | 282 | 6,017  | 1,200 | 536   | 695   | 4,125        |
| Non-First Nations | 18,220  | 12,027 | 396               | 6,780 | 146 | 9,219  | 5,356 | 1,736 | 4,226 | 2,226        |
| Disability        | 5,761   | 10,499 | 152               | 3,388 | 186 | 5,182  | 1,867 | 839   | 1,995 | 2,611        |
| Non-Disability    | 19,571  | 10,449 | 370               | 6,412 | 242 | 10,054 | 4,689 | 1,433 | 2,926 | 3,740        |
| Child Migrant     | 297     | 221    | 7                 | 134   | <5  | 108    | 71    | 14    | 71    | Not provided |
| Non-Child Migrant | 25,035  | 20,727 | 515               | 9,666 | 424 | 15,128 | 6,485 | 2,258 | 4,850 | 6,251        |
| From Gaol         | 46      | 2,692  | 11                | 548   | 39  | 1,104  | 322   | 124   | 134   | 424          |
| Not From Gaol     | 25,286  | 18,256 | 511               | 9,252 | 389 | 14,132 | 6,234 | 2,148 | 4,787 | 5,927        |
| Care Leaver       | 8,717   | 10,754 | 146               | 3,578 | 239 | 6,477  | 1,979 | 1,102 | 1,972 | 3,934        |
| Non-Care Leaver   | 16,615  | 10,194 | 376               | 6,222 | 189 | 8,759  | 4,577 | 1,170 | 2,949 | 2,417        |

|                   | Remoteness of Residence |             |                |                |              | Support Services |          | Not Accessing |
|-------------------|-------------------------|-------------|----------------|----------------|--------------|------------------|----------|---------------|
|                   | Remote                  | Very Remote | Inner Regional | Outer Regional | Major Cities | Other RSS        | knowmore |               |
| Whole of Scheme   | 1,511                   | 1,534       | 9,769          | 6,408          | 26,285       | 5,573            | 2,490    | 38,217        |
| First Nations     | 1,074                   | 1,313       | 2,963          | 3,258          | 7,096        | 3,063            | 1,039    | 11,931        |
| Non-First Nations | 437                     | 221         | 6,806          | 3,150          | 19,189       | 2,510            | 1,451    | 26,286        |
| Disability        | 621                     | 554         | 3,649          | 2,459          | 8,741        | 3,599            | 1,848    | 10,813        |
| Non-Disability    | 890                     | 980         | 6,120          | 3,949          | 17,544       | 1,974            | 642      | 27,404        |
| Child Migrant     | Not provided            | <5          | 83             | 42             | 372          | 104              | 23       | 391           |
| Non-Child Migrant | 1,506                   | 1,530       | 9,686          | 6,366          | 25,913       | 5,469            | 2,467    | 37,826        |
| From Gaol         | 41                      | 66          | 700            | 570            | 1,142        | 102              | 13       | 2,623         |
| Not From Gaol     | 1,470                   | 1,468       | 9,069          | 5,838          | 25,143       | 5,471            | 2,477    | 35,594        |
| Care Leaver       | 867                     | 823         | 4,243          | 3,141          | 10,115       | 3,713            | 1,552    | 14,206        |
| Non-Care Leaver   | 644                     | 711         | 5,526          | 3,267          | 16,170       | 1,860            | 938      | 24,011        |

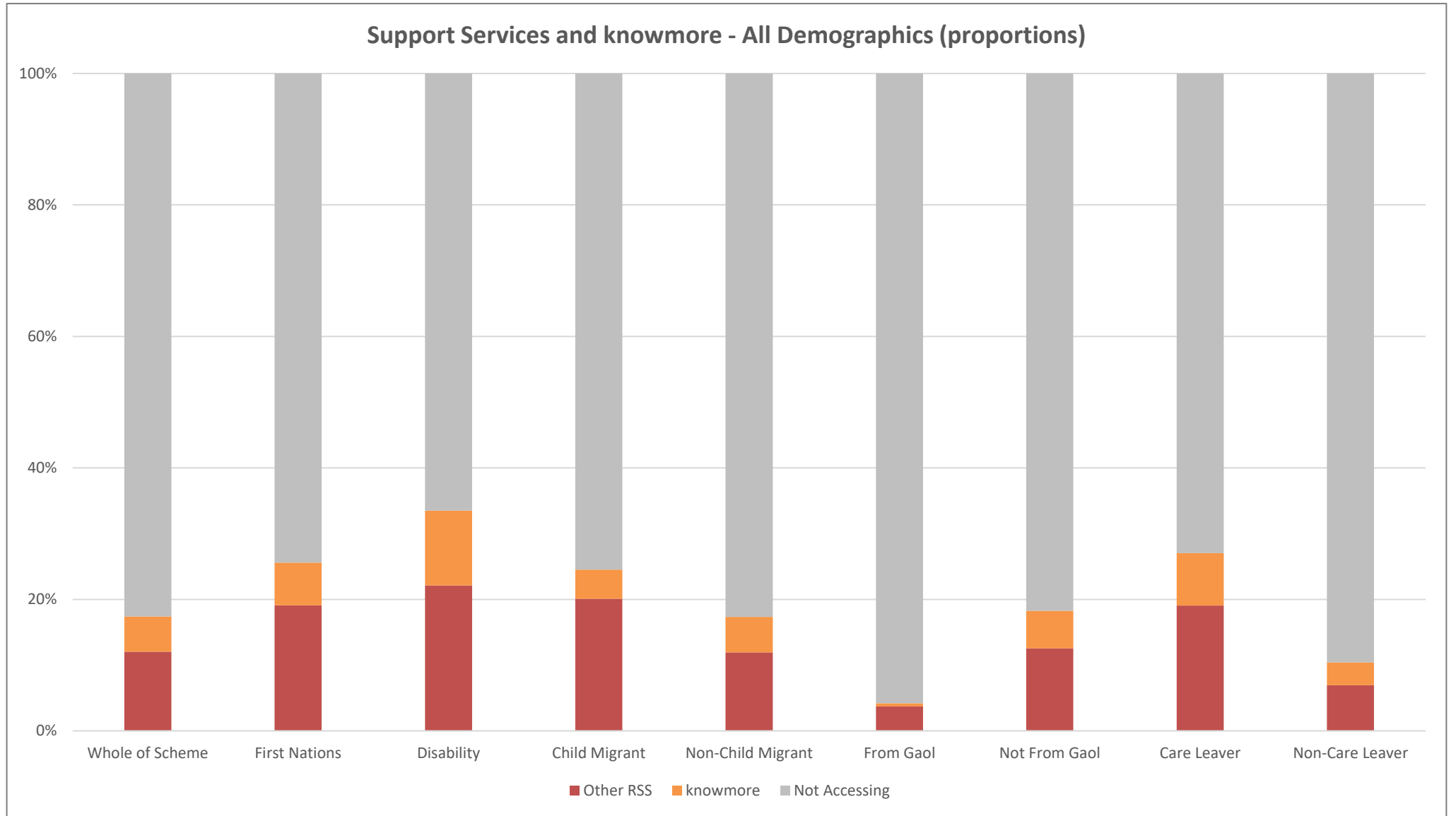
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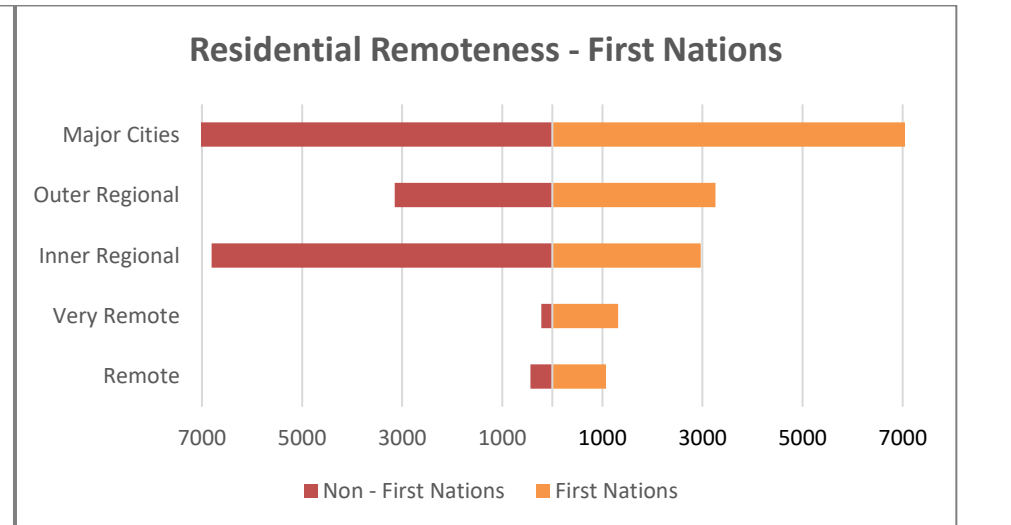
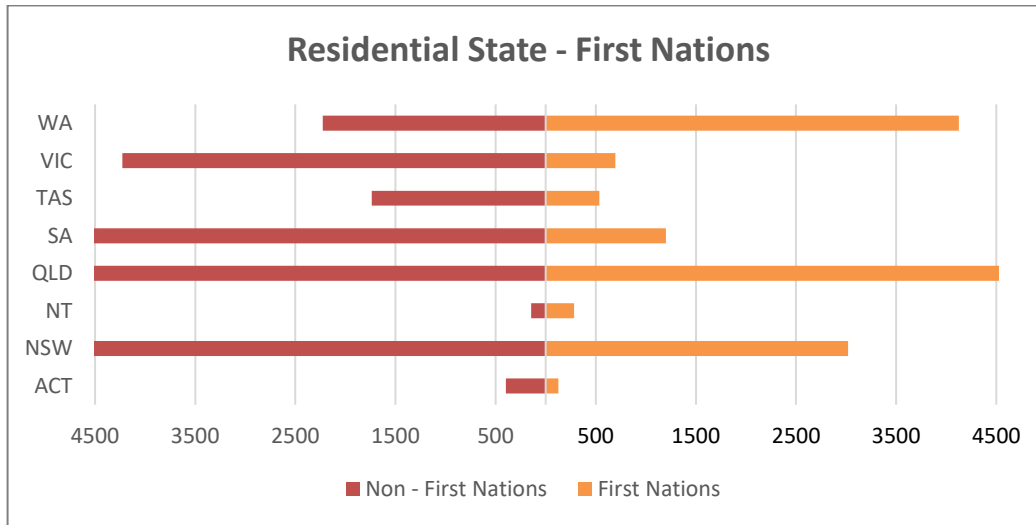
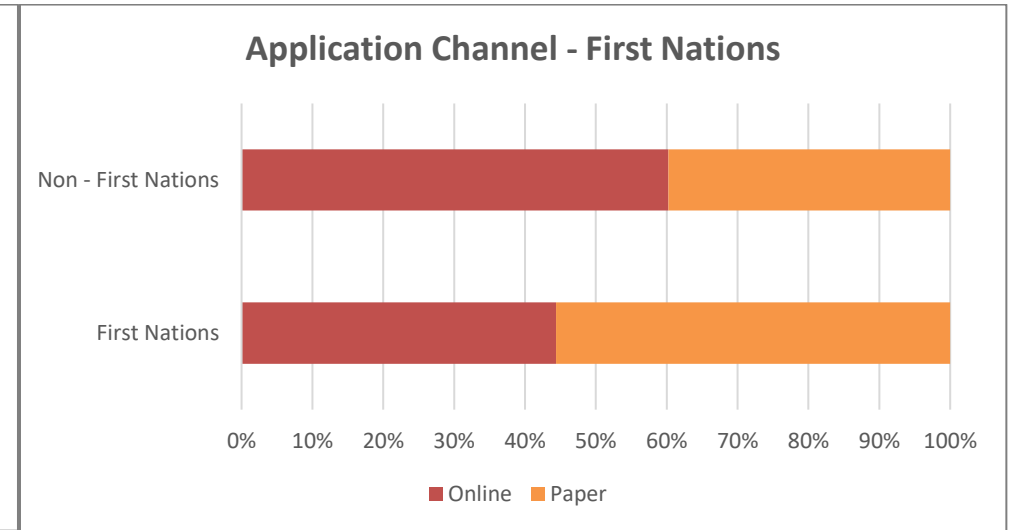
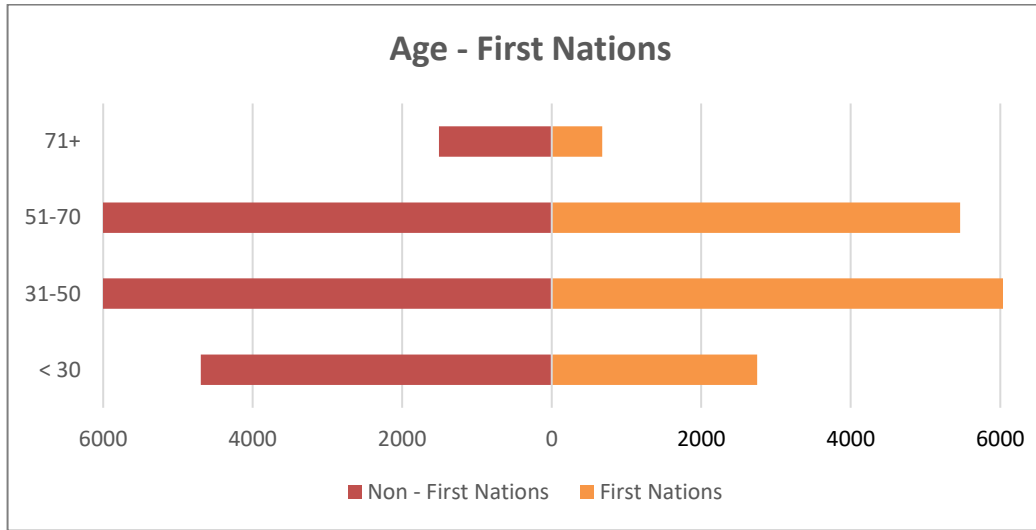


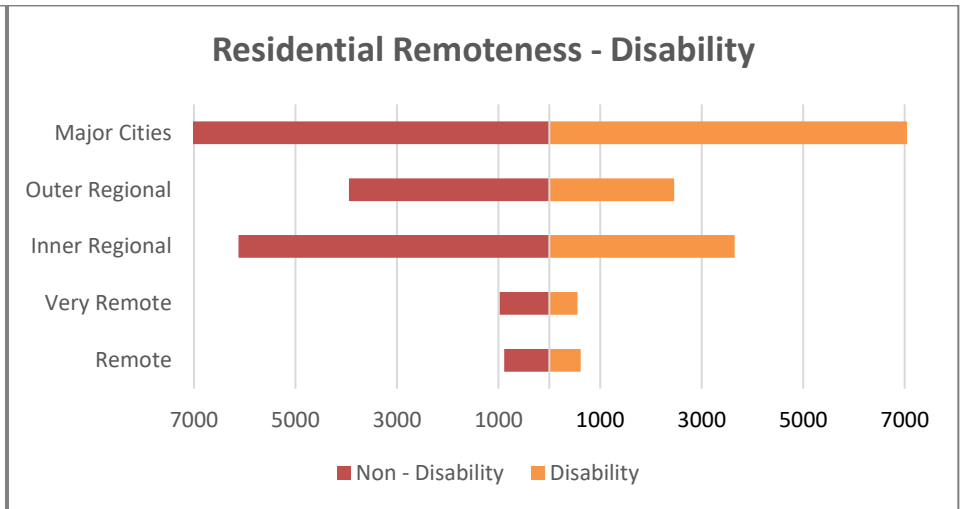
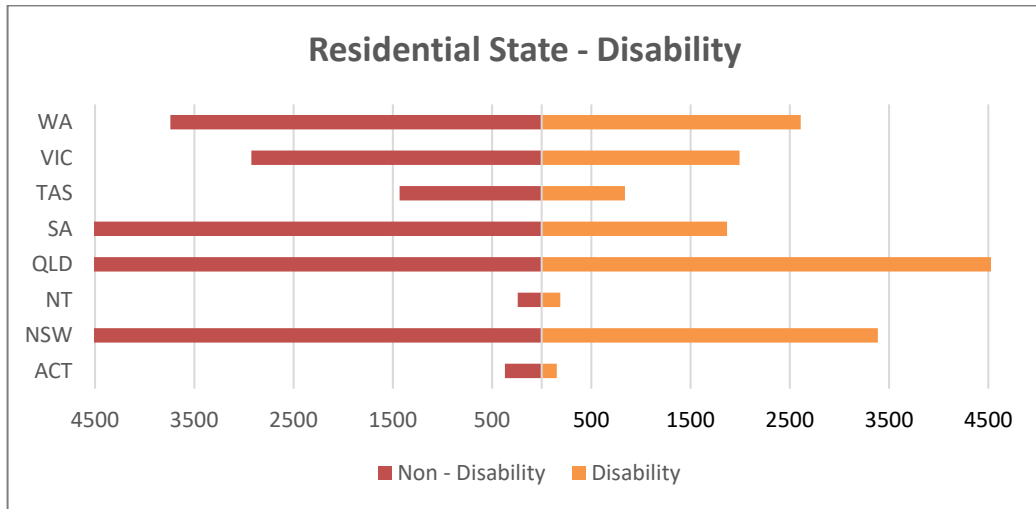
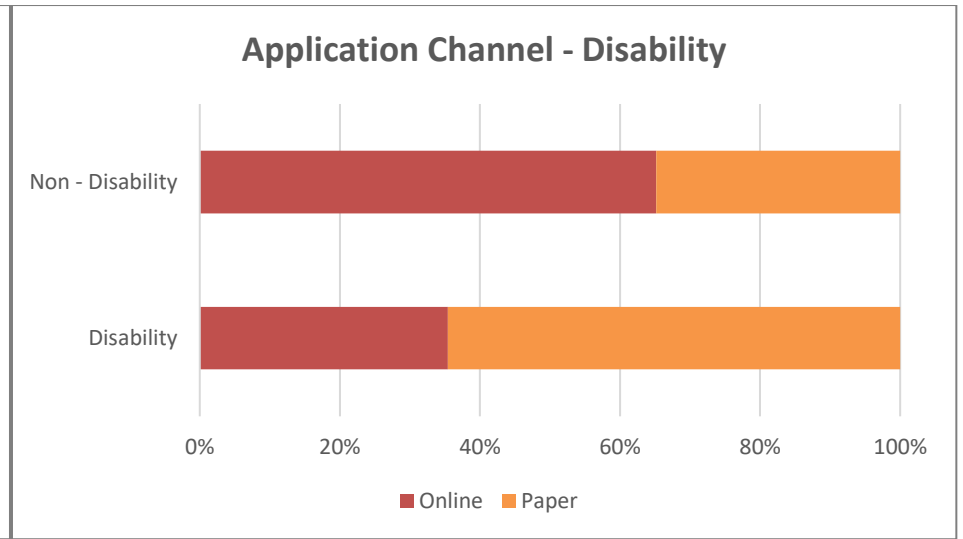
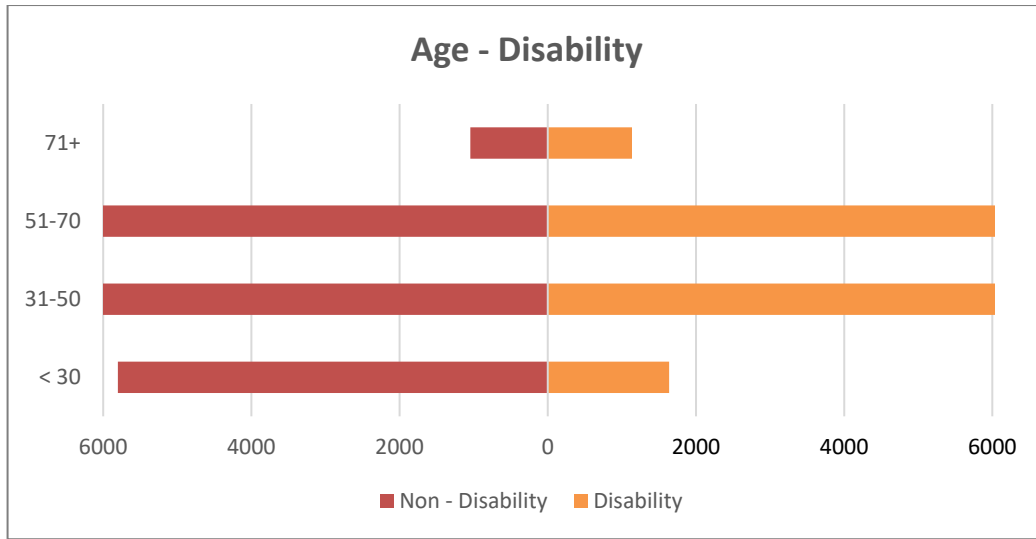
**Support Services and knowmore - All Demographics**

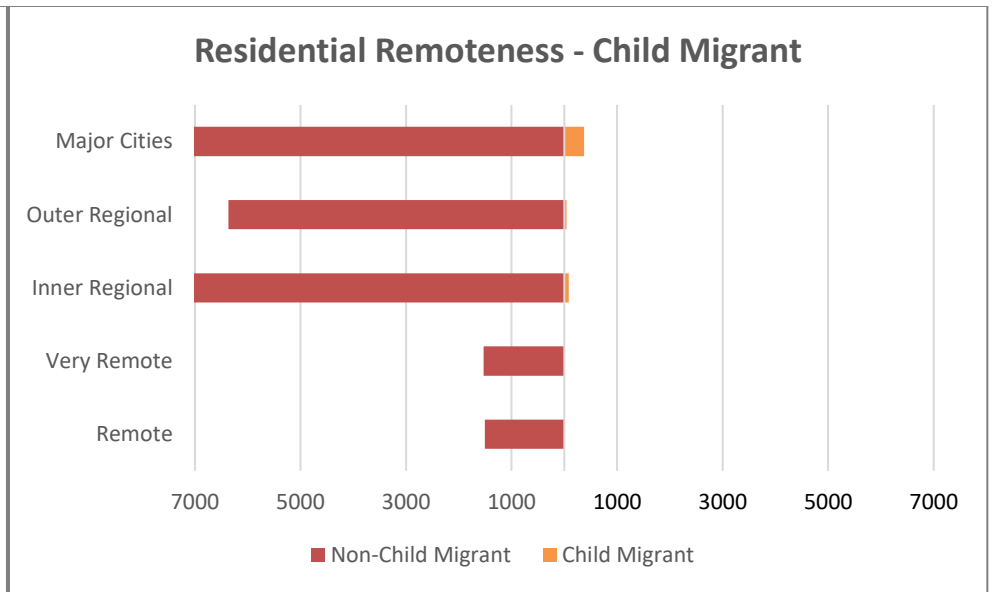
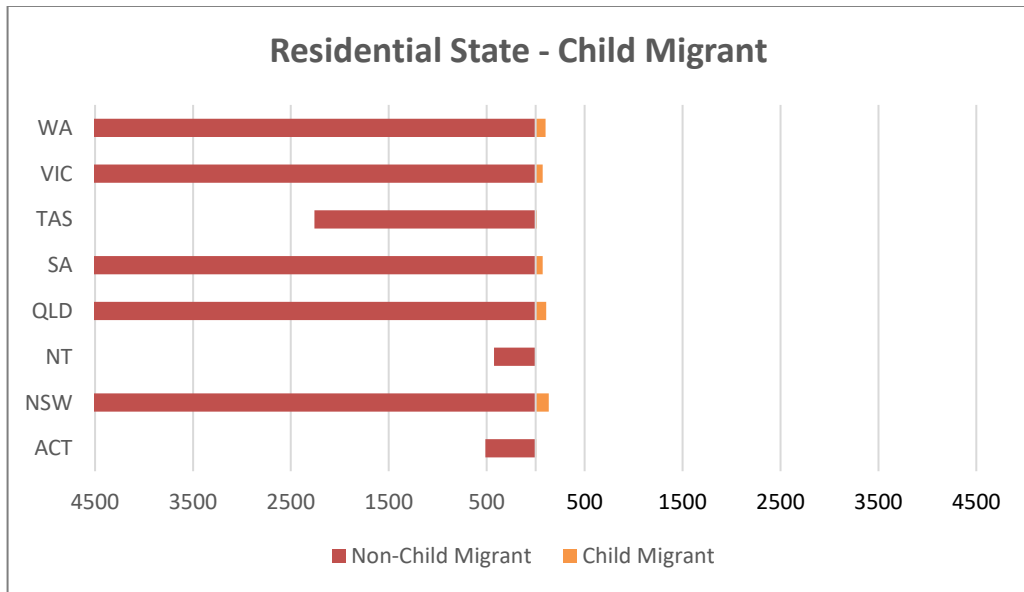
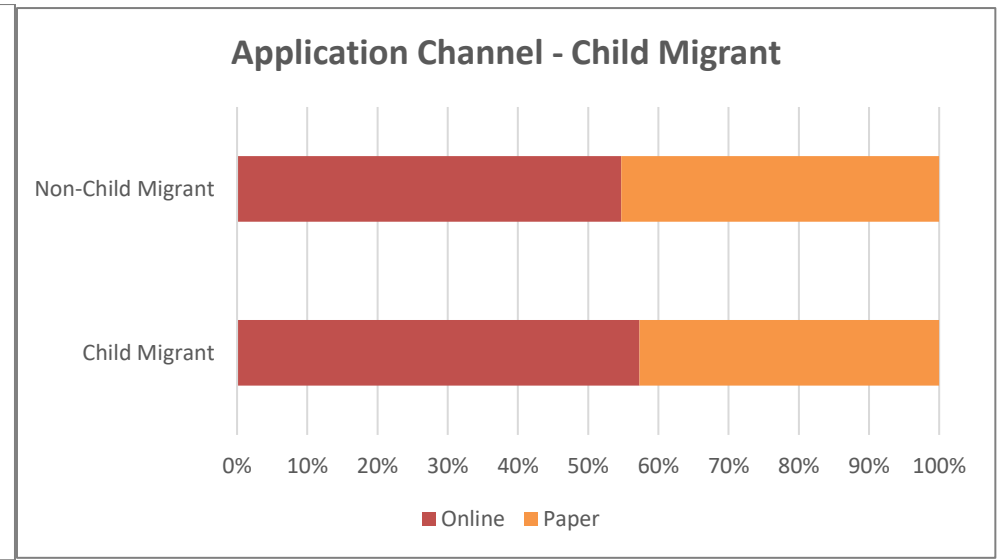
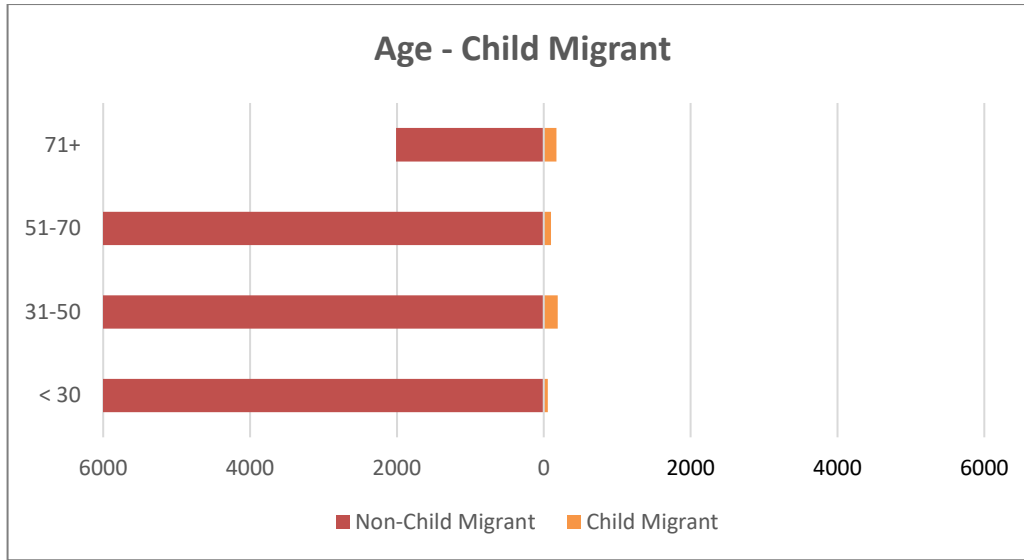


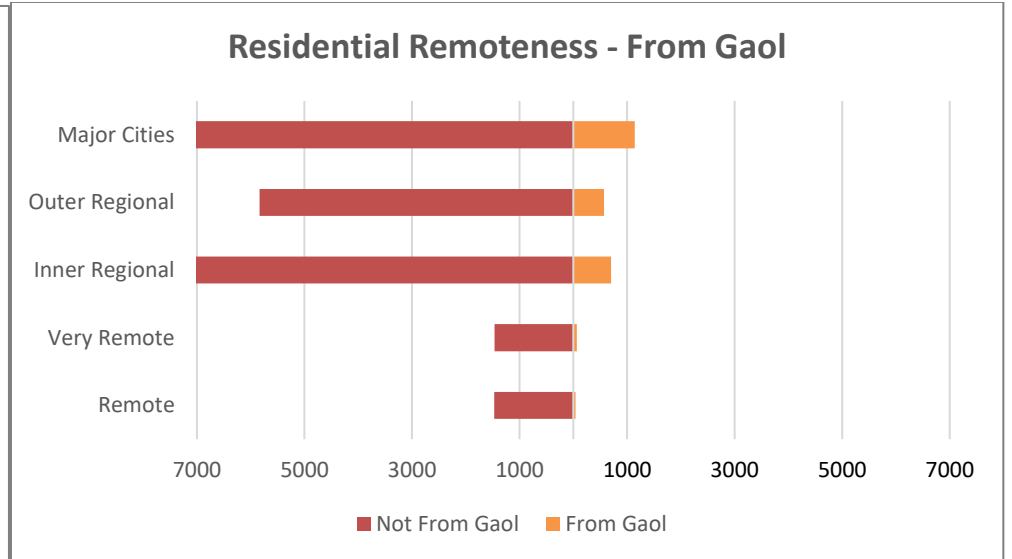
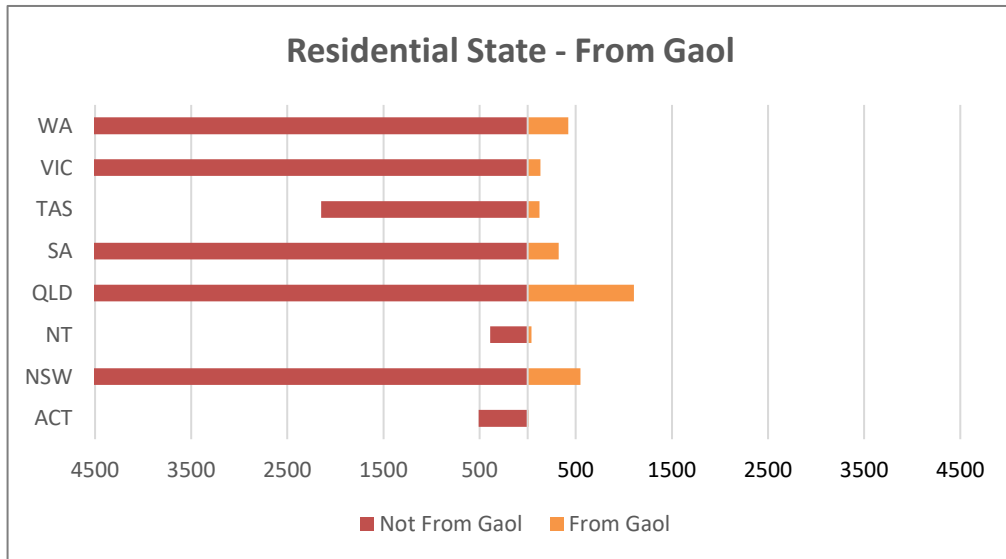
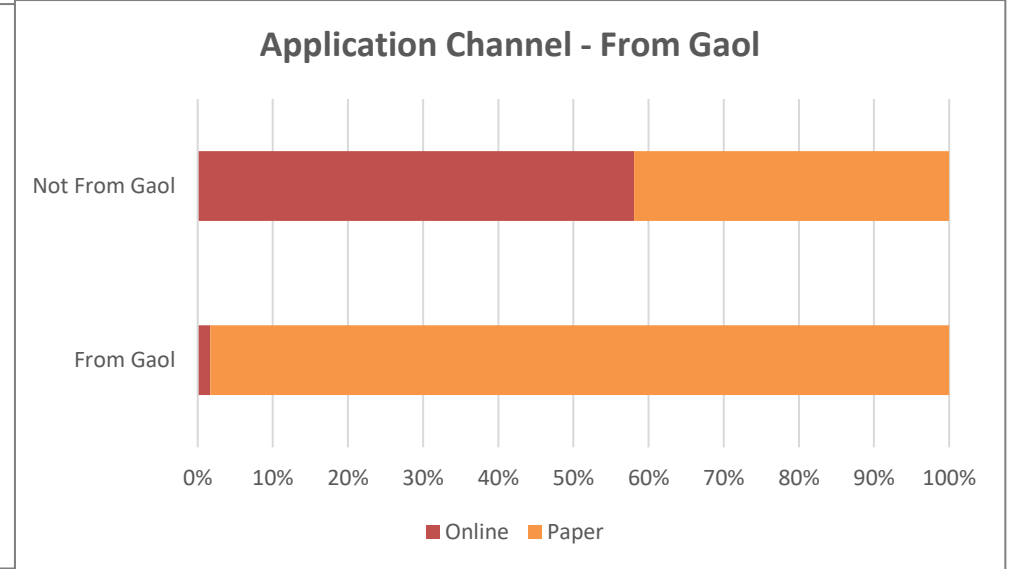
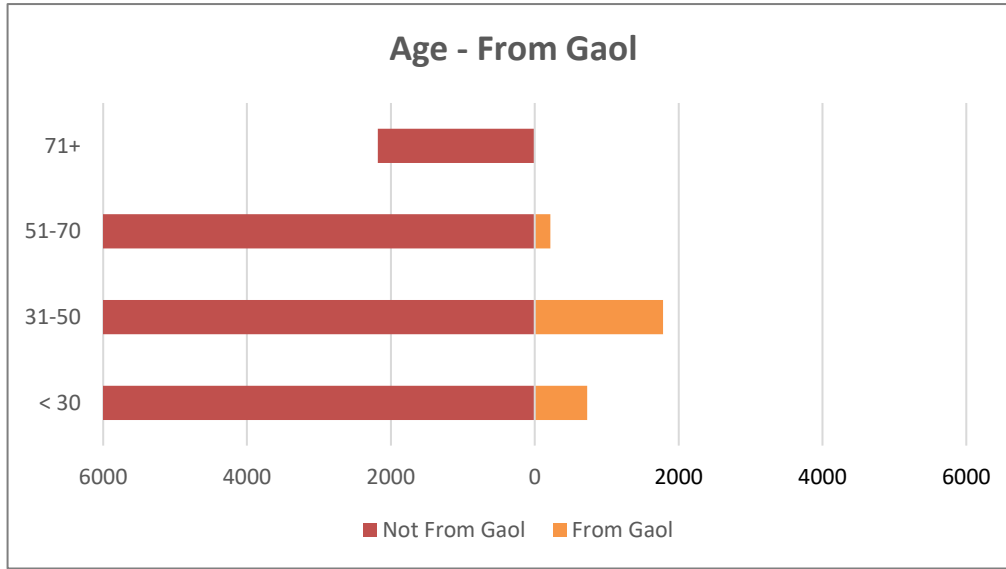


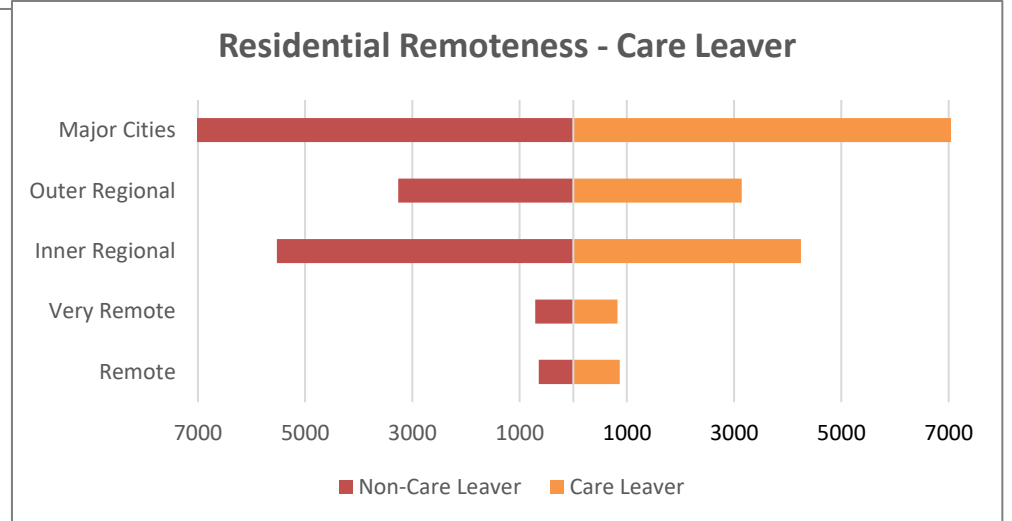
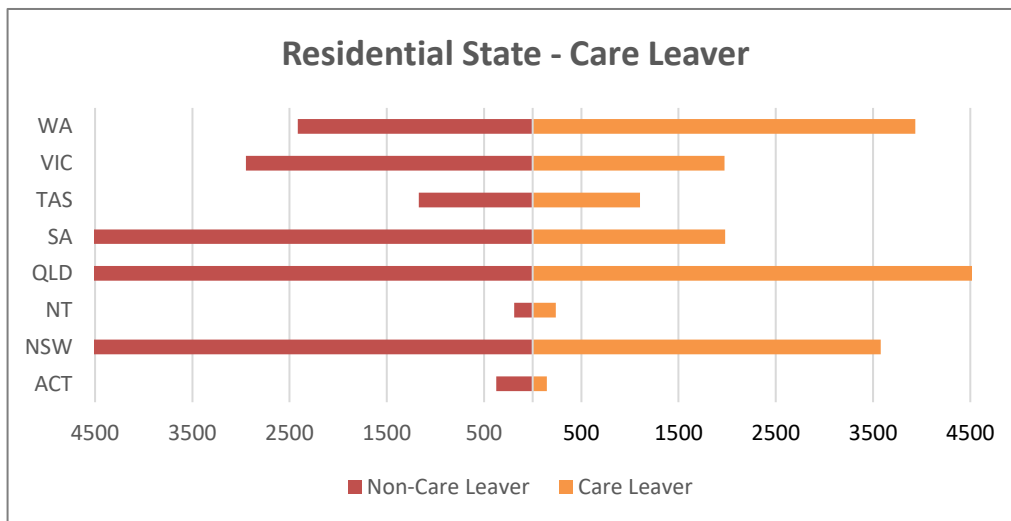
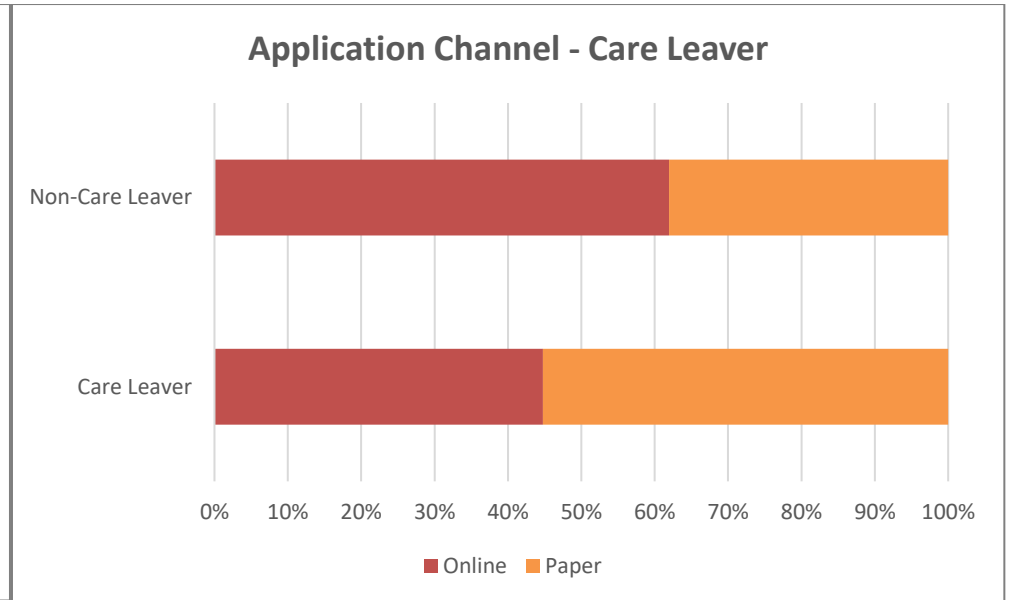
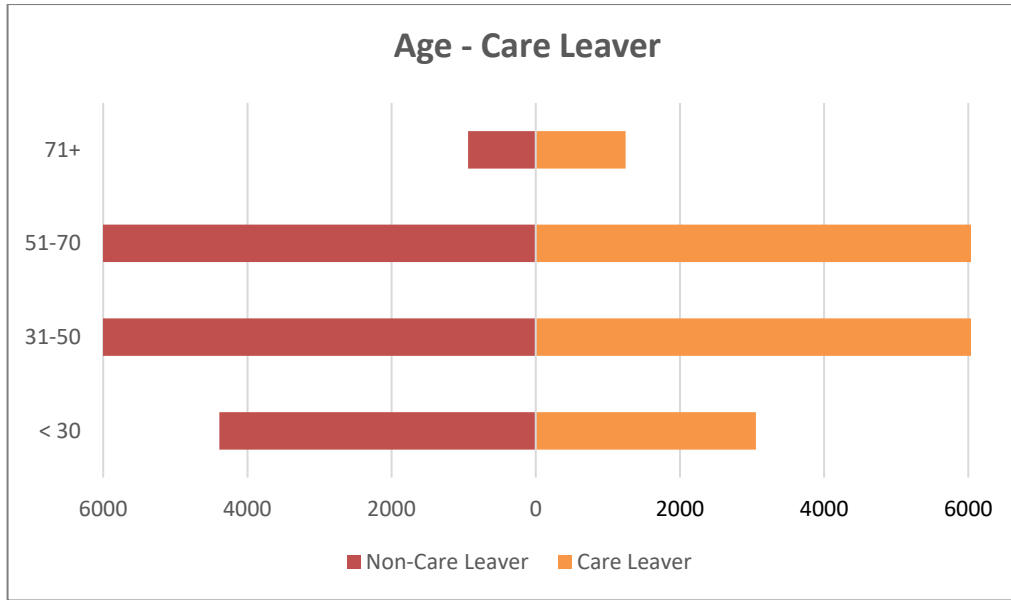












\*Figures that are less than five have been replaced to minimise risk to the privacy of applicants. Also, some numbers are not provided in order to protect the numbers that are less than five where totals are provided.

Applicants may appear multiple times under each of the cohorts. For example, a First Nations applicant may have a disability and may be a care leaver. Therefore, they will be counted in the data for each of these cohorts in the table above.

Data as at 9 August 2024.

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

Public Hearing – 21 August 2024

### ANSWER TO QUESTION ON NOTICE

Department of Social Services

**Topic:** Update to response IQ23-000162

**Question reference number:** IQ24-000186

**Question asked by:** Catryna Bilyk

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

**Date set by the Committee for the return of answer:** 4 September 2024

**Question:**

23. Update to response IQ23-000162: Applications on hold and the reasons for being on hold.

**Answer:**

As as 9 August 2024, 6,811 applications are on hold. Of these:

- 4,485 are on hold awaiting further information from the applicant relating to a Request for Information under Section 24 of the *National Redress Scheme for Institutional Child Sexual Abuse Act 2018*;
- 1,011 are on hold at the request of the applicant or nominee;
- 910 are on hold due to difficulties in contacting the applicant;
- 303 are on hold due the named institution being non-participating; and
- 102 require further investigation to establishing estate or are under 18.



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

Public Hearing – 21 August 2024

### ANSWER TO QUESTION ON NOTICE

Department of Social Services

**Topic:** Update to response IQ23-000169

**Question reference number:** IQ24-000187

**Question asked by:** Catryna Bilyk

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

**Date set by the Committee for the return of answer:** 4 September 2024

#### Question:

24. Update to response IQ23-000169: Average staffing levels, composition (Australian Public Service/contractor), applications received and outcomes advised; in addition, the number of full time equivalent staff.

#### Answer:

| Financial year | ASL*   | FTE APS | FTE Contractors** | Composition (APS/ Contractor) | Applications received | Outcomes advised |
|----------------|--------|---------|-------------------|-------------------------------|-----------------------|------------------|
| 2020–21        | 141.80 | 160.14  | 161.35            | 55/45                         | 3,749                 | 3,228            |
| 2021–22        | 234.80 | 267.28  | 101.55            | 75/25                         | 5,979                 | 3,139            |
| 2022–23        | 289.70 | 322.33  | 109.00            | 66/34                         | 10,708                | 3,653            |
| 2023–24        | 339.70 | 367.90  | 87.50             | 81/19                         | 16,324                | 4,887            |

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

\*\* Average number of contractors, excluding IDMs, for each financial year. Based on all contractors equalling one FTE.

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

Data might vary slightly from what was previously provided as it is being extracted from a live system where updates/changes can occur.

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

Public Hearing – 21 August 2024

### ANSWER TO QUESTION ON NOTICE

Department of Social Services

**Topic:** Update to response IQ23-000170

**Question reference number:** IQ24-000188

**Question asked by:** Catryna Bilyk

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

**Date set by the Committee for the return of answer:** 4 September 2024

**Question:**

25. Update to response IQ23-000170 and additional detail: how many (number/percentage) of redress applicants have a valid CentreLink Customer Reference Number on their application?

**Answer:**

[Service Delivery update on IQ23-000170]

Since the Scheme commenced, 44,387 redress applicants (96% of all applications received) have a valid Centrelink Customer Reference Number and/or a Department of Veterans' Affairs file number as at 9 August 2024.

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

Public Hearing – 21 August 2024

### ANSWER TO QUESTION ON NOTICE

Department of Social Services

**Topic:** Update to response IQ23-000172

**Question reference number:** IQ24-000189

**Question asked by:** Catryna Bilyk

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

**Date set by the Committee for the return of answer:** 4 September 2024

#### **Question:**

26. Update to response IQ23-000172 and additional material: copies of current templates for standard letters provided (including redress offer, direct personal response, payment options); and, in addition standard letters and forms relating to:

- a. Request for review or revocation and advice to survivor of the outcome
- b. Advice of redress eligibility and/or ineligibility and statement of reasons
- c. Advice to redress applicant/survivor regarding an institution not participating, pending to join or has now decided to join the Scheme
- d. Request for further information from an institution or redress applicant
- e. Nominee arrangements

#### **Answer:**

26. The letter of offer forms part of a package of information provided to the applicant explaining the redress outcome and the components of redress offered, the reasons for the decision, and information about next steps and where to get support. The variable paragraphs highlighted in green and red text are selected when applicable in the determination.

Information about a Direct Personal Response is provided in the Letter of Offer (**Attachment A**) as well as the Direct Personal Response Fact Sheet provided in IQ23-000172.

The letter of offer also includes the payment choice form (**Attachment B**).

Copies of standard letters and forms are provided below.

- a) The [Application for Review of Determination](#) form is provided to applicants as part of the letter of offer. It is also publicly available from the Scheme's website.

**Attachment C** – Review Outcome – Eligible.

**Attachment D** – Review Outcome – Ineligible.

This is a discretionary decision under Section 17 of the *National Redress Scheme for Institutional Child Sexual Abuse Rules 2018* and is determined by the Independent Decision Maker only.

**Attachment E** – Revocation approved.

**Attachment F** – Revocation not approved.

- b) **Attachment A** – Outcome Eligible.

**Attachment G** – Outcome Ineligible.

- c) Information about institutions who have joined the Scheme or are in the process of doing so is available on the Scheme website. If no information is provided on the Scheme website, an applicant may approach the Scheme to seek an update. The Scheme does not provide letters to applicants providing information about an institution's participation status. A person may subscribe to receive email [updates](#) about institutions and their participation status.

**Attachment H** is sent to applicants advising them that an institution has not joined the Scheme.

- d) See IQ24-000190.

- e) Under Section 86 of the Act, the applicant's appointed redress nominee will receive a copy of all letters in the same format as provided to the applicant. Information about nominee arrangements is publicly available from the Scheme's [website](#), and the [Redress Nominee form](#) is publicly available from the Scheme website.

**Attachment I** - Nominee appointment (system generated letter).

**Attachment J** - Nominee cancelled (system generated letter).

**Attachment K** - Nominee suspended (system generated letter).

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} {MIDDLE 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}>,

## Your offer of redress and next steps

I am writing to tell you about the outcome of your application for redress. On behalf of the National Redress Scheme, I acknowledge that the sexual abuse you experienced as a child was wrong and should never have happened.

The Independent Decision Maker has approved your application for redress and made their decision. Your offer of redress is set out below. The Independent Decision Maker's full determination and statement of reasons is enclosed.

### Your offer of redress is:

- a redress payment <IF AP Paid: balance> amount of \${amount}  
<IF AP Balance: Note: This amount has been reduced by the \$10,000 advance payment previously paid to you on {DD Month YYYY}.>
- access to <IF CPC PAYMENT: a counselling and psychological care services payment of \${amount}> OR <IF CPC SERVICES: counselling and psychological care services>
- <If only one institution remove dot points> access to a direct personal response on behalf of
  - {INSTITUTION DATABASE NAME}
  - {Add institution(s) as needed}

You can choose the components of redress you would like to accept in the enclosed  
**Acceptance Document.**

<IF \$0 Monetary Offer: The Independent Decision Maker cannot offer you a redress payment. Your relevant prior payment(s) <was/were> more than the redress amount they found you eligible to receive under the Assessment Framework.>

<IF \$0 offer and AP paid: If you choose to accept this offer, you do not need to repay the \$10,000 advance payment paid to you on {DD Month YYYY}.>

## Summary of next steps

Please tell the Scheme by {letter print date + 6 months: DD Month YYYY} your decision to:

- **accept** this offer
- ask for a **review**, or
- **decline** this offer.

It is important to understand this offer before you decide to accept it or not.

**Redress Support Services** are free, specialist community-based services available to help you. Free legal and financial counselling support is also available through **knowmore**. Contact details are at the end of this letter.

If you would like more time to decide, please call us on **1800 737 377** by {letter print date + 6 months: DD Month YYYY}. If you are overseas call +61 3 6222 3455 and press 7 to be transferred to the National Redress Scheme (call charges may apply).

We will try to contact you before {letter print date + 6 months: DD Month YYYY}. This is because after this date the Scheme will consider your offer declined. <IF AP: You may then need to repay the \$10,000 advance payment you received on {DD Month YYYY}.>

## Your redress offer documents

The Independent Decision Maker's determination and statement of reasons are enclosed as a separate attachment at the end of this letter. Please seek support from someone you trust or a Redress Support Service when reading this document as it contains information about the abuse you experienced which may be distressing.

The following information enclosed with this letter explains your redress offer and next steps.

1. **How to accept, review or decline this offer – page 5**
2. **Institutions found responsible in this offer of redress – page 9**

This document has more information about the institution/s found responsible for the abuse by the Independent Decision Maker, and explains who is liable to provide your redress if you accept this offer.
3. **Terms of Acceptance – page 12**

This document explains what it means to accept redress and how responsible participating institutions and any associate institutions are released from civil liability.
4. <IF responsible institution is part of Group:> **List of Associates released – page 14**

If you choose to accept your offer, these are the institutions that will be released from civil liability.>

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5. **Acceptance Document**

To accept your offer of redress you **must** complete this form, make a copy for your records and send **all {##} pages** back to the Scheme.

6. **<If redress payment more than \$0 or CPC payment> Redress Payment Choice and Confirmation of Bank Account form**

The Scheme can pay redress as a single lump sum, in instalments, or both. If you accept your offer of redress, **you will need to complete and return this form** to tell us how you want to be paid and to confirm your current bank account details.

7. **Application to request a review of determination form**

If you would like to ask for a review of your offer, you **must** complete this form and send it back to the Scheme **before** {letter print date + 6 months: **DD Month YYYY**}. This form is also available online at [nationalredress.gov.au/resources](http://nationalredress.gov.au/resources).

8. **Declining the offer of redress form**

If you choose to decline your offer of redress **before** {letter print date + 6 months: **DD Month YYYY**}, please return this form. Once declined, your offer is no longer available. You cannot apply for redress again **<IF AP: and you will need to repay the \$10,000 advance payment to the Commonwealth>**. This form is also available online at [nationalredress.gov.au/resources](http://nationalredress.gov.au/resources).

9. **<IF CPC Service Offer:> {State/Territory} counselling and psychological care services**

The enclosed brochure has information on how to access these services if you choose to accept your offer.

10. **<IF DPR offer:>Direct personal response** information.

11. **The Independent Decision Maker's determination and statement of reasons.**

A postage paid envelope is included for you to use.

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Thank you for taking the time to make this application. I acknowledge your strength in doing so and wish you well.

Yours sincerely,

**John Riley**  
**Branch Manager**  
**National Redress Scheme**

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## 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 press 7 to be transferred 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.



## How to accept, review or decline this offer

### To accept this offer



To accept this offer you will need to:

- sign and date the **Acceptance Document** provided with this letter;
- **<If redress or CPC payment more than \$0:** complete the **Redress Payment Choice and Confirmation of Bank Account details form**>;  
and
- return <this form / these forms> to the Scheme.

Please make a copy of your completed Acceptance Document for your records.

**The Acceptance Document is a legal document.** Please seek support to make sure you understand it before you sign it

If you accept, **you will release the following responsible institution(s)**, <its associates><and> its officials <of both><of each> from civil liability (other than the <person><people> who abused you).

- {PARTICIPATING/DEFUNCT GOVERNMENT INSTITUTION DATABASE NAME} <as part of {OUTCOME LETTER – RELEASE INSTITUTION LEGAL REFERRAL NAME}> <See Release wording guidance for each State, Territory & Commonwealth>
- {PARTICIPATING/DEFUNCT NON-GOVERNMENT INSTITUTION DATABASE NAME}, <with the legal name of {OUTCOME LETTER – RELEASE INSTITUTION LEGAL REFERRAL NAME}> <as part of {PARTICIPATING GROUP NAME}> <See Release wording guidance for Non-Government institutions>
- {LONE INSTITUTION DATABASE NAME} <with the legal name of {OUTCOME LETTER – RELEASE INSTITUTION LEGAL REFERRAL NAME}>

This means you will not be able to bring or continue any civil legal proceedings against the above institution(s), <their associates> and their officials in relation to the abuse you experienced.

<IF participating/defunct part of a group: The **list of the associates** of the responsible institution(s) is attached at page . This release does not extend to the <person><people> who abused you at {INSTITUTION DATABASE NAME} or any other person who abused you. It does not release anyone from criminal liability. You may also still bring or continue any civil legal proceedings against institutions not found responsible under the Scheme.>

You cannot make another application to the Scheme.

<IF REDRESS PAYMENT: **Your redress payment** will be paid into <your><the> nominated bank account. You can choose to receive your redress payments as a lump sum, in instalments or both. Please complete and return the included **Redress Payment Choice and Confirmation of Bank Account Details** form.>

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**<IF CPC SERVICE: Your offer of counselling and psychological care services** will be through a referral to a qualified practitioner in {State OR Territory (i.e New South Wales)} available at a time of your choosing.

If you choose to accept this component of redress, you can access counselling and psychological care services at a time when you are ready, or not at all.

If you accept, you will consent to the Scheme sharing information about you to {State OR Territory} counselling and psychological care services. We will share your name, date of birth, redress ID number, application number, gender, whether you identify as Aboriginal or Torres Strait Islander, and your postcode. This information will be used by the service to identify you when you are ready for counselling services. We do not share any details about the abuse.

If you choose not to accept this component of redress, you will not be able to change your mind after you return the acceptance document.

Further information about the counselling and psychological care services is included in the statement of reasons and the enclosed brochure.>

**<IF CPC PAYMENT: Your offer of counselling and psychological care services is a payment.** If you choose to accept this component, this will be paid into <your><the> nominated bank account. You can choose to receive this payment as a lump sum, in instalments or both. This payment is to help you access counselling and psychological care services of your choosing. You can use it for other purposes.

If you choose not to accept this component of redress, you will not be able to change your mind after you return the acceptance document.>

**Your offer of a direct personal response** if accepted, is available up until 30 June 2028. If you choose to accept this component of redress you can receive a response from <the><an> institution(s), at a time when you are ready, or not at all. If you choose not to accept a direct personal response from <the><an> institution(s), you will not be able to change your mind later.

The Scheme will provide you with details of a contact for the relevant responsible institution(s), who will work with you to organise your direct personal response.

When you are ready, you or your support person can reach out to the contact to talk about what you would like to happen for your direct personal response. Some things you could ask for are:

- a face-to-face meeting between you and a senior official
- a meeting between a group of people who experienced child sexual abuse at the same institution and a senior official, or
- a written letter.

You may be seeking:

- an acknowledgement of what happened to you
- an apology
- an explanation on steps taken to stop abuse from happening again.

Further information about the direct personal response is enclosed.

### To ask for a review



If you do not agree with this determination and would like a **review**, you will need to complete the enclosed **Application for review of determination form** and return it to the Scheme. You cannot ask for a review over the phone.

This form is also available online at [nationalredress.gov.au/resources](https://nationalredress.gov.au/resources).

A different Independent Decision Maker, known as the reviewer, will conduct the review. The reviewer will have no connection to the original determination.

They will conduct the review using:

- the **same** information that was available to the original Independent Decision Maker
- any **new** information and documents provided with your application for review, and
- **other** information requested by the reviewer from you or from relevant institution/s.

After the review is complete, one of the following may happen:

- your offer may stay the same
- your offer may change, or
- you may get a different decision about whether you are eligible for redress.

**Note:** If you need more time to make your decision, please call us on **1800 737 377**. If you ask for more time and your acceptance period is extended, the time to ask for a review is also extended.

### To decline this offer



You do not have to accept this offer. To decline your offer, you can do nothing or complete the enclosed **Declining the offer of redress** form and return it to the Scheme.

This form is also available online at [nationalredress.gov.au/resources](https://nationalredress.gov.au/resources).

If you choose to decline your offer using the form you acknowledge that you understand:

- **you will not receive any redress under the Scheme**
- **you cannot make another application to the Scheme**<, and>
- **you will be able to bring or continue any civil legal proceedings** against the institutions found responsible, their officials and any associates in relation to the abuse you experienced<.> <, and>
- **<IF AP add: you must repay the \$10,000 advance payment you received on {DD Month YYYY}.>**

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If you would like more time to decide, please call us on **1800 737 377**.

If we do not hear from you by **{letter print date + 6 months: DD Month YYYY}** the Scheme will consider your offer of redress declined. **<IF AP: You may then need to repay the \$10,000 advance payment you received on {DD Month YYYY}.>**

**Note:** Your acceptance period may be extended after **{letter print date + 6 months: DD Month YYYY}** if there are exceptional circumstances and you have not declined the offer in writing.

## Your next steps

### Act within six months

You have until **{letter print date + 6 months: DD Month YYYY}** to make your decision. If you need more time to decide, please call us on **1800 737 377** or if overseas **+61 3 6222 3455** (call charges may apply).

The Scheme will try to contact you by phone, text or in writing before this date to see if you are ready to make a decision.

### Seek advice

The Scheme strongly encourages you to seek **free legal and financial counselling support** through **knowmore** before making your decision about this offer.

### Tell us about any other payments

If you accepted or received any other payment by, or on behalf of the responsible institution(s) for any abuse, you **must notify the Scheme in writing before** you accept this offer.

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## Institutions found responsible in this offer of redress

The Independent Decision Maker found the following institution(s) responsible for the abuse you experienced.

You may not recognise the official name of the/an institution. Below are details as to why the/these institution(s) is/are included and which are liable to provide you with redress.

- **{IF PARTICIPATING – [INSTITUTION NAME]}** is participating as an associate institution as part of the [PARTICIPATING GROUP NAME]. If you accept this offer, you will release this institution and all associate institutions and their officials that are part of this group from civil liability. These institutions are described in the enclosed List of Associates.}
- **{IF LONE INSTITUTION IS RESPONSIBLE – <In your application you refer to [AS PER APPLICATION]>}**. Based on the information available to the Independent Decision Maker, the institution responsible for the abuse is [INSTITUTION DATABASE NAME]. <That institution is also known as {OUTCOME LETTER – RELEASE INSTITUTION LEGAL REFERRAL NAME}.>}
- **{IF DEFUNCT – As [INSTITUTION NAME] no longer exists, it is part of the [PARTICIPATING GROUP NAME] as an associate institution. [REPRESENTATIVE INSTITUTION] is their representative. If you accept this offer you will release this institution and all associate institutions and their officials that are part of this group from civil liability. These institutions are described in the enclosed List of Associates.}**
- **{IF FOLR INSTITUTION – EQUALLY RESPONSIBLE – s164}** <Based on the information available to the Independent Decision Maker, {FOLR INSTITUTION} no longer exists, and is equally responsible for the abuse with the {CRM Listed State, Territory and/or Commonwealth Government institution(s)}. <ONE FUNDER: The {State and/or Territory and/or Commonwealth Government} has agreed to be funder of last resort for {FOLR INSTITUTION} and is responsible and liable for {FOLR INSTITUTION'S} share of redress costs.>  
<IF MORE THAN ONE FUNDER: The following {State or/and Territory and Commonwealth} Government institutions will share and be liable for the costs of redress for {FOLR INSTITUTION}.
  - {Responsible State/Territory Government Institution – [State/Territory]}
  - {+ Responsible State/Territory Government Institution - [State/Territory]}
  - {Responsible Commonwealth Government Institution – [Commonwealth]}>

If you accept this offer, you will not release {FOLR INSTITUTION} or its officials from civil liability. A direct personal response on behalf of {FOLR INSTITUTION} is not available.

- **{IF EFOLR INSTITUTION IS RESPONSIBLE – s164A – <Based on the information available to the Independent Decision Maker, {EFOLR INSTITUTION} no longer exists, and is responsible for the abuse. The {State or/and Territory and Commonwealth} Government(s) has/ve agreed to be funder(s) of last resort for the institution and is/are responsible for the institution's share of redress costs. If you accept this offer, you will not release {EFOLR INSTITUTION} or its officials from civil liability.**

A direct personal response on behalf of {EFOLR INSTITUTION} is not available.

- **{IF PARTLY-PARTICIPATING INSTITUTION IS RESPONSIBLE – s164B –** <{PPI INSTITUTION NAME} is partly-participating in the Scheme. Based on the information available to the Independent Decision Maker, this institution was responsible for the abuse. The {State or/and Territory and Commonwealth} Government(s) has/vee agreed to be funder(s) of last resort for the institution and is/are responsible for the institution’s share of redress costs. If you accept this offer, you will not release {PPI INSTITUTION NAME} or its officials from civil liability.

{PPI INSTITUTION NAME} is responsible to provide a direct personal response if this component of redress is accepted.

- **{IF EFOLRND INSTITUTION IS RESPONSIBLE – s164C–** <Based on the information available to the Independent Decision Maker, {EFOLRND INSTITUTION} is responsible for the abuse and is not a participating institution. The {State or/and Territory and Commonwealth} Government(s) has/ve agreed to be funder(s) of last resort for the institution and is/are responsible for the institution’s share of redress costs.

If you accept this offer, you will not release {EFOLRND INSTITUTION} or its officials from civil liability. A direct personal response on behalf of {EFOLRND INSTITUTION} is not available.

**<<If EFOLR/EFOLRND/PPI RESPONSIBLE and jurisdiction is funder include:** The following State or/and Territory and Commonwealth Government(s) will share and be liable for the costs of redress for {EFOLR / EFOLRND / PPI INSTITUTION}.

- {State/Territory Government}
- {+ State/Territory Government}
- Commonwealth Government >>

- **<If PPI/EFOLR/EFOLRND institution responsible but no participating jurisdiction determined as FOLR:** You have identified {PPI/EFOLR/EFOLRND institution/s} in your application. Based on the information available to the Independent Decision Maker, the institution(s) is/are responsible for the abuse. However, the Independent Decision Maker did not determine an appropriate funder of last resort in relation to the abuse. This is because {PPI/EFOLR/EFOLRND institution/s} <did not operate solely in {JURISDICTION} <OR> there was no connection between {PPI/EFOLR/EDFOLRND institution/s}’s operations in {JURISDICTION} <.> and {PPI/EFOLR/EDFOLRND institution/s}’s responsibility for the abuse. Because of this, {PPI/EFOLR/EDFOLRND institutions} is not a participating institution in the Scheme and cannot be held responsible for the abuse.
- **{IF INSTITUTION NAME IN APPLICATION DIFFERENT TO DATABASE NAME –** In your application you refer to [INSTITUTION]. That institution is now known as [INSTITUTION DATABASE NAME].}
- **{IF INSTITUTION NAME IN APPLICATION SUBSTANTIALLY DIFFERENT TO DATABASE NAME –** In your application you refer to [INSTITUTION]. Based on the information available to the Independent Decision Maker, the institution responsible for the abuse is [INSTITUTION DATABASE NAME].}
- **{IF PRIOR PAYMENT –** The relevant prior payment of [\$XXX.XX] you



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received under [INSERT DESCRIPTION OF SOURCE OF PAYMENT] on [DATE RECEIVED: DD Month YYYY] was taken into account by the Independent Decision Maker. When applying indexation to this amount, the full relevant prior payment is [\$XXX.XX].} **{MUST INCLUDE IF NIL MONETARY OFFER:** The Independent Decision Maker cannot provide a redress payment as part of the offer. Your relevant prior payment/s was/were more than the redress amount the Independent Decision Maker could find you eligible for under the Assessment Framework.}

- **{IF NIL MONETARY OFFER FROM SINGLE INSTITUTION –** In making this determination, the relevant prior payment of [\$XXX.XX] you received under [INSERT DESCRIPTION OF SOURCE OF PAYMENT] on [DATE RECEIVED: DD Month YYYY] was taken into account by the Independent Decision Maker. When applying indexation to this amount, the full relevant prior payment is [\$XXX.XX].} As the relevant prior payment is more than the redress amount for which [INSTITUTION DATABASE NAME] is liable, the Independent Decision Maker cannot include a monetary component from this institution in your redress offer.}
- **{IF RESPONSIBILITY DETERMINED DIFFERENT TO APPLICATION –** Based on the information available to the Independent Decision Maker, [INSTITUTION DATABASE NAME] was found <primarily><equally> responsible for the abuse as described in the enclosed determination and statement of reasons.}
- **{IF AN EQUALLY RESPONSIBLE INSTITUTION NOT PARTICIPATING –** The Independent Decision Maker has considered all the information provided and found [PARTICIPATING INSTITUTION DATABASE NAME] equally responsible for the abuse and your redress under the Scheme with [NON-PARTICIPATING INSTITUTION NAME]. However, as [NON-PARTICIPATING INSTITUTION NAME] is/are not currently participating in the Scheme the Independent Decision Maker cannot find this institution responsible to provide your redress.}

<If INSTITUTION/FOLR/PPI/EFOLR/EFOLRND not responsible: The following institution(s) identified in your application was/were not found responsible for the abuse <If PARTICIPATING INSTITUTION(S) add: and is/are not liable to provide redress under the Scheme:

- {INSTITUTION CRM NAME}
- {+ Additional institutions as needed}>

<If FOLR/PPI/EFOLR/EFOLRND institution also listed above and NOT responsible – Add paragraph: It is noted by the Independent Decision Maker that the [State/Territory/Commonwealth government] has agreed to be a/the funder(s) of last resort for {FOLR/PPI/EFOLR/EFORND INSTITUTION(S)}. However, the Independent Decision Maker was not able to find {FOLR/PPI/EFOLR/EFORND INSTITUTION(S)} responsible for the abuse in {JURISDICTION}. This means the institution/s is/are not participating in the Scheme and therefore the [State/Territory/Commonwealth Government] is not liable to provide you with redress.>

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## Terms of Acceptance

These Terms of Acceptance explain what it means to accept an offer of redress under the *National Redress Scheme for Institutional Child Sexual Abuse Act 2018* (the Act). It is important that you read and understand the Terms of Acceptance, because accepting this offer will affect your legal rights.

### Release of institutions and officials from civil liability

Under section 43 of the Act, if you accept any part of an offer of redress, you agree to release and forever discharge each of the following institutions and officials (released institutions and officials) from all civil liability for abuse you experienced that is within the scope of the Scheme:

- each participating institution that is determined to be responsible for the abuse,
- each participating institution that is an associate of the responsible institution(s), and
- all officials of those institutions (other than the abuser(s)).

A participating institution is an associate of another participating institution if they are part of the same participating group (subsection 133(3) of the Act). Therefore, if you accept **any** component of this offer of redress and the responsible institution is a member of a participating group, this means you are agreeing to release all members of that participating group and their officials from civil liability.

Your offer of redress contains a list of all responsible participating institutions and associates that you will release if you accept any component of this offer.

This means that if you accept this offer of redress, you are also agreeing to not bring or continue any civil claim (e.g. court proceedings), whether as an individual, a member of a group or a representative party (i.e. class action), against a released participating institution or official in relation to the abuse you experienced that falls within the scope of the Scheme.

Abuse that is within the scope of the Scheme, in broad terms, means abuse (sexual abuse and related non-sexual abuse) that occurred:

- when you were a child (under 18 years of age)
- in a participating State, a Territory or outside Australia, and
- before 1 July 2018.

If:

- you bring or continue any civil proceedings against another party (other than a released institution or official mentioned above), in relation to abuse you have experienced that is within the scope of the Scheme, and
- a released institution or official is joined as a party to the civil proceedings,

then you agree to forgo any entitlement to be paid damages by that released institution or official.

This release **does not** extend to the person(s) who abused you, even if that person is an official of the responsible institution and **does not** release anyone from criminal liability. This means you can still pursue criminal or civil action against the person(s) who abused you.



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Where an institution is determined not to be responsible for the abuse within the scope of the Scheme, they **are not** released from civil liability when you accept any component of this offer. You can still bring or continue civil proceedings against institutions or officials who have not been released under the Scheme.

However, if any released institution(s) or official(s) would have been liable to make a contribution to other institution(s) or person(s) in relation to damages payable to you in those proceedings, you acknowledge that:

- the released institution or official is not required to pay the contribution; and
- the amount payable to you in those proceedings will be reduced by the amount that the released institution or official would have been required to contribute.

If you accept, you also consent to each released institution or official identified in your offer of redress using and disclosing your information that is included in this acceptance document for the purpose of obtaining the benefit of the release from civil liability under section 43 of the Act. This includes:

- confirming or communicating that the released institution or official is not liable to pay or make a contribution to damages relating to abuse you experienced that falls within the scope of the Scheme; and
- determining whether you are bringing or continuing a civil claim against the institution or official that, under section 43 of the Act, you cannot bring or continue.

If you need help understanding your legal rights and the effect of accepting this offer of redress, contact **knowmore** for free and independent legal advice.

Go to **knowmore.org.au** or call on **1800 605 762** or **+61 2 8267 7400** if calling from overseas (call charges may apply).

### **What we do with your information if you accept**

Your personal information is 'protected information'. The confidentiality of your information is important, and it is an offence for anyone to obtain, record, disclose or use protected information about you unless the Act authorises or requires them to do so.

If you accept **any** component of your offer of redress, under the Act, the Scheme is required to give a copy of your acceptance document, which contains protected information about you, to the responsible institution(s) and their associates for their records (or, if a responsible institution is defunct, to the representative for that institution). The institution may share your acceptance document as allowed under the *National Redress Scheme for Institutional Child Sexual Abuse Rules 2018*.

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**<IF PARTICIPATING/DEFUNCT INSTITUTION PART OF GROUP: LIST OF ASSOCIATES RELEASED**

[Insert list/s of associates if applicable – otherwise delete this page]

If not delivered:  
Locked Bag 7750 CANBERRA BC ACT 2610

# National Redress Scheme

For people who have experienced  
institutional child sexual abuse

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## Independent Decision Maker's determination and Statement of Reasons

### Redactions

The Independent Decision Maker's determination and Statement of Reasons may contain redactions, information that is blacked out.

Redactions may be made when information includes:

- protected guidelines, which the Independent Decision Maker uses to assess your application;
- internal legal advice, provided to the Department of Social Services; and
- personal information of Scheme officials and Independent Decision Makers.

### Protected information

Information contained in the Independent Decision Maker's determination and Statement of Reasons **is protected information**, even after the determination is provided to you. Any disclosure, use, recording or access of protected information which is not authorised by the *National Redress Scheme for Institutional Child Sexual Abuse Act 2018* is an offence.

**[ADD ELIGIBLE STATEMENT OF REASONS – REMOVE THIS TEXT]**

**RETURN TO:**  
Locked Bag 7750 CANBERRA BC ACT 2610

# National Redress Scheme

Reference: {RV Number - copy & paste}

For people who have experienced  
institutional child sexual abuse

## REDRESS PAYMENT CHOICE

Please tell us how you would like to receive your redress payment by completing and returning this form. The Scheme can pay your redress payments as a single lump sum payment, or by instalments.

Please **mark a box**  next to the **payment option** that best suits you. If you do not mark a box, the Scheme will make a single lump sum payment to your nominated bank account.

### Option A – Single lump sum payment

**Option B** or **Option C** below are instalment options. The Scheme will provide you with a written payment schedule as part of your remittance. You can change your instalment plan at any time if your circumstances change.

### Option B – Instalments payments only

How often you want to receive your instalment payments? (mark  one box below):

- |   |   |
|---|---|
| <input type="checkbox"/> every 12 months (1 payment a year) | <input type="checkbox"/> every month (12 payments a year)     |
| <input type="checkbox"/> every 6 months (2 payments a year) | <input type="checkbox"/> every fortnight (26 payments a year) |
| <input type="checkbox"/> every 3 months (4 payments a year) |   |

You can spread your instalments out over 3 years. Please **circle** how many years you want your instalment payments paid.

1 year

2 years

3 years

### Option C – Combination of upfront lump sum & instalment payments

Please write the amount you want to receive as an upfront lump sum in the boxes below:

\$

How often you want to receive the balance paid by instalments? (mark  one box below):

- |   |   |
|---|---|
| <input type="checkbox"/> every 12 months (1 payment a year) | <input type="checkbox"/> every month (12 payments a year)     |
| <input type="checkbox"/> every 6 months (2 payments a year) | <input type="checkbox"/> every fortnight (26 payments a year) |
| <input type="checkbox"/> every 3 months (4 payments a year) |   |

You can spread your instalments out over 3 years. Please **circle** how many years you want your instalment payments paid.

1 year

2 years

3 years

### Would you like a text message when instalment payments are made (Options B or C)?



The text message will use **NRS** to identify it is from the National Redress Scheme. You can stop this service at any time by calling the Scheme on **1800 737 377**.

- YES** My current mobile phone number is: \_\_\_\_\_
- NO** Do not send me a text message.

**RETURN TO:**  
Locked Bag 7750 CANBERRA BC ACT 2610

# National Redress Scheme

For people who have experienced  
institutional child sexual abuse

Reference: {RV Number - copy & paste}

## CONFIRMATION OF BANK ACCOUNT DETAILS

Please complete this form and return it to the Scheme so we can pay you as quickly as possible. Please provide your (or your administrator's) current bank account details below.

If you have any questions about this form and the information requested, please speak with your nominee, a Redress Support Service, or contact the Scheme on **1800 737 377** or **+61 3 6222 3455** (if calling from overseas). Please be aware that providing false information is a serious offence and penalties apply.

### Proof of bank account

The Scheme needs to confirm the bank details you provide before a payment can be made.

Please tick  **one option below:**

I agree for the Scheme to check my Centrelink Customer Service Record (CRN) or Department of Veteran Affairs (DVA) file to confirm the bank account details below.

**OR**

Please see the **attached document** that confirms the bank details below are correct.



#### **You MUST attach one of the following documents:**

- a printed screenshot from your internet banking account, that shows your name and bank account details; or
- a copy of the top of a bank statement, that shows your name and bank account details; or
- a copy of signed confirmation from your financial institution that shows your current bank account details.

**The Scheme does not need to see your account balance.**



**Write your (or your administrator's) bank details below and sign:**

|  |  |
|--|--|
| <b>Account Name:</b>                           |  |
| <b>Name of Bank/<br/>Financial Institution</b> |  |
| <b>BSB Number:</b>                             |  |
| <b>Account Number</b>                          |  |
| <b>Signature:</b>                              |  |
| <b>Date:</b>                                   |  |

The Scheme provides free and independent legal advice and financial counselling through **knowmore**. You can contact knowmore at **knowmore.org.au** or call **1800 605 762** (or **+61 2 8267 7400** if you are overseas).

**RETURN TO:**  
Locked Bag 7750 CANBERRA BC ACT 2610

# National Redress Scheme

For people who have experienced  
institutional child sexual abuse

Reference: {RV Number - copy & paste}

---

## Privacy and your personal information

Your personal information is protected by law, including the *National Redress Scheme for Institutional Child Sexual Abuse Act 2018* and the *Privacy Act 1988*.

The Australian Government Department of Social Services (the department) administers the National Redress Scheme (the Scheme), assisted by Services Australia. Your personal information is collected and handled by the department, and where applicable Services Australia, for the purposes of administering the Scheme. Your information may be given to third parties with your consent, or where the law allows or requires it.

You can find out more about the way the department will manage your personal information, the Privacy Policy and Privacy Notices for the Scheme, at [www.nationalredress.gov.au/about/privacy](http://www.nationalredress.gov.au/about/privacy)

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} {MIDDLE 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}>,

## Review of your redress determination

Section 77 of the *National Redress Scheme for Institutional Child Sexual Abuse Act 2018*  
(the Act)

I am writing to let you know about the outcome of the review of your redress determination.

An Independent Decision Maker with no connection to your original determination (**the reviewer**) has reviewed the determination.

The reviewer has considered the original determination and all the information available to them. This includes any additional information provided to the Scheme as part of the review. Your review determination is enclosed.

<REMOVE IF NOT AFFIRM:

The reviewer has affirmed the original determination. This means that your determination has not changed. To give you more time to consider your options, the acceptance period for your offer of redress is extended by 2 months and will end on {previous acceptance expiry date (please consider any extension that was previously granted) + 2 months: DD Month YYYY}.

Please find enclosed a copy of your offer of redress with the **Acceptance Document**. These documents include your new acceptance period end date. If the Scheme does not hear from you before {previous acceptance expiry date (please consider any extension that was previously granted) + 2 months: DD Month YYYY}, you will be taken to have declined your offer of redress.> <IF AP: If you accept this offer, the \$10,000 advance payment previously paid to you on {DD Month YYYY} is yours to keep.>

**<REMOVE IF NOT VARIED:**

The reviewer has decided to **vary** the original determination. The enclosed review determination sets out the aspects of the original determination that have been varied.

This means that your previous offer of redress is withdrawn and a **new offer** of redress is provided to you as part of this letter. You have until **{Letter Print Date + 6 Months: DD Month YYYY}** to either accept or decline the new offer of redress.

**Your new offer of redress is:**

- a redress payment **<IF AP Paid: balance>** amount of **#{amount}**  
**<IF AP Balance: Note:** This amount has been reduced by the \$10,000 advance payment previously paid to you on **{DD Month YYYY}.>**
- access to **<IF CPC PAYMENT:** a counselling and psychological care services payment of **#{amount}>** **OR <IF CPC SERVICES:** counselling and psychological care services>
- **<If only one institution remove dot points>** access to a direct personal response on behalf of
  - **{INSTITUTION DATABASE NAME}**
  - **{Add institution(s) as needed}**
  - **{Add institution(s) as needed}**

You can choose the components of redress you would like to accept in the enclosed  
**Acceptance Document**

**<REMOVE IF NOT SET ASIDE AND SUBSTITUTE:**

The reviewer has decided to set aside and substitute the original determination with a **new** determination. The previous determination you received is withdrawn. Your offer of redress is provided below. You have until **{Letter Print Date + 6 Months: DD Month YYYY}** to either accept or decline this offer of redress.>



**Your new offer of redress is:**

- a redress payment <IF AP Paid: balance> amount of \${amount}  
<IF AP Balance: Note: This amount has been reduced by the \$10,000 advance payment previously paid to you on {DD Month YYYY}.>
- access to <IF CPC PAYMENT: a counselling and psychological care services payment of \${amount}> OR <IF CPC SERVICES: counselling and psychological care services>
- <If only one institution remove dot points> access to a direct personal response on behalf of
  - {INSTITUTION DATABASE NAME}
  - {Add institution(s) as needed}
  - {Add institution(s) as needed}

You can choose the components of redress you would like to accept in the enclosed  
**Acceptance Document**

<IF \$0 MONETARY OFFER: The reviewer cannot offer you a redress payment. Your relevant prior payment(s) <was/were> more than the redress amount they found you eligible to receive under the Assessment Framework.>

<IF \$0 Offer and AP Paid: If you choose to accept this offer, you do not need to repay the \$10,000 advance payment paid to you on {DD Month YYYY}.>

**Summary of next steps**

If you would like more time to decide, please call us on **1800 737 377** (call charges may apply) by {RELEVANT DATE: Letter Print Date + either **2 or 6 Months: DD Month YYYY OR check for previous acceptance expiry date (i.e if any extension was previously granted) + 2 or 6 months: DD Month YYYY**}. If you are overseas call +61 3 6222 3455 and press 7 to be transferred to the National Redress Scheme (call charges may apply).

It is important to understand this offer before you decide to accept it or not. **Redress Support Services** are free specialist, community-based services available to help you. Free legal and financial counselling support is also available through **knowmore**. Contact details are at the end of this letter.

We will try to contact you before {RELEVANT DATE ABOVE: DD Month YYYY}. This is because after this date the Scheme will consider your offer declined. <IF AP: This means you may need to repay the \$10,000 advance payment you received on {DD Month YYYY}.>

## Your redress offer documents

The reviewer's determination and reasons are enclosed as a separate attachment at the end of this letter. Please seek support from someone you trust or a Redress Support Service when reading this document as it contains information about the abuse you experienced.

The documents enclosed with this letter explain your redress offer and next steps.

1. **How to accept or decline this offer – page 6**

2. **Terms of Acceptance – page 9**

This document explains what it means to accept redress and how responsible participating institutions and any associate institutions are released from civil liability.

3. **<IF responsible institution is part of Group:> List of Associates released – page 15**

If you choose to accept your offer, these are the institutions that will be released from civil liability.>

4. **Acceptance Document**

To accept your offer of redress, you must complete this form, make a copy for your records and send all {##} pages back to the Scheme.

5. **<If redress payment more than \$0 or CPC payment> Redress Payment Choice and Confirmation of Bank Account form**

The Scheme can pay your redress payment as a single lump sum, in instalments or both. If you accept your offer of redress, you will need to complete and return this form to tell us how you want to be paid and to confirm your current bank account details.

6. **Declining the offer of redress form**

If you choose to decline your offer of redress **before** {If affirmed: original acceptance period end date + 2 months **OR** If Varied/Substitute: letter print date + 6 months: **DD Month YYYY**}, please complete and return this form. Once declined, your offer is no longer available. You cannot apply for redress again **<IF AP: and you will need to repay the \$10,000 advance payment to the Commonwealth>**. This form is also available online at [nationalredress.gov.au/resources](http://nationalredress.gov.au/resources).

7. **<IF CPC Service Offer:> {State/Territory} counselling and psychological care services**

The enclosed brochure has information on how to access these services if you choose to accept your offer.

8. **<IF DPR Offer:>Direct personal response information**

9. **The Independent Decision Maker's (reviewer) determination and statement of reasons.**

A postage paid envelope is included for you to use.

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Thank you for taking the time to ask for a review. I acknowledge your strength in doing so, and wish you well.

Yours sincerely,

**John Riley**  
**Branch Manager**  
**National Redress Scheme**

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## 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 press 7 to be transferred 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.

## How to accept or decline this offer

### To accept this offer



To accept this offer you will need to:

- **sign and date** the **Acceptance Document** provided with this letter
  - **<If redress or CPC payment more than \$0:** complete the **Redress Payment Choice and Confirmation of Bank Account details form**>
- and
- return **<this form / these forms>** to the Scheme.

Please keep a copy of your completed Acceptance Document for your records.

**The Acceptance Document is a legal document.** Please seek support to make sure you understand it before you sign it.

If you accept, **you will release the following responsible institution(s)**, **<its associates><and>** its officials **<of both><of each>** from civil liability (other than the **<person><people>** who abused you).

- **{PARTICIPATING/DEFUNCT GOVERNMENT INSTITUTION DATABASENAME}** **<as part of {OUTCOME LETTER – RELEASE INSTITUTION LEGAL REFERRALNAME}>** **<See Release wording guidance for each State, Territory & Commonwealth>**
- **{PARTICIPATING/DEFUNCT NON-GOVERNMENT INSTITUTION DATABASE NAME}**, **<with the legal name of {OUTCOME LETTER – RELEASE INSTITUTION LEGAL REFERRAL NAME}>** **<as part of {PARTICIPATING GROUP NAME}>** **<See Release wording guidance for Non-Government institutions>**
- **{LONE INSTITUTION DATABASE NAME}** **<with the legal name of {OUTCOME LETTER – RELEASE INSTITUTION LEGAL REFERRAL NAME}>**

This means you will not be able to bring or continue any civil legal proceedings against the above institution(s), **<their associates>** and their officials in relation to the abuse you experienced.

**<IF participating/defunct part of a group:** The **list of the associates** of the responsible institution(s) is attached at page **15**. This release does not extend to the **<person><people>** who abused you at **{INSTITUTION DATABASE NAME}** or any other person who abused you. It does not release anyone from criminal liability. You may still bring or continue any civil legal proceedings against institutions not found responsible under the Scheme.>

You cannot make another application to the Scheme.

**<IF REDRESS PAYMENT:** Your **redress payment** will be paid into **<your><the>** nominated bank account. You can choose to receive your redress payments as a lump sum, in instalments or both. Please complete and return the included **Redress Payment Choice and Confirmation of Bank Account Details form.**>

**<IF CPC SERVICE:** Your **offer of counselling and psychological care services** will be through a referral to a qualified practitioner in **{State OR Territory (i.e New South Wales)}** available at a time

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of your choosing.

If you choose to accept this component of redress, you can access counselling and psychological care services at a time when you are ready, or not at all.

If you accept, you consent to the Scheme sharing information about you to {State OR Territory} counselling and psychological care services. We will share your name, date of birth, redress ID number, application number, gender, whether you identify as Aboriginal or Torres Strait Islander, and your postcode. This information will be used by the service to identify you when you are ready for counselling services. We do not share any details about the abuse.

If you choose not to accept this component of redress, you will not be able to change your mind after you return the acceptance document.

Further information about the counselling and psychological care services is included in the statement of reasons and the enclosed brochure.>

**<IF CPC PAYMENT: Your offer of counselling and psychological care services is a payment.** If you choose to accept this component, this will be paid into <your><the> nominated bank account. You can choose to receive this payment as a lump sum, in instalments or both. This payment is to help you access counselling and psychological care services of your choosing. You can use it for other purposes.

If you choose not to accept this component of redress, you will not be able to change your mind after you return the acceptance document.>

**Your offer of a direct personal response** is available up until 30 June 2028. If you choose to accept this component of redress you can receive a response from <the><an> institution(s), at a time when you are ready, or not at all. If you choose not to accept a direct personal response from <the><an> institution(s), you will not be able to change your mind later.

The Scheme will provide you with details of a contact at the relevant responsible institution(s), who will work with you to organise your direct personal response.

When you are ready, you or your support person can reach out to the contact to talk about what you would like to happen for your direct personal response. Some things you could ask for are:

- a face-to-face meeting between you and a senior official
- a meeting between a group of people who experienced child sexual abuse at the same institution and a senior official, or
- a written letter.

You may be seeking:

- an acknowledgement of what happened to you
- an apology, or
- an explanation of steps taken to stop abuse from happening again.

Further information about the direct personal response is enclosed.

## To decline this offer



You do not have to accept this offer. To decline your offer, you can do nothing or complete the **Declining the offer of redress** form provided and return it to the Scheme.

This form is also available online at [nationalredress.gov.au/resources](https://nationalredress.gov.au/resources).

If you choose to decline this offer using the form, you acknowledge that you understand:

- **you will not receive any redress under the Scheme**
- **you cannot make another application to the Scheme;** <and>
- **you will be able to bring or continue any civil legal proceedings** against the institutions found responsible, their officials and any associates in relation to the abuse you experienced<.><; and>
- **<IF AP add: you must repay the \$10,000 advance payment you received.>**

If you would like more time to decide, please call us on **1800 737 377**.

If we do not hear from you by {letter print date + 2 or 6 months: DD Month YYYY} the Scheme will consider your offer of redress declined. <IF AP: You may then need to repay the \$10,000 advance payment you received on {DD Month YYYY}.>

**Note:** Your acceptance period may be extended after {letter print date + 2 or 6 months: DD Month YYYY}, if there are exceptional circumstances and you have not declined the offer in writing.

## Your next steps

### Tell us your decision

<IF AFFIRM: You have until {Previous acceptance expiry date (please consider any extension that was previously granted) + 2 months: DD Month YYYY}> to make your decision. You can ask the Scheme for more time to decide, please call us on **1800 737 377** or if overseas **+61 3 6222 3455** (call charges may apply).

<IF VARY/SUBSTITUTE: You have until {letter print date + 6 months: DD Month YYYY} to make your decision. You can ask the Scheme for more time to decide, please call us on **1800 737 377** or if overseas **+61 3 6222 3455** (call charges may apply). >

### Seek advice

The Scheme strongly encourages you to seek **free legal and financial counselling support** through **knowmore** before making your decision about this offer.

### Tell us about any other payments

If you have accepted any other payment by, or on behalf of the responsible institution(s) for any abuse, you **must notify the Scheme in writing, before** you accept this offer.

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## Terms of Acceptance

These Terms of Acceptance explain what it means to accept an offer of redress under the *National Redress Scheme for Institutional Child Sexual Abuse Act 2018* (the Act). It is important that you read and understand the Terms of Acceptance, because accepting this offer will affect your legal rights.

### Release of institutions and officials from civil liability

Under section 43 of the Act, if you accept any part of an offer of redress, you agree to release and forever discharge each of the following institutions and officials (released institutions and officials) from all civil liability for abuse you experienced that is within the scope of the Scheme:

- each participating institution that is determined to be responsible for the abuse;
- each participating institution that is an associate of the responsible institution(s); and
- all officials of those institutions (other than the abuser(s)).

A participating institution is an associate of another participating institution if they are part of the same participating group (subsection 133(3) of the Act). Therefore, if you accept **any** component of this offer of redress and the responsible institution is a member of a participating group, this means you are agreeing to release all members of that participating group and their officials from civil liability.

Your offer of redress contains a list of all responsible participating institutions and associates that you will release if you accept any component of this offer.

This means that if you accept this offer of redress, you are also agreeing to not bring or continue any civil claim (e.g. court proceedings), whether as an individual, a member of a group or a representative party (i.e. class action), against a released participating institution or official in relation to the abuse you experienced that falls within the scope of the Scheme.

Abuse that is within the scope of the Scheme, in broad terms, means abuse (sexual abuse and related non-sexual abuse) that occurred:

- when you were a child (under 18 years of age);
- in a participating State, a Territory or outside Australia; and
- before 1 July 2018.

If:

- you bring or continue any civil proceedings against another party (other than a released institution or official mentioned above), in relation to abuse you have experienced that is within the scope of the Scheme, and
- a released institution or official is joined as a party to the civil proceedings,

then you agree to forgo any entitlement to be paid damages by that released institution or official.

This release **does not** extend to the person(s) who abused you, even if that person is an official of the responsible institution. Also, the release **does not** discharge anyone from criminal liability. This means you can still pursue criminal or civil action against the person(s) who abused you.



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Where an institution is determined not to be responsible for the abuse within the scope of the Scheme, they **are not** released from civil liability when you accept any component of this offer.

You can still bring or continue civil proceedings against institutions or officials who have not been released under the Scheme.

However, if any released institution(s) or official(s) would have been liable to make a contribution to other institution(s) or person(s) in relation to damages payable to you in those proceedings, you acknowledge that:

- the released institution or official is not required to pay the contribution; and
- the amount payable to you in those proceedings will be reduced by the amount that the released institution or official would have been required to contribute.

If you accept, you also consent to each released institution or official identified in your offer of redress using and disclosing your information that is included in this acceptance document for the purpose of obtaining the benefit of the release from civil liability under section 43 of the Act. This includes:

- confirming or communicating that the released institution or official is not liable to pay or make a contribution to damages relating to abuse you experienced that falls within the scope of the Scheme; and
- determining whether you are bringing or continuing a civil claim against the institution or official that, under section 43 of the Act, you cannot bring or continue.

If you need help understanding your legal rights and the effect of accepting this offer of redress, contact **knowmore** for free and independent legal advice.

Go to **knowmore.org.au** or call on **1800 605 762** or **+61 2 8267 7400** if calling from overseas (call charges may apply).

## What we do with your information if you accept

Your personal information is 'protected information'. The confidentiality of your information is important and it is an offence for anyone to obtain, record, disclose or use protected information about you unless the Act authorises or requires them to do so.

If you accept **any** component of your offer of redress, under the Act, the Scheme is required to give a copy of your acceptance document, which contains protected information about you, to the responsible institution(s) and their associates for their records (or, if a responsible institution is defunct, to the representative for that institution). The institution may share your acceptance document as allowed under the *National Redress Scheme for Institutional Child Sexual Abuse Rules 2018*.



**<IF PARTICIPATING/DEFUNCT INSTITUTION PART OF GROUP: LIST OF ASSOCIATES RELEASED>**

[Insert list/s of associates if applicable – otherwise delete this page]

If not delivered:  
Locked Bag 7750 CANBERRA BC ACT 2610

# National Redress Scheme

For people who have experienced  
institutional child sexual abuse

## Independent Decision Maker's (reviewer) determination and Statement of Reasons

### Redactions

The Independent Decision Maker's (reviewer) determination and Statement of Reasons may contain redactions, being information that is blacked out.

Redactions may be made when information includes:

- protected guidelines, which the Independent Decision Maker deciding your application has used to assess your claim;
- internal legal advice, provided to the Department of Social Services; and
- personal information of Scheme officials and Independent Decision Makers.

### Protected information

Information contained in the Independent Decision Maker's (reviewer) determination and Statement of Reasons **is protected information**, even after the determination is provided to you. Any disclosure, use, recording or access of protected information which is not authorised by the *National Redress Scheme for Institutional Child Sexual Abuse Act 2018* is an offence.

**[ADD REVIEW ELIGIBLE STATEMENT OF REASONS – REMOVE THIS TEXT]**

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} {MIDDLE 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}>,

## Review of your redress determination

### Section 77 of the *National Redress Scheme for Institutional Child Sexual Abuse Act 2018* (the Act)

I am writing to you about the outcome of the review of your redress determination. On behalf of the Scheme, I would like to acknowledge that any abuse of a child is wrong and should never happen.

An Independent Decision Maker with no connection to your original determination (**the reviewer**) has reviewed the determination.

The reviewer has considered the original determination and all the information available to them. This includes any additional information provided to the Scheme as part of the review. Your review determination is enclosed.

<If ineligible on the same grounds - AFFIRMED: The reviewer affirmed the original determination as they did not find you eligible for redress under Section 13 of the Act. <If decision VARIED – Limited No Worse Off applies: The reviewer varied the original determination as they did not find you eligible for redress under Section 13 of the Act.>

<IF AP: You do not need to repay the \$10,000 advance payment paid to you on {DD Month YYYY}.>

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## Support and advice

To help you to decide what to do next, I encourage you to talk with a free and independent support service.

**Redress Support Services** are free, independent specialist community-based services available to help you. The Scheme recommends that you use these services. To connect with a support service near you visit [nationalredress.gov.au/support](https://nationalredress.gov.au/support) or call us on **1800 737 377** (or +61 3 6222 3455 if overseas).

### Free legal advice

You may be able to bring or continue any civil legal proceedings in relation to the abuse you experienced. You can call **knowmore** for free and independent legal advice on **1800 605 762** (call charges may apply) or go to [knowmore.org.au](https://knowmore.org.au).

### Financial counselling

Financial counselling is a free, independent and confidential service that can support you to manage your finances. To speak with a financial counsellor, you can call **knowmore** on **1800 605 762** or go to [knowmore.org.au/services/financial-counselling/](https://knowmore.org.au/services/financial-counselling/).

Thank you for taking the time to make your application to ask for a review. I acknowledge your strength in doing so and wish you well.

Yours sincerely,

**John Riley**  
**Branch Manager**  
**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](https://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](https://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 press 7 to be transferred to the National Redress Scheme.

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# National Redress Scheme

For people who have experienced  
institutional child sexual abuse

## Independent Decision Maker's (reviewer) determination and Statement of Reasons

### Redactions

The Independent Decision Maker's (reviewer) determination and Statement of Reasons may contain redactions, being information that is blacked out.

Redactions may be made when information includes:

- protected guidelines, which the Independent Decision Maker deciding your application has used to assess your claim;
- internal legal advice, provided to the Department of Social Services; and
- personal information of Scheme officials and Independent Decision Makers.

### Protected information

Information contained in the Independent Decision Maker's (reviewer) determination and Statement of Reasons **is protected information**, even after the determination is provided to you. Any disclosure, use, recording or access of protected information which is not authorised by the *National Redress Scheme for Institutional Child Sexual Abuse Act 2018* is an offence.

**[ADD INELIGIBLE REVIEW STATEMENT OF REASONS – REMOVE THIS TEXT]**

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} {MIDDLE 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}>,

## Revocation Outcome Notification

<IF Additional information supplied by Applicant: Thank you for providing additional information to the National Redress Scheme to support your application for redress.> <IF Additional information supplied by Institution: I am writing to let you know that the National Redress Scheme has received additional information about your application for redress.>

This information was provided to <IF ORIGINAL IDM: the Independent Decision Maker who made the original determination on your application for redress.> <IF OTHER IDM: another Independent Decision Maker, as the original Independent Decision Maker who made your determination is no longer with the Scheme.>

<IF 17(2) – May revoke: The Independent Decision Maker has reviewed the new information and determined that, had this information been available to <them> <the original IDM> when the original determination was made, they would not have made that determination or would have made a different determination. The Independent Decision Makers full reasons for this decision are enclosed.>

<IF 17(3) – Must revoke: The additional information received by the Scheme relates to a <relevant prior payment><court ordered payment> that was made to you by, or on behalf of, an institution that was found responsible for your abuse.

The Independent Decision Maker has therefore revoked the determination outlined in the letter dated [Date of outcome letter: DD Month YYYY] under Section 29 of the *National*

*Redress Scheme for Institutional Child Sexual Abuse Act 2018.* The Independent Decision Maker's full reasons for this decision are enclosed.>

### **What does this mean?**

The <original> <new> Independent Decision Maker will now make a new determination on your application, taking into account the new information.

The original determination on your application, as made to you on [Date of outcome letter: DD Month YYYY], is no longer valid. <IF OFFER MADE: The redress offer that was made to you is withdrawn.><IF REVIEW UNDERWAY: The review that you requested is also withdrawn.> IF AP: The \$10,000 advance payment you received on [DD Month YYYY] will be deducted from any final redress payment determination.>

### **Next steps and support**

Please find enclosed the Independent Decision Maker's reasons for revoking the original decision. We will write to you again when the Independent Decision Maker has made a new determination on your application.

**Redress Support Services** are free, specialist community-based services available to help you. The Scheme recommends that you use these services, including the free and independent legal support and financial counselling available from **knowmore**. Information on how to contact these services is at the end of this letter.

If you would like more information or to tell us about changes to your circumstances, please call us on **1800 737 377** (call charges may apply).

---

Thank you for taking the time to make your application. I acknowledge your strength in doing so.

Yours sincerely,

**John Riley**  
**Branch Manager**  
**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.

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If not delivered:  
Locked Bag 7750 CANBERRA BC ACT 2610

# National Redress Scheme

For people who have experienced  
institutional child sexual abuse

## Independent Decision Maker's determination and Statement of Reasons

### Redactions

The Independent Decision Maker's determination and Statement of Reasons may contain redactions, information that is blacked out.

Redactions may be made when information includes:

- protected guidelines, which the Independent Decision Maker deciding your application has used to assess your claim;
- internal legal advice, provided to the Department of Social Services; and
- personal information of Scheme officials and Independent Decision Makers.

### Protected information

Information contained in the Independent Decision Maker's determination and Statement of Reasons **is protected information**, even after the determination is provided to you. Any disclosure, use, recording or access of protected information which is not authorised by the *National Redress Scheme for Institutional Child Sexual Abuse Act 2018* is an offence.

**[ADD REVOCATION STATEMENT OF REASONS – REMOVE THIS  
TEXT]**

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} {MIDDLE 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}>,

## Revocation Outcome Notification

<IF Additional information supplied by Applicant: Thank you for providing additional information to the National Redress Scheme to support your application for redress.> <IF Additional information supplied by Institution: I am writing to let you know that the National Redress Scheme has received additional information about your application for redress.>

This information was provided to <IF ORIGINAL IDM: the Independent Decision Maker who made the original determination on your application for redress.> <IF OTHER IDM: another Independent Decision Maker, as the original Independent Decision Maker who made the determination is no longer with the Scheme.>

The Independent Decision Maker has considered the additional information and decided not to revoke <their> <the> original determination, sent to you on [Date of outcome letter: DD Month YYYY]. This is because, had the additional information been provided earlier, it would not have affected <their><the original Independent Decision Maker's> determination, or led to a different determination being made.

The Independent Decision Maker reasons for this decision are enclosed.

### What does this mean?

The determination on your application for redress is not revoked. <IF OFFER MADE: You can still choose to accept or decline the redress offer previously made to you. If you need more time to decide, or to tell us about changes to your circumstances, please call us on 1800 737 377.>

---

## Next steps and support

**<IF OFFER MADE & NO REVIEW REQUESTED:** Please tell us by {DD Month YYYY} if you decide to accept, decline or ask for a review of your redress offer.

If you choose to accept your offer, please complete the previously provided **Acceptance Document** and **Payment Choice and Confirmation of Bank Account details** and return these forms to the Scheme.>

**<IF REVIEW COMPLETED BEFORE REVOCATION REQUEST:** Please tell us by {DD Month YYYY} if you decide to accept or decline your redress offer.

If you choose to accept your offer, please complete the previously provided **Acceptance Document** and **Payment Choice and Confirmation of Bank Account details** and return these forms to the Scheme.>

**Redress Support Services** are free, specialist community-based services available to help you. The Scheme recommends that you use these services, including the free and independent legal support and financial counselling available from **knowmore**. Information on how to contact these services is at the end of this letter.

Thank you for taking the time to make your application. I acknowledge your strength in doing so.

Yours sincerely,

**John Riley**  
**Branch Manager**  
**National Redress Scheme**

---

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# National Redress Scheme

For people who have experienced  
institutional child sexual abuse

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- personal information of Scheme officials and Independent Decision Makers.

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**[ADD REVOCATION STATEMENT OF REASONS – REMOVE THIS  
TEXT]**

**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} {MIDDLE 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}>,

## Your application for redress

I am writing to tell you about the outcome of your application for redress. On behalf of the National Redress Scheme, I would like to acknowledge that any abuse of a child is wrong and should never happen.

Your application was assigned to an Independent Decision Maker who has considered the information you provided in your application.

The Independent Decision Maker did not approve your application as they were not able to find you eligible under Section 13 of the *National Redress Scheme for Institutional Child Sexual Abuse Act 2018* (the Act).

<IF ineligible - Sexual abuse not described: They did not find the abuse you described in your application meets the definition of 'sexual abuse' under the Act and therefore, the abuse is not within the scope of the Scheme.>

<IF ineligible - 'Reasonably likely' test not met in respect of alleged abuse: They did not find it was reasonably likely that the abuse you described in your application did occur.>

<IF ineligible - Over 18 years: They found the sexual abuse you experienced is not within the scope of the Scheme, as this occurred when you were approximately [xx] years old and not a child.>

<IF ineligible - Abuse after 1 July 2018: They found the abuse you experienced is not within the scope of the Scheme, as it occurred on or after the Scheme start date, 1 July 2018.>

<IF ineligible - **Abuser was a child**: They found a child was responsible for the exposure abuse you experienced, and this abuse is not within the scope of the Scheme. >

<If ineligible – **Maximum redress amount less than nil**: They found the abuse you described is of a kind that would not entitle you to a redress payment.>

<IF ineligible - **No Institutions found responsible**: They were not able to find the following institution/s responsible for the abuse you experienced:

- {INSTITUTION NAME}
- {+ institution(s) as needed}>

<IF ineligible – **Not Australian Citizen/Permanent Resident or Certain Child Migrant (Rules Part 1A)**: This is because you were not <an Australian citizen or permanent resident> <a certain child migrant from the United Kingdom or Malta> at the time of applying.

<If reason above = **'Reasonable Likelihood' test not met remove**: This outcome does not mean what you experienced did not happen.> <IF AP: You **do not** need to repay the advance payment of \$10,000 paid to you on {DD Month YYYY}.>

The Independent Decision Maker's determination and Statement of Reasons are enclosed. Please seek support from someone you trust or a Redress Support Service when reading this document, as it contains information which may be distressing.

## Support with next steps

### To ask for a review



If you do not agree with this determination and would like a **review**, you will need to complete the enclosed **Application for review of determination form** and return it to the Scheme by {letter print date + 6 months: DD Month YYYY}. You cannot ask for a review over the phone.

This form is also available online at [nationalredress.gov.au/resources](https://nationalredress.gov.au/resources).

A different Independent Decision Maker, known as the reviewer, will conduct the review. The reviewer will have no connection to the original determination.

They will conduct the review using:

- the **same** information that was available to the original Independent Decision Maker
- any **new** information and documents provided with your application for review, and
- **other** information requested by the reviewer from you or from relevant institution/s.

After the review is complete, one of the following may happen:

- the determination may stay the same, or
- you may be found eligible for redress.

**Note:** If you need more time to ask for a review, please call us on **1800 737 377**.  
After {letter print date + 6 months: **DD Month YYYY**}, we may extend your review period if there are exceptional circumstances.

### **Free services to support you**

**Redress Support Services** are free, independent specialist community-based services available to help you. The Scheme recommends that you use these services. To connect with a support service near you visit **[nationalredress.gov.au/support](http://nationalredress.gov.au/support)** or call us on **1800 737 377**. If you are overseas, call us on +61 3 6222 3455 and press 7 to be transferred to the National Redress Scheme.

### **Free legal advice**

You may be able to bring or continue any civil legal proceedings in relation to the abuse you experienced. You can call **knowmore** for free and independent legal advice on **1800 605 762** (call charges may apply) or go to **[knowmore.org.au](http://knowmore.org.au)**

### **Financial counselling**

Financial counselling is a free, independent and confidential service that can support you to manage your finances. To speak with a financial counsellor, you can call **knowmore** on **1800 605 762** or go to **[knowmore.org.au/services/financial-counselling/](http://knowmore.org.au/services/financial-counselling/)**

Thank you for taking the time to make your application. I acknowledge your strength in doing so and wish you well.

Yours sincerely,

**John Riley**  
**Branch Manager**  
**National Redress Scheme**

---

## Free services to support you with the next steps

### Redress Support Services

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# National Redress Scheme

For people who have experienced  
institutional child sexual abuse

## Independent Decision Maker's determination and Statement of Reasons

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**[ADD INELIGIBLE SOR – REMOVE THIS TEXT]**

If not delivered: Locked Bag 7750 CANBERRA BC ACT 2610



NRS0L00006ZTS000F1E2001

# National Redress Scheme

For people who have experienced institutional child sexual abuse

Reference: **RVXXXXXXXXXX**

{TITLE} {FULL NAME}  
{ADDRESS}  
{ADDRESS}

26 August 2024

Dear {TITLE} {NAME}

## About your application for redress

Thank you for making an application to the National Redress Scheme (the Scheme).

We are not able to make a decision about your application for redress at this time because:

- the institution you wrote about has not yet joined the Scheme.

### What you need to do

You can leave your application on hold until the institution that you wrote about joins the Scheme.

A list of the institutions that have joined is available at [nationalredress.gov.au](https://nationalredress.gov.au)

You may also subscribe for email updates about the Scheme, including when new institutions join, by registering at [nationalredress.gov.au](https://nationalredress.gov.au)

### More information

Redress Support Services can offer you information, support and advice. More information is available at [nationalredress.gov.au](https://nationalredress.gov.au) or call us for help to find support services on **1800 737 377** (call charges may apply). If you are calling from overseas, please call +61 3 6222 3455 and ask to speak to someone from the National Redress Scheme.

Yours sincerely

**Justine Fievez**  
Branch Manager, Service Delivery  
National Redress Scheme

## Privacy and your personal information

Your personal information is protected by law, including the *National Redress Scheme for Institutional Child Sexual Abuse Act 2018* and the *Privacy Act 1988*.

The Australian Government Department of Social Services (the department) administers the National Redress Scheme (the Scheme), assisted by Services Australia. Your personal information is collected and handled by the department, and where applicable Services Australia, for the purposes of administering the Scheme. Your information may be given to third parties with your consent, or where the law allows or requires it.

You can find out more about the way the department will manage your personal information, the Privacy Policy and Privacy Notices for the Scheme, at [www.nationalredress.gov.au/about/privacy](http://www.nationalredress.gov.au/about/privacy)

---

## Free services to support you with the next steps

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---

If not delivered: Locked Bag 7750 CANBERRA BC ACT 2610



NRS 0L00016DR0001K1T8001

# National Redress Scheme

For people who have experienced institutional child sexual abuse

Reference: [REDACTED]

[REDACTED]

[REDACTED]

Dear [REDACTED]

## About your redress nominee

You advised us that you would like Mr Nominee Healthcheck to be your redress assistance nominee for the purposes of the National Redress Scheme.

We are writing to let you know that this arrangement is now in place.

### Your redress assistance nominee can:

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

They cannot:

- apply for redress on your behalf
- accept or decline an offer of redress on your behalf.

You should talk to your redress assistance nominee about how you would like them to act for you.

You can change your redress assistance nominee at any time. Please call us on **1800 737 377** so we can discuss your options (call charges may apply) . If you are calling from overseas, please call +61 3 6222 3455 and ask to speak to someone from the National Redress Scheme.

### Important information

If you believe your redress nominee is not acting in your best interest, you should contact us on **1800 737 377** so your options can be discussed (call charges may apply) . If you are calling from overseas, please call +61 3 6222 3455 and ask to speak to someone from the National Redress Scheme.

**More information**

Redress Support Services can offer you information, support and advice. More information is available at **[nationalredress.gov.au](http://nationalredress.gov.au)** or call us for help to find support services on **1800 737 377** (call charges may apply) . If you are calling from overseas, please call +61 3 6222 3455 and ask to speak to someone from the National Redress Scheme.

Yours sincerely

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

### **Privacy and your personal information**

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You can find out more about the way the department will manage your personal information, the Privacy Policy and Privacy Notices for the Scheme, at [www.nationalredress.gov.au/about/privacy](http://www.nationalredress.gov.au/about/privacy)

If not delivered: Locked Bag 7750 CANBERRA BC ACT 2610



NRS 0L00017DR0001U3J 9001

# National Redress Scheme

For people who have experienced institutional child sexual abuse

Reference: [REDACTED]



10 June 2024

Dear [REDACTED]

## About your redress nominee

We are writing to let you know that your redress assistance nominee arrangement has been cancelled and ended on 7 June 2024. This means they are no longer your redress assistance nominee.

### More information

Redress Support Services can offer you information, support and advice. More information is available at [nationalredress.gov.au](https://nationalredress.gov.au) or call us for help to find support services on **1800 737 377** (call charges may apply). If you are calling from overseas, please call +61 3 6222 3455 and ask to speak to someone from the National Redress Scheme.

Yours sincerely

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



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If not delivered: Locked Bag 7750 CANBERRA BC ACT 2610



NRS0L00017ZTS000F1G0001

# National Redress Scheme

For people who have experienced  
institutional child sexual abuse

Reference: [REDACTED]



26 August 2024

Dear [REDACTED]

## About your redress nominee

We are writing to let you know that your redress legal nominee arrangement has been suspended from 26 August 2024. This means they are no longer your redress legal nominee. Please call us to discuss the suspension of your redress legal nominee on **1800 737 377** (call charges may apply). If you are calling from overseas, please call +61 3 6222 3455 and ask to speak to someone from the National Redress Scheme.

### More information

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Yours sincerely

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

Public Hearing – 21 August 2024

### ANSWER TO QUESTION ON NOTICE

Department of Social Services

**Topic:** Update to response IQ24-000020

**Question reference number:** IQ24-000190

**Question asked by:** Catryna Bilyk

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

**Date set by the Committee for the return of answer:** 4 September 2024

#### **Question:**

26. Update to response IQ24-000020 and additional material: copies of current templates for standard letters provided (including redress offer, direct personal response, payment options); and, in addition standard letters and forms relating to:

- a. Request for review or revocation and advice to survivor of the outcome.
- b. Advice of redress eligibility and/or ineligibility and statement of reasons.
- c. Advice to redress applicant/survivor regarding an institution not participating, pending to join or has now decided to join the Scheme.
- d. Request for further information from an institution or redress applicant
- e. Nominee arrangements.

#### **Answer:**

Please refer to IQ24-000189 in response to questions 26 (a), (b), (c) and (e). These have not been changed since they were provided.

26 (d) A request for further information (RFFI) can be issued when a participating institution or partly participating institution has responded to a request for information (RFI) and the Scheme requires further information, clarification, and/or provides the participating institution the opportunity to respond to new information that was not available at the time of the initial RFI.

The RFFI is a bespoke request made to the relevant institution under Section 25 of the *National Redress Scheme for Institutional Child Sexual Abuse Act 2018* (the Act). Dependent on the circumstances and nature of the request, the institution may choose to respond by using the standard 13 questions provided in IQ24-000020 or respond directly to the specific question.

Section 24 of the Act allows the Scheme to request further information from applicants.

The Section 24 letter (**Attachment A**) is issued to an applicant (and their nominee where applicable) following receipt of an incomplete application that has no, or limited information about the sexual abuse experienced.

The manual Section 24 letter (**Attachment B**) is issued to an applicant (and their nominee where applicable) at the request of the Independent Decision Maker. This letter is amended to gather specific information identified by the Independent Decision Maker to assist them to make their redress determination.

Legislative changes enacted on 4 April 2024 enable further information to be requested from either an institution or the applicant during a review of a determination. The above processes are applied as appropriate during the review.

If not delivered: Locked Bag 7750 CANBERRA BC ACT 2610



NRS0L00013ZTS000F1E3001

# National Redress Scheme

For people who have experienced institutional child sexual abuse

Reference: **RVXXXXXXXX**

{TITLE} {FULL NAME}  
{ADDRESS}  
{ADDRESS}

26 August 2024

Dear {TITLE} {NAME}

## Your redress application - request for information under section 24 of the National Redress Scheme for Institutional Child Sexual Abuse Act 2018

I am writing to confirm that the National Redress Scheme (the Scheme) received your application on {DATE}. I understand that applying for redress can be difficult and acknowledge your courage and strength to do so.

The Scheme provides redress for eligible people who experienced institutional sexual abuse as a child. A person is considered eligible for redress where all of the following criteria is met:

- they experienced sexual abuse as a child (under 18 years of age),
- the abuse occurred before 1 July 2018,
- one or more participating institutions are responsible for the abuser having contact with the person,
- the person applying is aged 18 years or older before the Scheme ends (30 June 2028), and
- they are an Australian citizen or permanent resident at the time of applying for redress.

### Request for information

The Scheme does not yet have enough information to consider your eligibility for redress. This is because some key information is either missing, or was not clear, in the information provided in your application.

### Additional information needed

The Scheme needs you to provide further details about the sexual abuse you experienced as a child in an institution. The Scheme acknowledges that detailing your experience of abuse can be difficult. It is, however, necessary to allow your application to progress to assessment. An *Additional Information Form* is attached for you to provide the requested information.

Please complete the attached *Additional Information Form* and return it to the Scheme by **{DATE}**:

**If the Scheme does not receive the requested additional information by this time, your application will be determined on the information available to the Scheme.**

If you would like more time to provide the additional information, please call us on **1800 737 377** (call charges may apply).

### **Support for next steps**

I encourage you to access free, independent and confidential support through Redress Support Services. They can help you prepare your response to this request. You can find more information about these support services on page 3 of this letter.

### **How to provide your additional information to the Scheme**

1. **Upload** the information as a supporting document through the National Redress Scheme linked via myGov (**my.gov.au**), or;
2. **Send** your additional information **by mail** to:  
NRS, Reply Paid 7750, Canberra BC ACT 2610

If you have other information that you believe the Independent Decision Maker should know, you can also provide this to the Scheme in this form.

### **Withdrawing your application**

If you do not want to proceed with your application for redress, you can withdraw your application by calling the Scheme on **1800 737 377**.

Before taking this step, the Scheme recommends you discuss this option with a Redress Support Service.

If you withdraw your application, you can make a new application. If you decide to make a new application, it must be received by the Scheme before 30 June 2027.

### **More information**

If you would like more information, please call us on **1800 737 377** (call charges may apply) from Monday to Friday, 8:00am to 5:00pm local time. If you are calling from overseas, please call +61 3 6222 3455 then press 7 to be transferred to the National Redress Scheme.

### **Your privacy**

Your personal information is protected by law, including the *National Redress Scheme for Institutional Child Sexual Abuse Act 2018* and the *Privacy Act 1988*.

The Australian Government Department of Social Services (the department) administers the Scheme, assisted by Services Australia. Your personal information is collected and used by the department, and where applicable Services Australia, for the purposes of administering the Scheme. Your information may be given to third parties with your consent, or where the law allows or requires it.

You can find out more about the way the department will manage your personal information, including the Privacy Policy and Privacy Notices for the Scheme, at **[www.nationalredress.gov.au/about/privacy](http://www.nationalredress.gov.au/about/privacy)**

Yours sincerely

**Justine Fievez**  
**Branch Manager, Service Delivery**  
**National Redress Scheme**

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## 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** then press 7 to be transferred 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.

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This page has been left blank intentionally.

Reference: **RVXXXXXXX**

### ADDITIONAL INFORMATION FORM

Please complete the attached *Additional Information Form* and return it to the Scheme by **[DATE]**.

**If the Scheme does not receive the requested additional information by this time, your application will be determined on the information available to the Scheme.**

If you would like more time to provide the additional information, please call us on **1800 737 377** (call charges may apply).



Please answer using **print letters** (example), and tick boxes  as appropriate.

|                                    |                                |
|------------------------------------|--------------------------------|
| Your name (in full):               |                                |
| Address:<br>(place where you live) |                                |
|                                    |                                |
| State/Territory:                   |                                |
| Postcode:                          |                                |
| Country:                           |                                |
| Date of Birth:                     | _____/_____/_____ [DD/MM/YYYY] |
| Phone number:                      |                                |

I understand that providing false or misleading information is a serious offence and penalties may apply.



Please ask someone you trust, or a Redress Support Service to help you write what happened to you. You can call us on **1800 737 377** to help find a Redress Support Service near you, or visit **[nationalredress.gov.au/support](http://nationalredress.gov.au/support)**







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Thank you for providing additional information. There are two ways you can return this form to the Scheme.



**Upload** the information as a supporting document through the National Redress Scheme linked via myGov ([my.gov.au](https://my.gov.au)).



**Send** your additional information **by mail** to:  
NRS, Reply Paid 7750, Canberra BC ACT 2610

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} {MIDDLE 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}>,

## **Your redress application – request for information under section 24 of the *National Redress Scheme for Institutional Child Sexual Abuse Act 2018***

I am writing to confirm that the National Redress Scheme (the Scheme) received your application on {DATE}. I understand that applying for redress can be difficult and acknowledge your courage and strength to do so.

The Scheme provides redress for eligible people who experienced institutional sexual abuse as a child. A person is considered eligible for redress where all the following criteria is met:

- they experienced sexual abuse as a child (under 18 years of age),
- the abuse occurred before 1 July 2018,
- one or more participating institutions are responsible for the abuser having contact with the person,
- the person applying is aged 18 years or older before the Scheme ends (30 June 2028), and
- they are an Australian citizen or permanent resident at the time of applying for redress.

### **Request for information**

The Scheme does not yet have enough information to consider your eligibility for redress. This is because some key information is either missing, or was not clear, in the information provided in your application.

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## Additional information needed

<If letter already sent: We previously wrote to you requesting more information on {DATE}.>

The Scheme needs you to provide further details about the sexual abuse you experienced as a child in an institution. The Scheme acknowledges that detailing your experience of abuse can be difficult. It is, however, necessary to allow your application to progress to assessment. An *Additional Information Form* is attached for you to provide the requested information.

Please complete the attached *Additional Information Form* and return it to the Scheme by **{letter print date + 8 weeks: DD Month YYYY}**:

**If the Scheme does not receive the requested additional information by this time, your application will be determined on the information available to the Scheme.**

If you would like more time to provide the additional information, please call us on **1800 737 377** (call charges may apply).

## Support for next steps

I encourage you to access free, independent and confidential support through Redress Support Services. They can help you prepare your response to this request. You can find more information about these support services on page 3 of this letter.

## How to provide your additional information to the Scheme

1. **Upload** the information as a supporting document through the National Redress Scheme linked via myGov ([my.gov.au](https://my.gov.au)), or;
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NRS, Reply Paid 7750, Canberra BC ACT 2610.

If you have other information that you believe the Independent Decision Maker should know, you can also provide this to the Scheme in this form.

## Withdrawing your application

If you do not want to proceed with your application for redress, you can withdraw your application by calling the Scheme on **1800 737 377**.

Before taking this step, the Scheme recommends you discuss this option with a Redress Support Service.

If you withdraw your application, you can make a new application. If you decide to make a new application, it must be received by the Scheme before 30 June 2027.

## More information

If you would like more information, please call us on **1800 737 377** (call charges may apply) from Monday to Friday, 8:00am to 5:00pm AET. If you are calling from overseas, please call +61 3 6222 3455 then press 7 to be transferred to the National Redress Scheme.

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## Your privacy

Your personal information is protected by law, including the *National Redress Scheme for Institutional Child Sexual Abuse Act 2018* and the *Privacy Act 1988*.

The Australian Government Department of Social Services (the department) administers the Scheme, assisted by Services Australia. Your personal information is collected and handled by the department, and where applicable Services Australia, for the purposes of administering the Scheme. Your information may be given to third parties with your consent, or where the law allows or requires it.

You can find out more about the way the department will manage your personal information, including the Privacy Policy and Privacy Notices for the Scheme, at [www.nationalredress.gov.au/about/privacy](http://www.nationalredress.gov.au/about/privacy).

Yours sincerely,

**John Riley**  
**Branch Manager**  
**National Redress Scheme**

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## Free services to support you with the next steps

### Redress Support Services

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**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.

**RETURN TO:**  
Locked Bag 7750 CANBERRA BC ACT 2610

# National Redress Scheme

For people who have experienced  
institutional child sexual abuse

Reference: {RV number copy & paste}

## ADDITIONAL INFORMATION FORM

Please complete the attached *Additional Information Form* and return it to the Scheme by  
{letter print date + 8 weeks: DD Month YYYY}:

**If the Scheme does not receive the requested additional information by this time, your application will be determined on the information available to the Scheme.**

If you would like more time to provide the additional information, please call us on  
**1800 737 377** (call charges may apply).



Please answer using **print letters** (example), and tick boxes  as appropriate.

|                                    |                                |
|------------------------------------|--------------------------------|
| Your name (in full):               |                                |
| Address:<br>(place where you live) |                                |
| State/Territory:                   |                                |
| Postcode:                          |                                |
| Country:                           |                                |
| Date of Birth:                     | _____/_____/_____ [DD/MM/YYYY] |
| Phone number:                      |                                |

I understand that providing false or misleading information is a serious offence and penalties may apply.



Please ask someone you trust, or a Redress Support Service to help you write what happened to you. You can call us on **1800 737 377** to help find a Redress Support Service near you or visit [nationalredress.gov.au/support](https://nationalredress.gov.au/support).

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<INSTITUTION NAME/DETAILS MISSING FROM APPLICAITON:

**Institution information**

Please provide information about the **institution that was responsible for the abuser(s) having contact with you.**

**The institution responsible is:** (Write the institution's name you know in the box below)

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**The institution was located at:** (Fill in what you know)

|                  |  |
|------------------|--|
| Street           |  |
| City/Town:       |  |
| State/Territory: |  |
| Country:         |  |

**Please tell us any other information that may help identify the institution:**

(For example: orphanage, children's home, mission, church, foster care provider, school, disability service or youth detention centre, and what the institution looked like, any building features, or any landmarks close by.)

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**Do you know how you came to be at this institution?**       YES       NO

**If yes,** can you tell the Scheme how and why you were placed at the institution?

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<ABUSER(S) NAME/DETAILS MISSING FROM APPLICAITON:

**Abuser information – {ADD Institution Name}**

Please provide information about the abuser(s) you had contact with.

**What was the abuser(s) name, nickname and age?** (write the abuser/s name that you know below)

|                         |
|-------------------------|
| <b>Name/Nickname:</b>   |
|                         |
| <b>Approximate Age:</b> |
|                         |

**Please tell us what the abuser(s) looked like:**

(For example: hair colour, tattoos or scars, type/colour of clothes including labels or identifying logos)

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**How did the abuser come into contact with you at the institution?** (Please tell us about when and where you first met this person.)

(Fill in what you know)

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**Did the abuser have a role or job at the institution?** Its okay if you don't know.

(Fill in what you know)

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<AGE OF APPLICANT WHEN ABUSE OCCURRED NOT CLEAR:

**Your age when abuse occurred**

The Scheme needs more information about how old you were when you experienced sexual abuse. This detail was missing or was not clear in your application for redress.

**Please answer the questions below**

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| 1. <b>What age were you when the sexual abuse started?</b><br>(Your approximate age is okay)               |  |
| 2. <b>Approximately what year(s) did the sexual abuse happen?</b><br>(For example: 1945 or around 1965-66) |  |

**The institution responsible for the abuse at this time was:** (Write the institution's name you know in the box below)

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**The institution was located at:** (Fill in what you know)

|                  |  |
|------------------|--|
| Street:          |  |
| City/Town:       |  |
| State/Territory: |  |
| Country:         |  |

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<CIRCUMSTANCES OF APPLICANT AT TIME OF ABUSE WAS NOT CLEAR:

**Your circumstances at the time of abuse – {Add Institution name}**

Please provide more information about your circumstances when you experienced sexual abuse as a child at this institution. This helps the Scheme understand what happened at that time.

**Please tell us what happened just before and just after the sexual abuse you experienced?** (Fill in what you know)

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**Please describe the location or place where the abuse occurred?**

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**In your own words, describe when the abuse occurred?** (For example: morning, night, daytime, on a week day or weekend)

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**How did the abuser come into contact with you at the time of abuse?**

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**In your own words, how often did the abuse occur and over what period** (day/s, week/s, month/s, year/s)?

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**Did another person or people know about the abuse at that time, and how did they know?** (For example, a police officer, counsellor, doctor, friend).

It is okay if you cannot answer this question.

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**<IF SEXUAL ABUSE VAGUE OR NOT DESCRIBED AT Q41 OR IN SUPPORTING DOCS:**

**Description of sexual abuse**

The Scheme needs more detail to make a decision on your application. In your own words, please write in detail about the sexual abuse you experienced as a child at an institution.

Child sexual abuse may include (but is not limited to):

- sexual touching of any part of the body, either clothed or unclothed
- preparing or encouraging a child to engage in sexual activity
- sex of any kind with a child
- persuading or forcing a child to engage in sexual activity
- sexual acts done by an adult of any gender, to a child of any gender.

To help the Scheme progress your application, please make sure you provide a description, with as much clear detail as you can remember, about what happened to you. The above description of child sexual abuse may help you provide your response.

Please make sure you provide the following:

- Any sexual and other abuse you experienced such as emotional, physical or neglect.
- The name and type of institution where you were abused, where it was located, and any other building features or description to help identify an institution.
- Information about how the abuser(s) had contact with you, how they came into contact with you at the time of abuse and any information you have about the abuser(s) job or role they had at this institution.
- The approximate age when you were abused and the year(s) of abuse at this institution.



Please ask someone you trust, or a Redress Support Service to help you write what happened to you. You can call us on **1800 737 377** to help find a Redress Support Service near you, or visit **[nationalredress.gov.au/support](http://nationalredress.gov.au/support)**.

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### Supporting Documents

If you have any documents, such as photographs, certificates, yearbook or historic school articles that may show your attendance/placement at the institution(s) you can provide these to support your application. Please only provide a copy of your original documents with this completed form.

**Did you provide any supporting documents with this form?** (Please tick  below.)

- YES** - I have attached a copy of my supporting documents.
- NO** - I do not have any supporting documents.

Thank you for providing additional information. There are two ways you can return this form to the Scheme.



**Upload** the information as a supporting document through the National Redress Scheme linked via myGov ([my.gov.au](https://my.gov.au)).



**Send** your additional information **by mail** to:  
NRS, Reply Paid 7750, Canberra BC ACT 2610.

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

Public Hearing – 21 August 2024

### ANSWER TO QUESTION ON NOTICE

Department of Social Services

**Topic:** Update to response IQ23-000168

**Question reference number:** IQ24-000191

**Question asked by:** Catryna Bilyk

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

**Date set by the Committee for the return of answer:** 4 September 2024

**Question:**

27. Update to response IQ23-000168: Average length of time an officer spends in a service delivery role.

**Answer:**

As at 31 July 2024, the average length of time an officer spends in a service delivery role is 386 days (1.06 years).

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

Public Hearing – 21 August 2024

### ANSWER TO QUESTION ON NOTICE

Department of Social Services

**Topic:** Update to response IQ24-000021

**Question reference number:** IQ24-000193

**Question asked by:** Catryna Bilyk

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

**Date set by the Committee for the return of answer:** 4 September 2024

#### **Question:**

29. Update to response IQ24-000021: requests for review/revocation; payments increased/decreased/unchanged; waiver requests from institutions since the Scheme commenced.

#### **Answer:**

As at 9 August 2024, over the life of the Scheme, 829 applicants have requested a review. Of these:

- 192 review determinations are in progress.
- 637 review determinations have been finalised, including:
  - 501 upheld decisions.
  - 136 reviews changed, of these:
    - 103 instances of an increased payment outcome
    - One instance of a decreased payment outcome\*
    - 32 where there has been a change in determination but not a payment change.

\* This was caused by an error in the assessment of the prior payment in the initial determination. In review, this error was rectified which resulted in a lower payment amount with no debt incurred.



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

Public Hearing – 21 August 2024

### ANSWER TO QUESTION ON NOTICE

Department of Social Services

**Topic:** Update to responses IQ24-000022

**Question reference number:** IQ24-000194

**Question asked by:** Catryna Bilyk

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

**Date set by the Committee for the return of answer:** 4 September 2024

#### Question:

29. Update to response IQ24-000022: requests for review/revocation; payments increased/decreased/unchanged; waiver requests from institutions since the Scheme commenced.

#### Answer:

As at 9 August 2024, over the life of the Scheme, 149 section 156 waiver requests have been received by the Scheme. A request for waiver is initially considered under section 156 of the *National Redress Scheme for Institutional Child Sexual Abuse Act 2018* (the Act). If a waiver request is rejected, it is open to an institution to request further consideration, which is facilitated through section 157 of the Act.

In 9 instances, the institution has subsequently requested a review under section 157.

| <b>Waiver requests received</b> | <b>Section 156</b> | <b>Section 157</b> |
|---------------------------------|--------------------|--------------------|
| 2019–20                         | 23                 | 4                  |
| 2020–21                         | 28                 | 1                  |
| 2021–22                         | 37                 | 4                  |
| 2022–23                         | 27                 | 0                  |
| 2023–24                         | 34                 | 0                  |
| <b>Total</b>                    | <b>149</b>         | <b>9</b>           |

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

Public Hearing – 21 August 2024

### ANSWER TO QUESTION ON NOTICE

Department of Social Services

**Topic:** Redress Scheme data

**Question reference number:** IQ24-000195

**Question asked by:** Catryna Bilyk

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

**Date set by the Committee for the return of answer:** 4 September 2024

**Question:**

30. In addition, in each financial year since the Scheme started:

- a. Where references are made to First Nations and people with disability in questions above and previous responses to questions, could the same (or similar) figures be provided for care leavers, prisoners and child migrants?
- b. Where possible, could figures please be provided (number/percentage) based on State/Territory in relation to redress applications received, redress outcomes, assisted to apply with help from support services (or unassisted), average redress payment and survivor background (First Nations, disability, care leavers, prisoners and child migrants)
- c. Where possible, could figures please be provided (number/percentage) based on age groups in relation to redress applications received, redress outcomes, assisted to apply with help from support services (or unassisted), average redress payment and survivor background (First Nations, disability, care leavers, prisoners and child migrants)
- d. Where possible, could figures please be provided (number/percentage) major cities, outer regional, inner regional, outer regional, remote and very remote; in addition, a note on how these geographic concepts are defined for the purpose of calculating these figures.
- e. Redress applications received (number/percentage): on paper, electronic, online or via MyGov; where possible shown by survivor background (First Nations, disability, care leavers, prisoners and child migrants).

**Answer:**

- b. Where possible, could figures please be provided (number/percentage) based on state/territory in relation to redress applications received, redress outcomes, assisted to apply with help from support services (or unassisted), average redress payment and survivor background (First Nations, disability, care leavers, prisoners and child migrants).

**State and territory**

| <b>Applications Received</b> | <b>FY18–19/<br/>FY19–20*</b> | <b>FY20–21</b> | <b>FY21–22</b> | <b>FY22–23</b> | <b>FY23–24</b> | <b>FY24–25<br/>(to date)</b> |
|------------------------------|------------------------------|----------------|----------------|----------------|----------------|------------------------------|
| Australian Capital Territory | 130                          | 52             | 56             | 106            | 149            | 29                           |
| New South Wales              | 1391                         | 656            | 1240           | 2235           | 3709           | 569                          |
| Northern Territory           | 88                           | 39             | 59             | 85             | 134            | 23                           |
| Queensland                   | 2142                         | 1199           | 1978           | 3616           | 5551           | 750                          |
| South Australia              | 498                          | 271            | 609            | 1875           | 2936           | 367                          |
| Tasmania                     | 464                          | 262            | 297            | 486            | 683            | 80                           |
| Victoria                     | 1267                         | 472            | 557            | 933            | 1494           | 198                          |
| Western Australia            | 1249                         | 781            | 1166           | 1334           | 1630           | 191                          |
| Overseas/ Unknown            | 55                           | 17             | 17             | 38             | 38             | 29                           |

| <b>Supported Applicants</b>  | <b>FY18–19/<br/>FY19–20*</b> | <b>FY20–21</b> | <b>FY21–22</b> | <b>FY22–23</b> | <b>FY23–24</b> | <b>FY24–25<br/>(to date)</b> |
|------------------------------|------------------------------|----------------|----------------|----------------|----------------|------------------------------|
| Australian Capital Territory | 48                           | 24             | 11             | 28             | n.p.**         | <5**                         |
| New South Wales              | 715                          | 316            | 401            | 483            | 735            | 67                           |
| Northern Territory           | 49                           | 32             | 30             | 44             | 58             | <5                           |
| Queensland                   | 1180                         | 656            | 690            | 989            | 1248           | 80                           |
| South Australia              | 321                          | 154            | 163            | 286            | 452            | 42                           |
| Tasmania                     | 235                          | 131            | 109            | 106            | 143            | 9                            |
| Victoria                     | 745                          | 290            | 198            | 207            | 336            | 24                           |
| Western Australia            | 806                          | 570            | 659            | 595            | 629            | 28                           |
| Overseas/ Unknown            | 16                           | 8              | 8              | 9              | n.p.           | <5                           |

Supported applicants are defined as applicants who have indicated they have received support from knowmore Legal Services, Redress Support Services, other legal services, health and community services and family/friend or other.

| <b>First Nations applicants</b> | <b>FY18–19/<br/>FY19–20*</b> | <b>FY20–21</b> | <b>FY21–22</b> | <b>FY22–23</b> | <b>FY23–24</b> | <b>FY24–25<br/>(to date)</b> |
|---------------------------------|------------------------------|----------------|----------------|----------------|----------------|------------------------------|
| Australian Capital Territory    | 14                           | n.p.           | n.p.           | n.p.           | 43             | 12                           |
| New South Wales                 | 289                          | 183            | 413            | 731            | 1225           | 179                          |
| Northern Territory              | 42                           | 28             | 41             | 63             | 90             | 18                           |
| Queensland                      | 665                          | 527            | 869            | 1592           | 2072           | 292                          |
| South Australia                 | 97                           | 58             | 127            | 338            | 523            | 57                           |
| Tasmania                        | 84                           | 52             | 70             | 133            | 173            | 24                           |
| Victoria                        | 129                          | 70             | 82             | 151            | 230            | 33                           |
| Western Australia               | 661                          | 585            | 884            | 944            | 945            | 106                          |
| Overseas/ Unknown               | 5                            | <5             | <5             | <5             | 13             | 8                            |

| <b>Outcomes advised</b>      | <b>FY18–19/<br/>FY19–20*</b> | <b>FY20–21</b> | <b>FY21–22</b> | <b>FY22–23</b> | <b>FY23–24</b> | <b>FY24–25<br/>(to date)</b> |
|------------------------------|------------------------------|----------------|----------------|----------------|----------------|------------------------------|
| Australian Capital Territory | 63                           | 54             | 38             | 39             | 54             | 7                            |
| New South Wales              | 708                          | 553            | 528            | 676            | 959            | 102                          |
| Northern Territory           | 38                           | 45             | 37             | 41             | n.p.           | <5                           |
| Queensland                   | 1011                         | 991            | 990            | 1198           | 1629           | 177                          |
| South Australia              | 215                          | 244            | 209            | 348            | 789            | 141                          |
| Tasmania                     | 240                          | 206            | 227            | 198            | 253            | 35                           |
| Victoria                     | 649                          | 459            | 414            | 349            | 404            | 51                           |
| Western Australia            | 491                          | 660            | 683            | 787            | 739            | 64                           |
| Overseas/ Unknown            | 25                           | 16             | 13             | 17             | n.p.           | <5                           |

| <b>Average Payments</b>      | <b>FY18–19/<br/>FY19–20*</b><br><b>(\$)</b> | <b>FY20–21</b><br><b>(\$)</b> | <b>FY21–22</b><br><b>(\$)</b> | <b>FY22–23</b><br><b>(\$)</b> | <b>FY23–24</b><br><b>(\$)</b> | <b>FY24–25</b><br><b>(to date)</b><br><b>(\$)</b> |
|------------------------------|---|-------------------------------|-------------------------------|-------------------------------|-------------------------------|---|
| Australian Capital Territory | 74,255.64                                   | \$92,147.49                   | 87,194.71                     | 80,750.66                     | 91,236.28                     | 83,750.00   |
| New South Wales              | 79,382.70                                   | 85,497.14                     | 89,366.40                     | 89,054.48                     | 88,380.11                     | 84,669.50   |
| Northern Territory           | 78,741.00                                   | 90,390.60                     | 84,022.33                     | 107,640.85                    | 94,243.20                     | 78,333.33   |
| Queensland                   | 86,745.77                                   | 89,721.62                     | 93,739.06                     | 92,813.20                     | 90,784.12                     | 89,131.85   |
| South Australia              | 86,923.74                                   | 92,965.38                     | 88,750.92                     | 96,437.21                     | 94,471.95                     | 91,551.72   |
| Tasmania                     | 74,957.61                                   | 84,366.91                     | 86,646.01                     | 92,009.03                     | 90,483.39                     | 96,251.63   |
| Victoria                     | 80,250.75                                   | 85,476.56                     | 88,238.21                     | 94,410.30                     | 89,114.95                     | 77,995.11   |
| Western Australia            | 81,290.65                                   | 87,112.48                     | 91,954.75                     | 95,352.08                     | 93,311.41                     | 93,196.56   |
| Overseas/ Unknown            | 78,301.73                                   | 95,948.48                     | 83,482.97                     | 92,915.08                     | 83,364.50                     | 122,500.00  |

| <b>RSS supported applicants</b> | <b>FY18–19/<br/>FY19–20*</b> | <b>FY20–21</b> | <b>FY21–22</b> | <b>FY22–23</b> | <b>FY23–24</b> | <b>FY24–25</b><br><b>(to date)</b> |
|---------------------------------|------------------------------|----------------|----------------|----------------|----------------|------------------------------------|
| Australian Capital Territory    | 29                           | 17             | 7              | 22             | 14             | 0                                  |
| New South Wales                 | 325                          | 144            | 184            | 204            | 237            | 12                                 |
| Northern Territory              | 29                           | 30             | 24             | 37             | n.p.           | <5                                 |
| Queensland                      | 673                          | 448            | 442            | 548            | 505            | 24                                 |
| South Australia                 | 175                          | 107            | 90             | 149            | n.p.           | <5                                 |
| Tasmania                        | 111                          | n.p.           | 60             | n.p.           | n.p.           | <5                                 |
| Victoria                        | 430                          | 204            | 116            | 103            | 134            | 8                                  |
| Western Australia               | 402                          | 352            | 487            | 422            | 377            | 17                                 |
| Overseas/ Unknown               | 7                            | <5             | 5              | <5             | <5             | <5                                 |

| <b>Applicants with<br/>a disability</b> | <b>FY18–19/<br/>FY19–20*</b> | <b>FY20–21</b> | <b>FY21–22</b> | <b>FY22–23</b> | <b>FY23–24</b> | <b>FY24–25</b><br><b>(to date)</b> |
|---|------------------------------|----------------|----------------|----------------|----------------|------------------------------------|
| Australian Capital Territory            | 44                           | 23             | n.p.           | 27             | 36             | n.p.                               |
| New South Wales                         | 630                          | 282            | 455            | 674            | 1167           | 180                                |
| Northern Territory                      | 41                           | 14             | 31             | 37             | 52             | 11                                 |
| Queensland                              | 1053                         | 545            | 696            | 1055           | 1597           | 236                                |
| South Australia                         | 285                          | 128            | 179            | 421            | 744            | 110                                |
| Tasmania                                | 236                          | 117            | 109            | 156            | 189            | 32                                 |
| Victoria                                | 640                          | 239            | 207            | 308            | 530            | 71                                 |
| Western Australia                       | 561                          | 389            | 559            | 510            | 543            | 49                                 |
| Overseas/ Unknown                       | 13                           | 6              | <5             | 6              | 8              | <5                                 |

| <b>Child Migrants</b>        | <b>FY18–19/<br/>FY19–20*</b> | <b>FY20–21</b> | <b>FY21–22</b> | <b>FY22–23</b> | <b>FY23–24</b> | <b>FY24–25</b><br><b>(to date)</b> |
|------------------------------|------------------------------|----------------|----------------|----------------|----------------|------------------------------------|
| Australian Capital Territory | <5                           | 0              | 0              | 0              | <5             | <5                                 |
| New South Wales              | 21                           | 9              | 9              | <5             | 74             | n.p.                               |
| Northern Territory           | <5                           | 0              | 0              | 0              | <5             | <5                                 |
| Queensland                   | 23                           | <5             | 11             | n.p.           | 52             | 11                                 |
| South Australia              | <5                           | <5             | <5             | 7              | 47             | 9                                  |
| Tasmania                     | 5                            | 0              | <5             | <5             | 5              | <5                                 |
| Victoria                     | 21                           | <5             | <5             | 8              | 30             | 5                                  |
| Western Australia            | 55                           | 7              | 9              | <5             | 22             | <5                                 |
| Overseas/ Unknown            | <5                           | <5             | <5             | 0              | <5             | <5                                 |

| <b>Applications From Gaol</b> | <b>FY18–19/<br/>FY19–20*</b> | <b>FY20–21</b> | <b>FY21–22</b> | <b>FY22–23</b> | <b>FY23–24</b> | <b>FY24–25<br/>(to date)</b> |
|-------------------------------|------------------------------|----------------|----------------|----------------|----------------|------------------------------|
| Australian Capital Territory  | 0                            | 0              | 0              | <5             | 5              | <5                           |
| New South Wales               | <5                           | <5             | 11             | 18             | 391            | 124                          |
| Northern Territory            | 0                            | 0              | 0              | <5             | 27             | n.p.                         |
| Queensland                    | 21                           | 12             | 24             | 50             | 771            | 226                          |
| South Australia               | <5                           | n.p.           | 21             | 57             | 185            | 45                           |
| Tasmania                      | 0                            | n.p.           | <5             | 39             | 62             | 14                           |
| Victoria                      | <5                           | <5             | <5             | 13             | 87             | 26                           |
| Western Australia             | n.p.                         | <5             | 13             | 58             | 267            | 67                           |
| Overseas/ Unknown             | 0                            | 0              | 0              | 0              | 12             | 20                           |

| <b>Care Leavers</b>          | <b>FY18–19/<br/>FY19–20*</b> | <b>FY20–21</b> | <b>FY21–22</b> | <b>FY22–23</b> | <b>FY23–24</b> | <b>FY24–25<br/>(to date)</b> |
|------------------------------|------------------------------|----------------|----------------|----------------|----------------|------------------------------|
| Australian Capital Territory | 33                           | 13             | 12             | 37             | 46             | 5                            |
| New South Wales              | 615                          | 307            | 559            | 799            | 1161           | 137                          |
| Northern Territory           | 54                           | 32             | 44             | 50             | 54             | 5                            |
| Queensland                   | 1355                         | 691            | 940            | 1562           | 1762           | 167                          |
| South Australia              | 293                          | 135            | 250            | 531            | 704            | 66                           |
| Tasmania                     | 302                          | 171            | 156            | 233            | 224            | 16                           |
| Victoria                     | 684                          | 227            | 230            | 359            | 433            | 39                           |
| Western Australia            | 895                          | 624            | 825            | 766            | n.p.           | n.p.                         |
| Overseas/ Unknown            | 16                           | 9              | 5              | 7              | n.p.           | <5                           |

c. Data based on age groups in relation to redress applications received, redress outcomes, assisted to apply with help from support services (or unassisted), average redress payment and survivor background (First Nations, disability, care leavers, prisoners and child migrants) are detailed below:

#### Age at application

| <b>Applications Received</b> | <b>FY18–19/<br/>FY19–20*</b> | <b>FY20–21</b> | <b>FY21–22</b> | <b>FY22–23</b> | <b>FY23–24</b> | <b>FY24–25<br/>(to date)</b> |
|------------------------------|------------------------------|----------------|----------------|----------------|----------------|------------------------------|
| <= 20                        | 28                           | 45             | 91             | 200            | 311            | 56                           |
| 21 - 30                      | 246                          | 259            | 757            | 1802           | 3177           | 497                          |
| 31 - 40                      | 609                          | 510            | 1350           | 3065           | 5314           | 733                          |
| 41 - 50                      | 1314                         | 792            | 1450           | 2641           | 3943           | 540                          |
| 51 - 60                      | 2158                         | 1073           | 1235           | 1880           | 2299           | 284                          |
| 61 - 70                      | 1963                         | 777            | 816            | 819            | 956            | 100                          |
| 71 - 80                      | 806                          | 255            | 247            | 260            | 277            | 20                           |
| 81 - 90                      | 152                          | n.p.           | n.p.           | n.p.           | 40             | <5                           |
| >= 91                        | 8                            | <5             | <5             | <5             | n.p.           | <5                           |
| Unknown                      | 0                            | 0              | 0              | <5             | <5             | <5                           |

| <b>Supported Applicants</b> | <b>FY18–19/<br/>FY19–20*</b> | <b>FY20–21</b> | <b>FY21–22</b> | <b>FY22–23</b> | <b>FY23–24</b> | <b>FY24–25<br/>(to date)</b> |
|-----------------------------|------------------------------|----------------|----------------|----------------|----------------|------------------------------|
| <= 20                       | 13                           | 27             | 33             | 36             | n.p.           | <5                           |
| 21 - 30                     | 90                           | 81             | 178            | 258            | 516            | 44                           |
| 31 - 40                     | 234                          | 182            | 269            | 437            | 818            | 58                           |
| 41 - 50                     | 579                          | 405            | 483            | 609            | 828            | 69                           |
| 51 - 60                     | 1267                         | 684            | 628            | 740            | 765            | 51                           |
| 61 - 70                     | 1252                         | 560            | 490            | 452            | 475            | 24                           |
| 71 - 80                     | 563                          | 208            | 162            | 183            | 149            | 7                            |
| 81 - 90                     | 111                          | n.p.           | 26             | n.p.           | 29             | <5                           |
| >= 91                       | 6                            | <5             | 0              | <5             | <5             | 0                            |
| Unknown                     | 0                            | 0              | 0              | 0              | 0              | 0                            |

| <b>First Nations applicants</b> | <b>FY18–19/<br/>FY19–20*</b> | <b>FY20–21</b> | <b>FY21–22</b> | <b>FY22–23</b> | <b>FY23–24</b> | <b>FY24–25<br/>(to date)</b> |
|---------------------------------|------------------------------|----------------|----------------|----------------|----------------|------------------------------|
| <= 20                           | 11                           | 18             | 46             | 83             | 134            | 26                           |
| 21 - 30                         | 65                           | 84             | 285            | 650            | 1176           | 184                          |
| 31 - 40                         | 157                          | 171            | 466            | 971            | 1661           | 250                          |
| 41 - 50                         | 345                          | 314            | 599            | 925            | 1123           | 149                          |
| 51 - 60                         | 686                          | 483            | 590            | 807            | 771            | 83                           |
| 61 - 70                         | 554                          | 338            | 384            | 397            | 339            | 32                           |
| 71 - 80                         | n.p.                         | 93             | 116            | n.p.           | n.p.           | <5                           |
| 81 - 90                         | 26                           | 12             | 18             | 23             | 13             | 0                            |
| >= 91                           | <5                           | 0              | 0              | 0              | <5             | 0                            |
| Unknown                         | 0                            | 0              | 0              | <5             | 0              | <5                           |

| <b>Outcomes advised</b> | <b>FY18–19/<br/>FY19–20*</b> | <b>FY20–21</b> | <b>FY21–22</b> | <b>FY22–23</b> | <b>FY23–24</b> | <b>FY24–25<br/>(to date)</b> |
|-------------------------|------------------------------|----------------|----------------|----------------|----------------|------------------------------|
| <= 20                   | n.p.                         | n.p.           | n.p.           | n.p.           | 58             | n.p.                         |
| 21 - 30                 | 71                           | 115            | 176            | 303            | 667            | 95                           |
| 31 - 40                 | 214                          | 254            | 378            | 608            | 1235           | 173                          |
| 41 - 50                 | 591                          | 552            | 623            | 867            | 1197           | 139                          |
| 51 - 60                 | 1027                         | 1017           | 906            | 948            | 1019           | 108                          |
| 61 - 70                 | 965                          | 910            | 722            | 686            | 526            | 43                           |
| 71 - 80                 | 455                          | 321            | 272            | 184            | 163            | 14                           |
| 81 - 90                 | 102                          | n.p.           | 33             | 31             | 22             | <5                           |
| >= 91                   | n.p.                         | <5             | <5             | <5             | 0              | 0                            |
| Unknown                 | 0                            | 0              | 0              | 0              | 0              | 0                            |

| Average Payments | FY18–19/<br>FY19–20*<br>(\$) | FY20–21<br>(\$) | FY21–22<br>(\$) | FY22–23<br>(\$) | FY23–24<br>(\$) | FY24–25<br>(to date)<br>(\$) |
|------------------|------------------------------|-----------------|-----------------|-----------------|-----------------|------------------------------|
| <= 20            | 99,166.67                    | 78,233.33       | 95,925.63       | 94,454.11       | 95,512.82       | 97,500.00                    |
| 21 - 30          | 82,101.71                    | 90,431.13       | 94,679.17       | 90,713.07       | 91,537.82       | 88,883.42                    |
| 31 - 40          | 85,815.11                    | 90,166.13       | 91,549.39       | 91,631.00       | 89,199.42       | 93,071.51                    |
| 41 - 50          | 83,420.63                    | 91,729.52       | 91,668.23       | 93,272.95       | 91,787.19       | 89,116.03                    |
| 51 - 60          | 83,717.41                    | 90,043.62       | 90,911.31       | 94,624.89       | 92,232.92       | 86,006.65                    |
| 61 - 70          | 79,578.62                    | 84,843.98       | 91,165.95       | 95,953.85       | 90,683.50       | 78,456.69                    |
| 71 - 80          | 79,997.33                    | 82,003.35       | 85,666.59       | 88,214.49       | 91,788.45       | 88,138.96                    |
| 81 - 90          | 83,209.27                    | 83,563.71       | 76,949.57       | 75,336.05       | 92,596.01       | 42,500.00                    |
| >= 91            | 52,950.04                    | 72,500.00       | 130,610.86      | 150,000.00      | 10,000.00       | N/A                          |
| Unknown          |                              |                 |                 |                 |                 |                              |

| RSS supported applicants | FY18–19/<br>FY19–20* | FY20–21 | FY21–22 | FY22–23 | FY23–24 | FY24–25<br>(to date) |
|--------------------------|----------------------|---------|---------|---------|---------|----------------------|
| <= 20                    | <5                   | <5      | 10      | 6       | 5       | 0                    |
| 21 - 30                  | n.p.                 | 30      | 64      | 74      | 100     | <5                   |
| 31 - 40                  | 76                   | 95      | 127     | 189     | 201     | 5                    |
| 41 - 50                  | 257                  | 234     | 291     | 332     | 329     | 22                   |
| 51 - 60                  | 660                  | 450     | 452     | 486     | 435     | 25                   |
| 61 - 70                  | 735                  | 397     | 332     | 305     | 290     | 12                   |
| 71 - 80                  | n.p.                 | 146     | 121     | 130     | 99      | <5                   |
| 81 - 90                  | n.p.                 | 23      | 18      | 20      | 16      | <5                   |
| >= 91                    | <5                   | <5      | 0       | 0       | 0       | 0                    |
| Unknown                  | 0                    | 0       | 0       | 0       | 0       | 0                    |

| Applicants with a disability | FY18–19/<br>FY19–20* | FY20–21 | FY21–22 | FY22–23 | FY23–24 | FY24–25<br>(to date) |
|------------------------------|----------------------|---------|---------|---------|---------|----------------------|
| <= 20                        | 8                    | 17      | 24      | 44      | 66      | 18                   |
| 21 - 30                      | 60                   | 63      | 173     | 352     | 692     | 131                  |
| 31 - 40                      | 216                  | 170     | 339     | 650     | 1287    | 187                  |
| 41 - 50                      | 544                  | 338     | 500     | 756     | 1233    | 176                  |
| 51 - 60                      | 1115                 | 566     | 603     | 819     | 963     | 137                  |
| 61 - 70                      | 1076                 | 421     | 451     | 413     | 469     | 43                   |
| 71 - 80                      | 398                  | 145     | 142     | 137     | n.p.    | n.p.                 |
| 81 - 90                      | 81                   | n.p.    | 23      | 23      | n.p.    | <5                   |
| >= 91                        | 5                    | <5      | 0       | 0       | <5      | 0                    |
| Unknown                      | 0                    | 0       | 0       | 0       | <5      | 0                    |

| <b>Child Migrants</b> | <b>FY18–19/<br/>FY19–20*</b> | <b>FY20–21</b> | <b>FY21–22</b> | <b>FY22–23</b> | <b>FY23–24</b> | <b>FY24–25<br/>(to date)</b> |
|-----------------------|------------------------------|----------------|----------------|----------------|----------------|------------------------------|
| <= 20                 | 0                            | 0              | <5             | <5             | <5             | <5                           |
| 21 - 30               | 0                            | <5             | <5             | <5             | 34             | 8                            |
| 31 - 40               | <5                           | <5             | 6              | 10             | 70             | 20                           |
| 41 - 50               | 0                            | <5             | <5             | <5             | 68             | 5                            |
| 51 - 60               | <5                           | 0              | 5              | n.p.           | 27             | 8                            |
| 61 - 70               | 26                           | <5             | 5              | <5             | 13             | <5                           |
| 71 - 80               | 94                           | 15             | 10             | 8              | 17             | <5                           |
| 81 - 90               | 13                           | <5             | <5             | <5             | <5             | <5                           |
| >= 91                 | 0                            | 0              | 0              | 0              | 0              | 0                            |
| Unknown               | 0                            | 0              | 0              | 0              | 0              | 0                            |

| <b>Applications<br/>From Gaol</b> | <b>FY18–19/<br/>FY19–20*</b> | <b>FY20–21</b> | <b>FY21–22</b> | <b>FY22–23</b> | <b>FY23–24</b> | <b>FY24–25<br/>(to date)</b> |
|-----------------------------------|------------------------------|----------------|----------------|----------------|----------------|------------------------------|
| <= 20                             | 0                            | 0              | 0              | <5             | 38             | n.p.                         |
| 21 - 30                           | n.p.                         | <5             | n.p.           | 48             | 482            | 122                          |
| 31 - 40                           | 20                           | 11             | 27             | 105            | 745            | 228                          |
| 41 - 50                           | 10                           | 13             | 20             | 48             | 423            | 135                          |
| 51 - 60                           | 7                            | 5              | 7              | 27             | 109            | 38                           |
| 61 - 70                           | <5                           | 0              | <5             | 7              | n.p.           | <5                           |
| 71 - 80                           | 0                            | 0              | 0              | <5             | <5             | 0                            |
| 81 - 90                           | 0                            | 0              | 0              | 0              | 0              | 0                            |
| >= 91                             | 0                            | 0              | 0              | 0              | 0              | 0                            |
| Unknown                           | 0                            | 0              | 0              | 0              | 0              | <5                           |

| <b>Care Leavers</b> | <b>FY18–19/<br/>FY19–20*</b> | <b>FY20–21</b> | <b>FY21–22</b> | <b>FY22–23</b> | <b>FY23–24</b> | <b>FY24–25<br/>(to date)</b> |
|---------------------|------------------------------|----------------|----------------|----------------|----------------|------------------------------|
| <= 20               | 12                           | 35             | 50             | 111            | 144            | 24                           |
| 21 - 30             | 133                          | 137            | 396            | 790            | 1107           | 127                          |
| 31 - 40             | 324                          | 277            | 588            | 1073           | 1514           | 135                          |
| 41 - 50             | 706                          | 408            | 698            | 963            | 1059           | 103                          |
| 51 - 60             | 1269                         | 650            | 674            | 808            | 794            | 59                           |
| 61 - 70             | 1214                         | 515            | 463            | 426            | 417            | 23                           |
| 71 - 80             | 489                          | 162            | 131            | 146            | n.p.           | <5                           |
| 81 - 90             | n.p.                         | n.p.           | 21             | n.p.           | 17             | <5                           |
| >= 91               | <5                           | <5             | 0              | <5             | <5             | 0                            |
| Unknown             | 0                            | 0              | 0              | 0              | 0              | 0                            |

d. Data based on major cities, outer regional, inner regional, outer regional, remote and very remote are detailed below. Remoteness is defined by the Australian Statistical Geography Standard Remoteness Structure which defines 5 classes of relative geographic remoteness across Australia. Relative geographic remoteness is determined by measuring the accessibility to various services in the region.



### Remoteness

| <b>Applications Received</b> | <b>FY18–19/<br/>FY19–20*</b> | <b>FY20–21</b> | <b>FY21–22</b> | <b>FY22–23</b> | <b>FY23–24</b> | <b>FY24–25<br/>(to date)</b> |
|------------------------------|------------------------------|----------------|----------------|----------------|----------------|------------------------------|
| Major Cities of Australia    | 3743                         | 1957           | 3186           | 6297           | 9805           | 1297                         |
| Inner Regional Australia     | 1867                         | 833            | 1240           | 2049           | 3315           | 465                          |
| Outer Regional Australia     | 1143                         | 630            | 911            | 1412           | 2035           | 277                          |
| Remote Australia             | 277                          | 131            | 279            | 361            | 416            | 47                           |
| Very Remote Australia        | 154                          | 144            | 273            | 431            | 477            | 55                           |
| Unknown                      | 100                          | 54             | 90             | 158            | 276            | 95                           |

| <b>Supported Applicants</b> | <b>FY18–19/<br/>FY19–20*</b> | <b>FY20–21</b> | <b>FY21–22</b> | <b>FY22–23</b> | <b>FY23–24</b> | <b>FY24–25<br/>(to date)</b> |
|-----------------------------|------------------------------|----------------|----------------|----------------|----------------|------------------------------|
| Major Cities of Australia   | 2108                         | 1086           | 1048           | 1300           | 1866           | 145                          |
| Inner Regional Australia    | 1033                         | 470            | 449            | 487            | 720            | 55                           |
| Outer Regional Australia    | 664                          | 396            | 421            | 517            | 589            | 35                           |
| Remote Australia            | 174                          | 85             | 162            | 176            | 183            | 6                            |
| Very Remote Australia       | 93                           | 111            | 144            | 225            | n.p.           | n.p.                         |
| Unknown                     | 43                           | 33             | 45             | 42             | n.p.           | <5                           |

| <b>First Nations applicants</b> | <b>FY18–19/<br/>FY19–20*</b> | <b>FY20–21</b> | <b>FY21–22</b> | <b>FY22–23</b> | <b>FY23–24</b> | <b>FY24–25<br/>(to date)</b> |
|---------------------------------|------------------------------|----------------|----------------|----------------|----------------|------------------------------|
| Major Cities of Australia       | 934                          | 656            | 1027           | 1723           | 2426           | 330                          |
| Inner Regional Australia        | 380                          | 244            | 428            | 709            | 1051           | 151                          |
| Outer Regional Australia        | 382                          | 355            | 544            | 806            | 1041           | 130                          |
| Remote Australia                | 143                          | 99             | 232            | 301            | 270            | 29                           |
| Very Remote Australia           | 119                          | 134            | 230            | 388            | 395            | 47                           |
| Unknown                         | 28                           | 25             | 43             | 60             | 131            | 42                           |

| <b>Outcomes advised</b>   | <b>FY18–19/<br/>FY19–20*</b> | <b>FY20–21</b> | <b>FY21–22</b> | <b>FY22–23</b> | <b>FY23–24</b> | <b>FY24–25<br/>(to date)</b> |
|---------------------------|------------------------------|----------------|----------------|----------------|----------------|------------------------------|
| Major Cities of Australia | 1754                         | 1653           | 1594           | 1906           | 2860           | 359                          |
| Inner Regional Australia  | 950                          | 777            | 715            | 727            | 940            | 119                          |
| Outer Regional Australia  | 536                          | 527            | 531            | 577            | 647            | 67                           |
| Remote Australia          | 113                          | 149            | 123            | 203            | 176            | 8                            |
| Very Remote Australia     | 49                           | 85             | 133            | 186            | 200            | 20                           |
| Unknown                   | 38                           | 37             | 43             | 54             | 64             | 9                            |

| <b>Average Payments</b>   | <b>FY18–19/<br/>FY19–20*<br/>(\$)</b> | <b>FY20–21<br/>(\$)</b> | <b>FY21–22<br/>(\$)</b> | <b>FY22–23<br/>(\$)</b> | <b>FY23–24<br/>(\$)</b> | <b>FY24–25<br/>(to date)<br/>(\$)</b> |
|---------------------------|---------------------------------------|-------------------------|-------------------------|-------------------------|-------------------------|---------------------------------------|
| Major Cities of Australia | 82,036.72                             | 87,247.27               | 90,625.36               | 91,973.40               | 90,490.91               | 89,337.61                             |
| Inner Regional Australia  | 81,179.41                             | 86,184.13               | 90,104.16               | 92,767.38               | 89,476.77               | 88,836.35                             |
| Outer Regional Australia  | 81,692.67                             | 89,621.06               | 90,909.55               | 94,736.57               | 95,007.36               | 86,881.89                             |
| Remote Australia          | 86,837.15                             | 95,541.62               | 94,737.35               | 98,984.70               | 88,338.82               | 93,944.45                             |
| Very Remote Australia     | 96,756.21                             | 90,379.36               | 92,567.70               | 99,051.50               | 98,098.81               | 83,333.33                             |
| Unknown                   | 79,663.25                             | 89,030.15               | 93,541.48               | 85,154.80               | 87,151.40               | 94,375.00                             |

| <b>RSS supported applicants</b> | <b>FY18–19/<br/>FY19–20*</b> | <b>FY20–21</b> | <b>FY21–22</b> | <b>FY22–23</b> | <b>FY23–24</b> | <b>FY24–25<br/>(to date)</b> |
|---------------------------------|------------------------------|----------------|----------------|----------------|----------------|------------------------------|
| Major Cities of Australia       | 1151                         | 682            | 610            | 656            | 633            | 32                           |
| Inner Regional Australia        | 501                          | 275            | 249            | 212            | 249            | 13                           |
| Outer Regional Australia        | 362                          | 256            | 286            | 339            | 292            | 11                           |
| Remote Australia                | 101                          | 64             | 124            | 139            | 128            | 5                            |
| Very Remote Australia           | 45                           | 83             | 114            | 173            | n.p.           | n.p.                         |
| Unknown                         | 21                           | 20             | 32             | 23             | n.p.           | <5                           |

| <b>Applicants with a disability</b> | <b>FY18–19/<br/>FY19–20*</b> | <b>FY20–21</b> | <b>FY21–22</b> | <b>FY22–23</b> | <b>FY23–24</b> | <b>FY24–25<br/>(to date)</b> |
|-------------------------------------|------------------------------|----------------|----------------|----------------|----------------|------------------------------|
| Major Cities of Australia           | 1700                         | 890            | 1154           | 1769           | 2820           | 408                          |
| Inner Regional Australia            | 951                          | 382            | 468            | 650            | 1047           | 151                          |
| Outer Regional Australia            | 595                          | 317            | 375            | 447            | 643            | 82                           |
| Remote Australia                    | 141                          | 56             | 124            | 145            | 133            | 22                           |
| Very Remote Australia               | 75                           | 75             | 100            | 147            | 143            | 14                           |
| Unknown                             | 41                           | 23             | 34             | 36             | 80             | 22                           |

| <b>Child Migrants</b>     | <b>FY18–19/<br/>FY19–20*</b> | <b>FY20–21</b> | <b>FY21–22</b> | <b>FY22–23</b> | <b>FY23–24</b> | <b>FY24–25<br/>(to date)</b> |
|---------------------------|------------------------------|----------------|----------------|----------------|----------------|------------------------------|
| Major Cities of Australia | 83                           | 20             | 23             | 26             | 183            | 37                           |
| Inner Regional Australia  | 32                           | 5              | 9              | <5             | 27             | n.p.                         |
| Outer Regional Australia  | n.p.                         | <5             | <5             | <5             | 17             | 5                            |
| Remote Australia          | <5                           | 0              | 0              | 0              | <5             | 0                            |
| Very Remote Australia     | <5                           | 0              | 0              | 0              | <5             | <5                           |
| Unknown                   | <5                           | <5             | <5             | 0              | 6              | <5                           |

| <b>Applications From Gaol</b> | <b>FY18–19/<br/>FY19–20*</b> | <b>FY20–21</b> | <b>FY21–22</b> | <b>FY22–23</b> | <b>FY23–24</b> | <b>FY24–25<br/>(to date)</b> |
|-------------------------------|------------------------------|----------------|----------------|----------------|----------------|------------------------------|
| Major Cities of Australia     | 18                           | 18             | 35             | 92             | 761            | 218                          |
| Inner Regional Australia      | 7                            | 7              | 15             | 65             | 472            | 134                          |
| Outer Regional Australia      | 13                           | 5              | 21             | 69             | 365            | 97                           |
| Remote Australia              | <5                           | 0              | 0              | <5             | 30             | 7                            |
| Very Remote Australia         | <5                           | <5             | <5             | <5             | 45             | 13                           |
| Unknown                       | <5                           | <5             | <5             | 10             | 134            | 66                           |

| <b>Care Leavers</b>       | <b>FY18–19/<br/>FY19–20*</b> | <b>FY20–21</b> | <b>FY21–22</b> | <b>FY22–23</b> | <b>FY23–24</b> | <b>FY24–25<br/>(to date)</b> |
|---------------------------|------------------------------|----------------|----------------|----------------|----------------|------------------------------|
| Major Cities of Australia | 2085                         | 1077           | 1518           | 2301           | 2847           | 287                          |
| Inner Regional Australia  | 1095                         | 479            | 624            | 907            | 1039           | 99                           |
| Outer Regional Australia  | 706                          | 417            | 507            | 658            | 800            | 53                           |
| Remote Australia          | 193                          | 97             | 173            | 195            | 196            | 13                           |
| Very Remote Australia     | 121                          | 100            | 155            | 224            | 205            | 18                           |
| Unknown                   | 47                           | 39             | 44             | 59             | 87             | 6                            |

e. Data based on paper, electronic, online or via MyGov; where possible shown by survivor background (First Nations, disability, care leavers, prisoners and child migrants) are detailed below:

**Channel**

| <b>Applications Received</b> | <b>FY18–19/<br/>FY19–20*</b> | <b>FY20–21</b> | <b>FY21–22</b> | <b>FY22–23</b> | <b>FY23–24</b> | <b>FY24–25<br/>(to date)</b> |
|------------------------------|------------------------------|----------------|----------------|----------------|----------------|------------------------------|
| Paper                        | 5643                         | 2638           | 2887           | 3398           | 5438           | 944                          |
| Online                       | 1641                         | 1111           | 3092           | 7310           | 10886          | 1292                         |

| <b>First Nations</b> | <b>FY18–19/<br/>FY19–20*</b> | <b>FY20–21</b> | <b>FY21–22</b> | <b>FY22–23</b> | <b>FY23–24</b> | <b>FY24–25<br/>(to date)</b> |
|----------------------|------------------------------|----------------|----------------|----------------|----------------|------------------------------|
| Paper                | 1736                         | 1186           | 1458           | 1810           | 2334           | 397                          |
| Online               | 250                          | 327            | 1046           | 2177           | 2980           | 332                          |

| <b>Applicants with a disability</b> | <b>FY18–19/<br/>FY19–20*</b> | <b>FY20–21</b> | <b>FY21–22</b> | <b>FY22–23</b> | <b>FY23–24</b> | <b>FY24–25<br/>(to date)</b> |
|-------------------------------------|------------------------------|----------------|----------------|----------------|----------------|------------------------------|
| Paper                               | 3084                         | 1457           | 1589           | 1724           | 2328           | 317                          |
| Online                              | 419                          | 286            | 666            | 1470           | 2538           | 382                          |

| <b>Child Migrants</b> | <b>FY18–19/<br/>FY19–20*</b> | <b>FY20–21</b> | <b>FY21–22</b> | <b>FY22–23</b> | <b>FY23–24</b> | <b>FY24–25<br/>(to date)</b> |
|-----------------------|------------------------------|----------------|----------------|----------------|----------------|------------------------------|
| Paper                 | 128                          | 21             | 21             | 12             | n.p.           | <5                           |
| Online                | 8                            | 6              | 15             | 20             | n.p.           | n.p.                         |

| <b>Applications from Gaol</b> | <b>FY18–19/<br/>FY19–20*</b> | <b>FY20–21</b> | <b>FY21–22</b> | <b>FY22–23</b> | <b>FY23–24</b> | <b>FY24–25<br/>(to date)</b> |
|-------------------------------|------------------------------|----------------|----------------|----------------|----------------|------------------------------|
| Paper                         | n.p.                         | 33             | 70             | 232            | 1777           | n.p.                         |
| Online                        | <5                           | 0              | 6              | 8              | 30             | <5                           |

| <b>Care Leavers</b> | <b>FY18–19/<br/>FY19–20*</b> | <b>FY20–21</b> | <b>FY21–22</b> | <b>FY22–23</b> | <b>FY23–24</b> | <b>FY24–25<br/>(to date)</b> |
|---------------------|------------------------------|----------------|----------------|----------------|----------------|------------------------------|
| Paper               | 3631                         | 1699           | 1674           | 1747           | 1923           | 80                           |
| Online              | 616                          | 510            | 1347           | 2597           | 3251           | 396                          |

\*The Scheme’s reporting functionality was not completely developed in the first year of operation. Therefore, the data for the first 2 financial years have been combined.

\*\*n.p. = not provided. Figures that are less than 5 have been replaced to minimise risk to the privacy of applicants. Therefore, some figures are not provided in order to protect the less than 5 figures where totals are provided or can be calculated from the surrounding data.

Applicants may appear multiple times under each of the cohorts. For example, a First Nations applicant may have a disability and may be a care leaver. Therefore, they will be counted in the data for each of these cohorts in the table above.

Data as at 9 August 2024.