

# National Redress Scheme

For people who have experienced institutional child sexual abuse

## FACT SHEET

### THE APPLICATION PROCESS

This fact sheet gives an overview of the National Redress Scheme application process.

The National Redress Scheme starts on 1 July 2018 and will run for 10 years. You can apply any time between now and 30 June 2027.



#### Finding out about the National Redress Scheme

- Call the National Redress Scheme on 1800 737 377 (Monday to Friday 8am to 5pm, except public holidays - charges may apply)
- Visit the website at [www.nationalredress.gov.au](http://www.nationalredress.gov.au)
- Connect with a Redress Support Service (through the number or website)



#### Things to consider

- Whether you can apply
- Whether redress or a civil claim is the best option for you
- Who will support you to fill in the application form



#### Filling in and submitting the application

- It can be done online, or on paper
- When you have submitted the form, the National Redress Scheme team will contact you about next steps



#### The Independent Decision Maker considers the application

- People can take as much time as they need to complete their application
- The assessment may take between 3 and 12 months
- People will have up to 6 months to consider the offer of redress
- Applications will be prioritised for people who are ill or elderly



#### Accepting the offer or asking for a review

- A phone call and letter will let you know if you have an offer of redress
- To accept the offer, you will need to let the National Redress Scheme know within six months
- If you are not satisfied with your offer, you can ask for a review, although this may mean that your monetary payment may be less than the first offer

#### How can I get support and more information?

Free, confidential support services are available before, during and after the application process.

To connect with a support service and find out how to apply, please go to [www.nationalredress.gov.au](http://www.nationalredress.gov.au) or call the National Redress Scheme on 1800 737 377 (Monday to Friday 8am to 5pm, except public holidays – charges may apply).

Those who need immediate assistance can contact:

- Beyond Blue 1300 22 4636
- Lifeline 13 11 14
- 1800 Respect 1800 737 732
- Suicide Call Back Service 1300 659 467
- Mensline 1300 78 99 78
- In an emergency call Triple Zero (000)

