

# National Redress Scheme in Queensland

## Queensland Government's participation in the National Redress Scheme

### Information for people who experienced child sexual abuse in Queensland institutions

The National Redress Scheme (the Scheme) provides support to people who experienced institutional child sexual abuse.

If you or someone you know experienced sexual abuse as a child in a Queensland institution, including children's homes, schools, foster care, youth detention centres, missions and dormitories, you may be eligible for redress under the Scheme.

#### How to apply for redress?

To apply, contact the National Redress Scheme on 1800 737 377 or visit [www.nationalredress.gov.au](http://www.nationalredress.gov.au).

#### Background

- In response to recommendations of the Royal Commission into Institutional Responses to Child Sexual Abuse, the Australian Government developed a National Redress Scheme for people who were sexually abused as children in institutional settings.
- The Queensland Government is participating in the Scheme because it will contribute to the dignity and recognition of people who have experienced institutional child sexual abuse.

#### What does the Scheme offer?

The Scheme will provide access to:

1. A Redress payment,
2. Up to 20 hours of counselling and psychological care (and more if required),

3. The option to receive a Direct Personal Response, for example an apology, from the responsible institution.

#### Who can apply for redress under this Scheme?

- You **can** apply to the National Redress Scheme if:
  - you experienced sexual abuse when you were a child (under 18 years) and
    - the abuse happened before 1 July 2018, and
    - an institution was responsible for bringing you into contact with the person who abused you, and
  - you were born before 30 June 2010, and
  - you are an Australian citizen or permanent resident.
- You **cannot** apply if you:
  - did not suffer sexual abuse,
  - are in gaol (you can apply once you are released or earlier if there are exceptional circumstances),
  - have already received a court-ordered payment from the institution, or
  - have already applied for redress through the National Redress Scheme.
- Applications must be made between 1 July 2018 and 30 June 2027.

Contact the National Redress Scheme at [www.nationalredress.gov.au](http://www.nationalredress.gov.au) or 1800 737 377

## Are other forms of child abuse included in the Scheme?

- To be eligible for the National Redress Scheme, a person must have experienced child sexual abuse and a participating institution must be responsible for that abuse.

## What do I do and how does the application process work?

1. Learn more about the Scheme and consider whether redress or a civil claim is the best option.
2. Fill in and submit an application online or on paper. Support and assistance is available through Redress Support Services.
3. An Independent Decision Maker considers the application.
4. If an offer is made people can accept the offer or ask for a review.
5. Applicants have six months to make a decision about their offer.

## Who has joined the National Redress Scheme so far?

- Many institutions have already joined the Scheme. This includes the Commonwealth, and all state and territory governments and many of the major churches and charities.
- To search for institutions that have joined the Scheme visit: [www.nationalredress.gov.au/institutions/join-scheme](http://www.nationalredress.gov.au/institutions/join-scheme).

## What do I do if the responsible institution is not listed?

- You can make an application for redress at any time, but applications cannot be considered until the responsible institution, or institutions, have completed all the necessary steps to participate in the Scheme.

- You can search for institutions that are already participating in the Scheme at [www.nationalredress.gov.au/institutions/search](http://www.nationalredress.gov.au/institutions/search).
- If the institution isn't listed, contact the National Redress Scheme on 1800 737 377.
- The Queensland Government is encouraging all institutions to join the Scheme. Institutions will have until 30 June 2020 to join.

## Where can I find out more about the National Redress Scheme?

- Visit [www.nationalredress.gov.au](http://www.nationalredress.gov.au) or call the National Redress Scheme information line on 1800 737 377 — Monday to Friday 8am to 5pm.

## Where can I access support?

- Free, confidential support services are available to help people understand the Scheme and provide support before, during and after the application process.
- To find a Redress Support Service visit [www.nationalredress.gov.au/support](http://www.nationalredress.gov.au/support) or call **1800 737 377**.
- If immediate assistance is required 24 hour help is available through:
  - Beyond Blue 1300 224 636
  - Lifeline 13 11 14
  - 1800 Respect 1800 737 732
  - Suicide Call Back Service 1300 659 467
  - MensLine 1300 787 978
  - Triple Zero 000
- Indigenous support services are available at Link-Up (Qld) - call 1800 200 855 or visit [www.link-upqld.org.au](http://www.link-upqld.org.au).
- Free legal help is available for anyone considering applying to the Scheme. Call knowmore on 1800 605 762 or visit [www.knowmore.org.au](http://www.knowmore.org.au).