



The Redress Application Process

- for service providers

1. Collaborate

The National Redress Scheme is complex and there is a lot of information which can impact the outcome for your client. As such it is important to collaborate with a Redress Support Service such as PWDA that will keep you informed along the way.

2. Options

There are many pathways to seek reparations for historical abuse including: Civil & criminal litigation, Victims Services recognition payment, direct institutional pathways and the National Redress Scheme (alternative options in other states). To assist a client to make an informed decision regarding their best option, PWDA can support them in a consultation with knowmore free legal service. Some options may pose more of a risk of re-traumatisation for certain clients, however outcomes and payment amounts vary so it is important clients are made aware of all options.

3. Support

The Redress process can take a toll on the client both mentally and emotionally. They will be required to discuss or write about their experience of abuse in detail which can cause additional trauma. The process may also raise questions of closure, acceptance and frustration. Explore the client's supports with them before beginning the application, and assist them to access counselling or therapeutic support if they wish to do so.

4. Access

You can access the application form via the National Redress Scheme website. It is recommended you print a hard copy to complete initially, then later rewrite or complete the online version to print and send. This is because the process will generally take anywhere from 3 weeks to 6 months depending on the client's capacity and complexity. Also saving the online version may create concerns around confidentiality.

5. Begin

The application is in 3 parts. Part 1 is the client details as well as details of the institution and perpetrator, Part 2 is the statement of abuse and Part 3 outlines the impacts the abuse has had. Each section will take varying degrees of time according to each individual experience. It is important you let the client set the pace.

6. Attach

If the client has existing statements (e.g., police or medical professional), records from the institution, or any other relevant documents, these can be attached to the application. This may be helpful where a client has limited capacity or recall, as it will limit how much they will need to address in the application. When attaching documents ensure all information is consistent with the clients' experience. Third party information may not always be an accurate reflection of the account.

7. Signed

The declaration states the client agrees with the contents of the application and is a legal document. Therefore, it should not be signed until the application is complete and the client has read and/or understood the content.

8. Sealed

Before sending the application, with consent, scan or attach a copy to a secure client file, in case of loss or error. Provide a copy to the client for their own records, and mail the original, signed copy to the scheme.

9. Delivered

Although the National Redress Scheme provides a reply-paid mailing option, we recommend that applications always be mailed via tracked, registered post, to ensure the safety of the clients' confidential information. This is also a way to provide accurate tracking information to the client, of when it has been received.

10. Liaise

Applications can take 8 to 12 months or more to be processed and for an outcome to be provided. During this time, the client may want you to liaise with the National Redress Scheme for updates or to provide additional information. To do this they must have nominated you as an assistance nominee when they submitted the application. Once an outcome is provided, ensure the client understands the offer and that they must make a decision to accept or reject it within six months. If required, you may assist the client in accessing counselling, and negotiating a direct personal response with the institution.