



**PEOPLE WITH DISABILITY  
AUSTRALIA**

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## **PWDA SUBMISSION TO THE JOINT STANDING COMMITTEE**

### **INQUIRY: THE CONTINUING OPERATION OF THE NATIONAL REDRESS SCHEME**

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# Copyright information

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# About PWDA

People with Disability Australia (PWDA) is a national disability rights and advocacy organisation made up of, and led by, people with disability.

We have a vision of a socially just, accessible and inclusive community in which the contribution, potential and diversity of people with disability are not only recognised and respected but also celebrated.

PWDA was established in 1981, during the International Year of Disabled Persons.

We are a peak, non-profit, non-government organisation that represents the interests of people with all kinds of disability.

We also represent people with disability at the United Nations, particularly in relation to the United Nations Convention on the Rights of Persons with Disabilities (CRPD).

Our work is grounded in a human rights framework that recognises the CRPD and related mechanisms as fundamental tools for advancing the rights of people with disability.

PWDA is a member of Disabled People's Organisations Australia (DPO Australia), along with the First People's Disability Network, National Ethnic Disability Alliance and Women with Disabilities Australia.

DPOs collectively form a disability rights movement that places people with disability at the centre of decision-making in all aspects of our lives.

'Nothing About Us, Without Us' is the motto of Disabled Peoples' International.

# Introduction

As National Redress Scheme (the Scheme) is moving into its final phase as per the current legislative requirements, there is an important opportunity to clarify how the Scheme's systems, resourcing and communications will continue to safely support survivors with disability. For this community of survivors, barriers are structural and systemic, arising from the intersection of disability accessible information and trauma shaped by how the Scheme operates in practice. Specialist disability Redress Support Services (RSS) are a core component of the Scheme's support infrastructure, ensuring that ongoing funding for these services through to the Scheme's end will maintain safety, accessibility and continuity of support for a highly impacted community.

Adequate disability-affirming support is a critical need for current and future applicants, as many will remain engaged with the Scheme's processes for extended periods after applying, (e.g. review, revocations and direct personal responses). This is especially important with applications currently taking two years or more to receive an outcome. Therefore, some survivors with disability will continue to remain actively engaged with the Scheme well after applications close and current RSS funding ends.

As we have seen in the current program, once an outcome is received, survivors can require ongoing assistance to seek a review or revocation, access counselling, and pursue direct personal responses. Continued specialist, disability-affirming support ensures survivors with disability can safely access and navigate these complex and emotionally demanding processes. Specialised support has demonstrated impact in reducing the risk of disengagement, re-traumatisation, and inequitable outcomes.

As the Scheme ends 30<sup>th</sup> June 2028, with applications and organisational funding ending on 30 June 2027, we recommend that the Australian Government considers developing and communicating a clear and accessible transition framework for applicants with disability, in collaboration with RSS organisations and disability representative organisations (DRO).

This transition framework should be supported through adequate and extended funding with a focus on strengthening collaboration with funded RSS services to maintain accessible and inclusive support for people with disability till the end of the Scheme.

## Summary of Recommendations

As a key partner and support for survivors with disability we are informed through our experience delivering specialist disability RSS, and we recognise that survivors with disability must be able to access justice through the Scheme on an equitable and inclusive basis, as with all survivors. To support this, we recommend that the Australian Government commits as part of the overall transitional process to support an Institutional Survivor Support and Advocacy Program for people with disability, through a three phased approach.

### Phase 1: Immediate actions

**Recommendation 1:** The Scheme develops a clear and accessible communication and transition framework for applicants with disability.

**Recommendation 2:** The Scheme strengthens its collaboration and co-development work with specialist disability RSS for this transition period.

**Recommendation 3:** The Scheme ensures the safety of applicants by implementing mandatory procedural safeguards for all high-impact correspondence.

**Recommendation 4:** The Scheme increases its focus on application and information distribution supports for eligible survivors in closed or restricted settings.

### Phase 2: Transition to the Scheme end

**Recommendation 5:** The Scheme focuses on implementing expanded transparency and oversight mechanisms to monitor the transition's impact on survivors with disability.

**Recommendation 6:** The Australian Government provides organisational RSS transition funding to ensure appropriate support to the end of the Scheme.

**Recommendation 7:** That RSS transition funding ensures services that are explicitly disability-affirming and trauma-informed can continue to provide dedicated support.

**Recommendation 8:** That the Australian Government avoid reliance on generalist or mainstream services as a substitute for specialist disability RSS.

### **Phase 3: Post-Scheme arrangements**

**Recommendation 9:** Consistent with the findings and recommendations of the Royal Commissions, the Australian Government commits ongoing funding for a dedicated Institutional Survivor Support and Advocacy Program for survivors with disability.

**Recommendation 10:** The Australian Government works with survivors with disability and their representative organisations to co-design a performance evaluation framework that ensures the efficacy and accessibility of post-Scheme programs.

## **Why this matters to survivors with disability**

The Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability profoundly demonstrated that people with disability are significantly more likely to experience childhood sexual abuse and layered with higher rates of institutionalisation the impacts are lifelong. These intersecting aspects of ongoing disadvantage, increase the risk of re-traumatisation and exclusion when survivors are required to navigate complex, in accessible, redress and support systems without specialist disability-affirming assistance.

PWDA's service experience reflects that many survivors with psychosocial disability, cognitive or intellectual disability experience lifelong impacts, which frequently include communication challenges, reduced executive functioning, impaired memory, heightened trauma responses and distrust of systems and authority. When survivors with disability are required to engage with a scheme that relies heavily on written communication, procedural compliance and prolonged timeframes, these impacts become barriers to equitable access.

Due to the nature of the Scheme, it requires sustained engagement with complex written material, extended and uncertain processing periods, strict procedural deadlines and repeated interaction with government and institutional systems. Many survivors have had lifelong negative experiences with these processes, and this is especially true for those within institutional settings that require specialist disability and disability-affirming support to learn about and participate in the Scheme safely and effectively. Without this expert support, engagement with the Scheme can be destabilising and, in some cases, harmful.

As with any highly complex scheme that requires clear navigation boundaries this can create underlying issues of accessibility, capacity and safety. PWDA's experience indicates that if the Scheme enters this finalisation stage without ensuring the disability community has adequate systems, resourcing or accessible communication and transition strategies in place, survivors with disability will be at higher risk of re-traumatisation.

As the scheme moves towards the current closing date of 30 June 2028, we have seen an increase in the volume of applications within the disability survivor community. Therefore, the Scheme's existing accessibility barriers, procedural complexity and variable communication practices will likely create and increasing set of risks for survivors with disability unless clear disability-affirming support is consistently provided.

Any transition framework must take a multiple-marginalised first approach as we know key subsets of our community face higher barriers to engagement, including during and immediately following disclosure of abuse. Focusing on ensuring these subsets are a first focus will mean that the whole survivor community is able to get effective support. The focus must include support for intellectual and psychosocial disability, women and gender diverse people with disability, those in prisons and closed or restricted settings, and those living in regional and remote locations.

**Recommendation 1:** PWDA recommends that the Australian Government urgently develop and communicate a clear transition framework for applicants with disability, outlining how individuals will be supported between application closure, the end of RSS funding on 30 June 2027, and the legislated end of the Scheme on 30 June 2028.

## Current Scheme Barriers

People with disability experience significant and ongoing barriers in accessing and engaging with the Scheme. Long processing delays, inconsistent communication and repeated requests for information by the Scheme during this period can cause significant and lasting psychological harm, undermining trust in the Scheme and government processes more broadly.

Without specialist disability-affirming support, we have seen the consequences for engagement, safety and outcomes that arise from the intersection of disability and trauma. These include:

**Inability to sustain engagement with the Scheme.** PWDA's direct service experience demonstrates that without specialist disability-affirming support, many survivors with disability are unable to sustain ongoing engagement with the Scheme.

**Potential for poorer outcomes and increased risk.** Reliance on generalist pathways often results in disengagement at critical points in the process

**Incomplete applications and deadlines.** Survivors are more likely to submit incomplete or poorly articulated applications, miss critical procedural deadlines (including acceptance decisions, s24 requests and reviews) when they do not have direct, or individualised support. Missed deadlines or incomplete responses can result in applications being delayed, refused, or assessed based on partial information, with significant and potentially irreversible consequences for survivors.

**Prolonged uncertainty, and inaccessible communication or information.** PWDA has observed escalation of mental health challenges and support needs during Redress engagement, including crisis presentations impacted by prolonged periods of uncertainty, repeated information requests, and communication that is inaccessible, inconsistent or poorly timed.

**Re-traumatisation through repeated information requests.** Survivors with disability are often required to repeatedly recount traumatic sexual assault and abuse whilst responding

to requests they do not understand, this includes having to engage through communication formats that do not meet their access needs

**Disengaging from the Scheme or withdrawal.** Application process can be interrupted or impacted due to survivor distress or destabilisation. This is often misunderstood as non-compliance or lack of interest, rather than a consequence of their unmet access needs, trauma responses, or disability-related barriers.

**Accepting outcomes without fully understanding.** In many cases, we have seen survivors with disability accept or decline outcomes without their full understanding of the implications and long-term consequences of accepting or rejecting an offer and options for review or revocation. This is further impacted by complex written outcome letters and Statement of Reasons, time-limited decision periods, and inconsistent explanation of options can make it difficult for survivors to make informed choices. Survivors can feel pressure to accept an outcome to bring the process to an end, to avoid further distress, or because they believe no further options are available.

**Survivors receiving complex correspondence without warning, explanation or follow-up support.** Of particular concern are procedural practices that result in survivors receiving complex, high-stakes correspondence without warning, explanation or follow-up support. Communications such as s24 requests and Outcome-related letters including Statement of Reasons, are frequently experienced by survivors with disability as confusing, distressing and adversarial. These communications are often lengthy, highly legalistic and delivered without accessible summaries or disability-affirming advance preparation, requiring survivors to process complex information and make time-critical decisions while distressed. In the absence of specialist disability-informed support, survivors may misinterpret requests, feel disbelieved or blamed, or experience significant anxiety and disengagement upon receipt of such correspondence.

**Language and structure of communications weaken trauma-informed principles.** It is important to recognise that without disability-affirming support, the language, tone and structure of Scheme communications can weaken trauma-informed approaches. This includes focus on safety, choice, trust and empowerment, and contribute directly to disengagement, crisis escalation and loss of trust in the Scheme. Without the availability of

clear, accessible summaries, including easy read or plain-language explanations and supportive framing, these communications can exacerbate trauma responses and reduce a survivor's capacity to engage meaningfully with the process.

**Incarceration and closed settings prevent engagement with the scheme.** For survivors with disability who are incarcerated, or living in other closed or restrictive settings, engagement with the Scheme can be prevented due to the conditions of confinement resulting in restricted communication, limited access to advocacy and external supports, and regular disruptions due to the facilities operational needs.

**Recommendation 2:** PWDA recommends that the Australian Government strengthen collaboration with funded RSS to ensure Scheme processes are accessible and inclusive for people with disability and extend funding to continue specialist support throughout transition period. This should include addressing barriers associated with strict form requirements, digital processes requiring independent navigation, rigid procedural deadlines, complex written communication, and limited access to information and guidance without tailored support.

**Recommendation 3:** PWDA recommends that the Scheme implement mandatory procedural safeguards for all high-impact correspondence - including s24 requests, outcome letters and review-related communications - to ensure they are trauma-informed, accessible and accompanied by clear explanations and follow-up support for applicants with disability.

**Recommendation 4:** PWDA recommends that the Scheme implement dedicated, disability-affirming engagement and safeguarding mechanisms for survivors in closed or restrictive settings, including prisons, forensic units and other controlled environments, to prevent disengagement, loss of contact and exclusion from Redress. This should include proactive outreach and continuity protocols to maintain contact with applicants during transfers, release from custody or changes in custody status.

## **Mitigating Transition Risks**

PWDA has concerns about the potential risk to survivors with disability if specialist Disability Redress Support Services cease at the conclusion of the current funding period

on 30 June 2027, while the Scheme remains legislated to operate until 30 June 2028. This is important as current timelines show that it is likely that processing timeframes will extend beyond Scheme closure in 2028.

Applications are currently taking up to, and in many cases beyond, two years to reach an outcome, which means that survivors need to remain active within Scheme processes for up to 36 months without access to specialist disability-informed support. This misalignment will result in survivors with disability being left without specialist support to finalise their Scheme outcomes, including understanding decisions, accessing counselling, and participating safely in Direct Personal Responses (DPR's).

**Recommendation 5:** PWDA recommends strengthened transparency, monitoring and oversight mechanisms identify and respond to the impacts of late-stage Scheme practices on survivors with disability, including the systemic tracking of withdrawal, disengagement, missed deadlines, delayed decision-making and crisis escalation linked to procedural complexity, communication practices and processing delays.

## Communication Needs

As the Scheme approaches closure, PWDA are mindful of the lack of clear accessible communication and transition planning for applicants with disability. Survivors currently have no clarity about how they will be supported between the closure of applications, the end of RSS funding on 30 June 2027, and the legislated end of the Scheme on 30 June 2028.

This lack of clarity is becoming a growing cause of confusion, distress and risk for survivors with disability who rely on predictability, continuity of support and disability-affirming communication to engage safely with complex systems.

**Recommendation 6:** PWDA recommends that the Australian Government extend RSS funding to at least 30 June 2028 aligning RSS funding with the legislated end date of the Scheme to prevent survivors with disability remaining in active Scheme processes without continuity of specialist support during finalisation.

## Barriers to Sustaining Engagement

For survivors with disability, engagement with participating institutions in relation to Direct Personal Responses (DPRs) and related post-outcome processes often requires sustained and active supports to prepare emotionally, understand expectations, and engage safely with institutions or their representatives.

Many survivors with disability do not have the capacity to manage the cumulative practical demands of working directly with institutions or their representatives. Without appropriate preparation and ongoing specialist support, these processes can be emotionally demanding and re-traumatising. This includes initiating and coordinating contact with institutions, managing appointments and deadlines, responding to requests for information, following up outstanding matters, and maintaining engagement when communication is delayed, fragmented or distressing.

**Recommendation 7:** PWDA recommends that any end-of-Scheme transition support framework be explicitly disability-affirming and trauma-informed, to address the risks identified in this submission by supporting survivors with disability to achieve 3 critical goals:

1. understand and respond safely to Redress outcomes, including Statements of Reasons, acceptance or decline decisions and review or revocation rights
2. access and sustain appropriate counselling and psychological support over time
3. prepare for and participate safely in institution-facing processes, including Direct Personal Responses, without re-traumatisation or disengagement

## Impacts on Risk and Outcomes

Survivors with disability frequently encounter significant barriers when seeking disability-affirming psychological support with providers who have the skills, capacity and willingness to work at the intersection of disability and complex trauma.

Generalist counselling, legal, disability and mental health services typically lack the specialist expertise, continuity and time required to support survivors with disability and complex needs through the demands of the Scheme's processes.

Even where counselling funding is available, survivors often require advocacy and practical support to navigate referral pathways, identify suitable providers, manage waitlists and sustain engagement over time. Through our work, we have noticed that clients who come to us without previously having support have experienced increased risks of disengagement, unmet therapeutic need, deterioration in mental health, and poorer overall Scheme outcomes.

**Recommendation 8:** PWDA recommends that the Australian Government not rely on generalist or mainstream services as a substitute for specialist disability Redress support, noting the demonstrated risks outlined in this submission are structural rather than individual, and that withdrawal of specialist support results in predictable transfer of risk to crisis, acute mental health, custodial and justice systems, with poorer outcomes for survivors and increased system burden.

## Ways Forward

Specialist disability-informed Redress Support Services are uniquely positioned to bridge the gaps identified above by providing sustained, structured advocacy and practical support across the full Redress journey. Through this support, survivors with disability are better able to remain engaged, access appropriate counselling, and participate safely and meaningfully in Redress-related processes. Specialist disability RSS enables survivors to make informed, supported decisions at each of these critical points, reducing distress and promoting stability.

Continued access to specialist disability-affirming Redress support ensures that survivors are not left unsupported at the point of outcome delivery or during subsequent review processes. This continuity of support strengthens survivor confidence, supports emotional safety, and enables sustained engagement with counselling and Direct Personal Responses, where requested.

## What specialist disability services can do

PWDA acknowledges the constructive and responsive engagement of the Department of Social Services (DSS) in relation to the delivery of the Scheme. PWDA has experienced a willingness from DSS to engage with specialist disability Redress Support Services, to consider feedback, and to implement incremental improvements aimed at addressing accessibility and operational challenges within the Scheme.

These collaborative efforts have delivered important improvements and demonstrate the value of working in partnership with funded Redress Support Services (RSS) to reduce barriers for survivors with disability. However, persistent structural challenges remain as the Scheme enters its final phase.

Drawing on PWDA's experience as a national RSS the barriers outlined in this submission; including inaccessible communication, procedural complexity, prolonged uncertainty, unmet support needs at key decision points, and risks associated with post-outcome processes; are structural and systemic, rather than individual. Without sustained specialist support, these barriers compound over time, increasing the risk of disengagement, harm and inequitable outcomes for survivors with disability.

A strengthened partnership between the Scheme and specialist, disability-informed RSS supports both survivors and efficient Scheme administration. Early identification and response to disability-specific needs, supported engagement, and timely intervention enable applicants to submit complete applications, reducing follow-up cycles, delays and administrative burden for the Scheme.

## Disability-specific communication and comprehension support

Specialist disability RSS undertake additional, intensive and highly skilled work that is not replicated by generalist services. This includes providing disability-specific communication and comprehension support, such as translating Scheme correspondence into accessible and meaningful formats, supporting comprehension of complex written material over time, using Easy Read and other adapted resources, and providing supported communication to check and reinforce understanding at multiple points throughout the process.

## **Capacity-based engagement over extended periods**

PWDA also provides capacity-based engagement over extended periods, pacing engagement to prevent re-traumatisation, working with fluctuating capacity, memory and health, and re-engaging survivors following periods of withdrawal. This work often occurs over months or years and relies on continuity, trust and specialist disability- and trauma-informed practice that cannot be delivered through episodic or short-term support models.

## **High-intensity, cross-system advocacy**

In addition, specialist disability RSS undertake high-intensity advocacy across multiple intersecting systems, including the National Redress Scheme and other state redress schemes, Victims Services/Victims of Crime etc. and counselling systems, the NDIS, prisons and corrective services, guardianship and consent frameworks, and housing and mental health systems.

This level of coordinated cross-system advocacy is essential for people with disability whose safety, capacity and access to justice depend on aligned responses across the system and sits well beyond the scope of generalist Redress services.

## **Continued engagement in closed and restrictive settings**

People with disability are significantly over-represented in Australia's prison population, and experience intersecting barriers related to disability, trauma, health and systemic disadvantage. In 2023, the Australian Institute of Health and Welfare (AIHW) reported that approximately 39% of adult prison entrants identify as experiencing a long-term health condition or disability, more than double the prevalence of disability in the general Australian population (approximately 18%). Survivors in these settings require additional support to ensure they can engage effectively with the Scheme.

Engagement in closed and restrictive settings represents a further area of resource-intensive work that cannot be absorbed by mainstream services. Specialist disability RSS play a critical role in bridging the gap between Scheme requirements and the realities of custodial settings. This includes maintaining contact across transfers, translating Scheme

correspondence into accessible formats, supporting decision-making under constrained conditions, managing time-critical responses, and actively mitigating risk of disengagement, crisis or withdrawal.

## **Active risk management and emotional stabilisation**

Specialist disability RSS also play a critical role in active risk management and emotional stabilisation, especially in the case of survivors with disability in closed or restrictive settings. PWDA staff routinely identify and respond to deterioration in mental health, escalation of distress, suicide and self-harm risk, and destabilisation linked directly to Scheme process.

These risks are significantly heightened for survivors with disability in prisons, forensic units and other controlled environments, where restricted communication, transfers, release from custody and difficulties meeting statutory requirements can abruptly interrupt engagement and exacerbate harm.

## **Continuity Beyond Current Scheme Milestones**

Where specialist disability RSS are available, outcomes improve for both survivors and the Scheme. Survivors are more likely to remain engaged throughout lengthy and uncertain processing periods, submit completed applications, understand and meaningfully consent to outcomes, and access counselling, DPR's and follow-on supports.

For the Scheme, the involvement of specialist disability RSS has resulted in improved application quality, reduced administrative re-work, improved timeliness, lower complaint and review risk, and stronger equity outcomes. Specialist disability redress support should therefore be understood as core Scheme infrastructure, rather than an optional or supplementary service.

PWDA acts as an assistance nominee for many survivors with disability across significant portions of their Redress journey when capacity, communication needs or risk make this essential. This has enabled sustained engagement, supported decision-making and continuity of advocacy across complex and prolonged Scheme processes.

As the Scheme enters its final phase and survivors move into time-critical decision points, demand for specialist disability RSS is increasing. At the same time, long waitlists and competing service priorities - including the intensive, time-sensitive s24 requests are constraining capacity to provide nominee arrangements across the full duration of a survivor's journey. In this context, nominee roles must be prioritised for survivors with the highest levels of need and risk. The practical consequence is that more survivors with disability will reach later stages of the Scheme without continuity of support, at precisely the point where processes become more complex, consequential, and destabilising.

Without continued funding to specialist disability RSS, these risks are not mitigated, but are instead transferred to already overstretched custodial, health and community systems, increasing the likelihood of disengagement, harm and failed Scheme outcomes. This reinforces the need for specialist disability RSS to be funded beyond 30 June 2027 to ensure continuity of support for survivors through and beyond Scheme outcomes. (see Recommendations 2, 6, 7,8 and 9).

In situations where institutional delays and limited accountability compound these challenges, survivors with disability rely on advocates to manage engagement. Specialist disability RSS also operate as a critical risk-mitigation mechanism. This support strengthens survivor safety and Scheme efficiency, including by enabling safe, supported engagement with direct personal responses.

## Life after the Scheme: succession model

The impacts of institutional childhood sexual abuse do not end when a Redress outcome is delivered, and for many survivors with disability, engagement with Redress represents only one point within a much longer recovery journey. This reflects the findings of the Royal Commission into Institutional Responses to Child Sexual Abuse, which recognised that redress alone is insufficient to address the lifelong impacts of abuse and emphasised the need for accessible, trauma-informed and survivor-centred supports beyond financial recognition.

PWDA therefore requests the formal replacement of specialist disability RSS through a long-term, federally funded Survivor Support and Advocacy Program. This outcome is consistent with the Royal Commission's intent and necessary to give effect to its recommendations for meaningful access to justice, recovery and institutional accountability.

The Royal Commission acknowledged that survivors experience ongoing and intersecting impacts across mental health, disability, housing, justice and social participation, and that navigation of complex systems often requires sustained advocacy and support. For survivors with disability, these needs are amplified by additional barriers relating to communication, capacity, institutionalisation and reliance on service systems that were, in many cases, the sites of abuse.

The needs addressed by specialist disability RSS will continue well beyond the life of the Scheme, and no existing service system is equipped to safely or effectively absorb this cohort without significant risk of harm, disengagement or cost shifting to crisis, mental health, justice and custodial systems. Without a dedicated, specialist and disability-informed continuation of support, recovery, equity and prevention of further harm, remain only partially realised for survivors with disability.

This position is informed by the Royal Commission into Institutional Responses to Child Sexual Abuse, including findings and recommendations that redress alone is insufficient (Vol 15, Rec 92–93), that survivors require accessible, trauma-informed and ongoing counselling and support (Vol 14, Rec 35–37), that people with disability face additional systemic barriers requiring specialist responses (Vol 10, Rec 7.1, 7.3, 7.6), and that advocacy and supported decision-making are critical to access to justice (Vol 14, Rec 38).

**Recommendation 9:** PWDA recommends that the Australian Government commit to the continuation or formal replacement of specialist disability Redress Support Services beyond the life of the Scheme, through the establishment of a long-term, federally funded Survivor Support and Advocacy Program to provide continuity of disability- and trauma-informed support.

**Recommendation 10:** PWDA recommends that performance, evaluation and contracting arrangements for specialist disability Redress Support Services be explicitly designed to recognise the intensive, preventative and risk mitigation nature of this work, including capacity based engagement, supported decision making, and active risk management, rather than relying solely on narrow or short-term output-based measures

## Conclusion

This submission outlines that survivors with disability face structural and systemic barriers in accessing and engaging with the National Redress Scheme, arising from the interaction of disability, trauma and the way the Scheme operates in practice. As the Scheme enters its final phase, these barriers are likely to intensify unless deliberate action is taken to maintain specialist, disability-affirming support through to Scheme closure and beyond. Without this support, survivors with disability face heightened risks of disengagement, re-traumatisation and exclusion from redress.

PWDA's experience delivering specialist disability Redress Support Services indicates that these services are not an adjunct to the Scheme, but core infrastructure that enables equitable access, supported decision-making and procedural safety. Continued investment supports better outcomes for survivors and contributes to Scheme efficiency by reducing avoidable follow-up cycles, administrative re-work, and complaint and review risk, while also limiting predictable cost-shifting to crisis, custodial and health systems.

PWDA's recommendations are practical and grounded in direct service delivery, as well as the concerns and patterns we have consistently observed across the survivor cohort we support. They provide a clear pathway to managing transition risk, strengthening safeguards, and ensuring the Scheme can be accessed on an equitable and inclusive basis.

PWDA welcomes the opportunity to continue working with the Joint Standing Committee, the Australian Government and Scheme administrators to support safe finalisation of the Scheme and to contribute to sustainable, disability-informed survivor support arrangements beyond its conclusion.



**PEOPLE WITH DISABILITY  
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For individual advocacy support contact PWDA between 9 am and 5 pm (AEST/AEDT) Monday to Friday via phone (toll free) on **1800 422 015** or via email at [pwd@pwd.org.au](mailto:pwd@pwd.org.au)

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