



**CHILD WISE**  
creating child safe communities

**National  
Redress Scheme**  
For people who have experienced  
institutional child sexual abuse

# THE NATIONAL REDRESS SCHEME

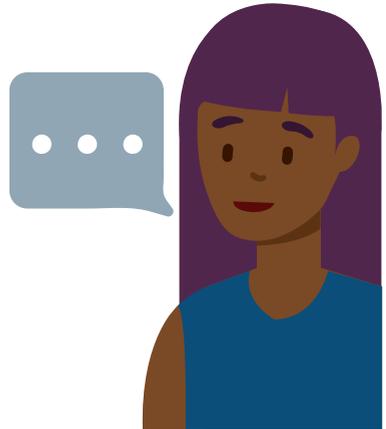
Information for parents and carers





# About Child Wise

Established in 1991, Child Wise has nearly 30 years of pioneering experience in keeping children and young people safe from harm. Child Wise builds the capacity of organisations where children and young people spend time by providing child safety training, consultancy and accreditation services to ensure the safety of children in their care.



## Purpose of this booklet

This booklet has been specifically written to assist parents and caregivers in supporting young people in their care who may have experienced institutional child sexual abuse to access the National Redress Scheme. As the primary protectors of young people, parents and carers play an integral role in informing them and supporting them along the application process. It is important for young people to know that they may be eligible to receive Redress and what this means for them and their process of healing.

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Funded by the Australian Government Department of Social Services.  
Go to [www.dss.gov.au](http://www.dss.gov.au) for more information.

Design by Krystyna Mailer

# What is the National Redress Scheme and why do we have it?

The National Redress Scheme (the Scheme) is a way for organisations who have joined the Scheme to acknowledge and provide support to people who have experienced institutional child sexual abuse.

Victims or survivors of institutional child sexual abuse may be eligible for:

- counselling and psychological services,
- a direct personal response from the institution(s) responsible for the abuse, for example an apology, via letter, phone or video, or where possible in person,
- a redress payment.

Your own young person, or any young person in your care may have been the subject of abuse whilst in the care of others, such as:

- Residential care
- Foster care
- School
- Church or church group
- Camp
- Sports club



# Why are you important in this?

Your support and involvement in helping the young person to understand the Scheme and make an application is vitally important. When a young person has been harmed, they are likely to feel very challenged about engaging with a system they may not trust or don't understand. While supporting a young person through the process of Redress may be daunting at first, as their parent/carer you are in a unique position to:

- help the young person understand and manage the application process,
- be their constant and trusted source of support,
- ensure their safety and wellbeing throughout the process of their application.



# Support services available for you

It is important that you also have support to help you navigate and manage your own feelings during this potentially challenging time. Many people in your situation may feel or experience:

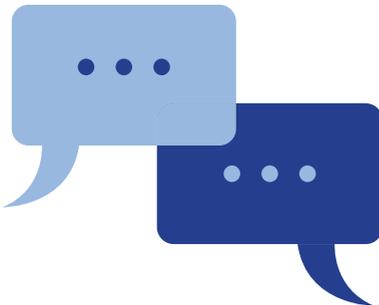
- Anger/rage
- Horror
- Shock
- Devastation
- Emotional exhaustion
- Restlessness
- Sleeping problems
- Helplessness
- Hopelessness/despair
- Anxiety or depression
- Sadness or grief
- Guilt



Make sure you look after yourself. The following services will provide immediate support via 24-hour telephone assistance:

- **Beyondblue** 1300 224 636
- **Mensline Australia** 1300 789 978
- **Lifeline** 13 11 14

Supporting your child or young person to navigate the Redress Scheme may be challenging, but the process of seeking justice may also be an empowering one. Applying for Redress will enable them to voice their experience and receive an acknowledgement of the harm caused.



# Support services to help with the application process

**National Redress Scheme**  
For people who have experienced institutional child sexual abuse

The National Redress Scheme provides free and confidential support services to assist the applicant before, during and after the application for redress. Services can provide practical and emotional support, legal advice, and financial counselling. For more information, please go to [www.nationalredress.gov.au/support](http://www.nationalredress.gov.au/support)



## **Kids Helpline - 1800 55 1800**

The Kids Helpline is also available to support your young person at any time. Kids Helpline is Australia's only free (even from a mobile), confidential 24/7 online and phone counselling service for young people aged 5 to 25. Qualified counsellors at Kids Helpline are available via WebChat, phone or email anytime and for any reason. To contact by phone, call 1800 55 1800.

**knowmore**  
free legal help for survivors

## **Knowmore - 1800 605 762 | [info@knowmore.org.au](mailto:info@knowmore.org.au)**

Knowmore is an independent service giving free legal advice to survivors of abuse, including redress and justice options available.

# How does it work?

## Here are some things you need to know:

- Your young person can apply for Redress if they turn 18 before 30 June 2028. After the application is submitted, an initial assessment will take place during which options will be discussed with the young person to help them decide what they would like to do.
- Your young person can apply for Redress through:
  - o myGov, or
  - o downloaded paper forms available through the National Redress Scheme website: [nationalredress.gov.au](http://nationalredress.gov.au) and sent via mail.
- Please note that the only secure online method of submitting applications is through myGov. Submitting applications via email is not secure.
- Once your young person turns 18, the National Redress Scheme team will contact them to confirm their application. At this point they will have an option to withdraw. Should your young person choose to proceed, the application will be assessed which may result in an offer of Redress.



# How you can help the young person in your care



To be your young person's trusted source of support you could:

- Be available and keep lines of communication open. The process may be a long one, so be prepared and tell your young person you will support them throughout the process.
- Learn about the Scheme and be a source of information for your young person.

To ensure your young person's safety and wellbeing throughout the process, you could:

- Check in from time to time, see how your young person is doing and how they are feeling.
- Enable your young person to take the lead and set the pace, but help in their decision making.
- Initiate online or face-to-face access to counselling and psychological services for your young person and attend appointments with them if appropriate.





**1300 CHILD WISE (1300 244 539)**

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