

# What is the National Redress Scheme?

The National Redress Scheme is one way for people to get recognition for the harm they experienced.

The scheme offers three forms of redress:

- Monetary payment to acknowledge the seriousness of the hurt experienced.
- Psychological counselling/support.
- If asked for by the survivor, a personal response, like an apology, from the responsible institution.

For more information on the National Redress Scheme visit:

[nationalredress.gov.au](http://nationalredress.gov.au)

or call 1800 737 377

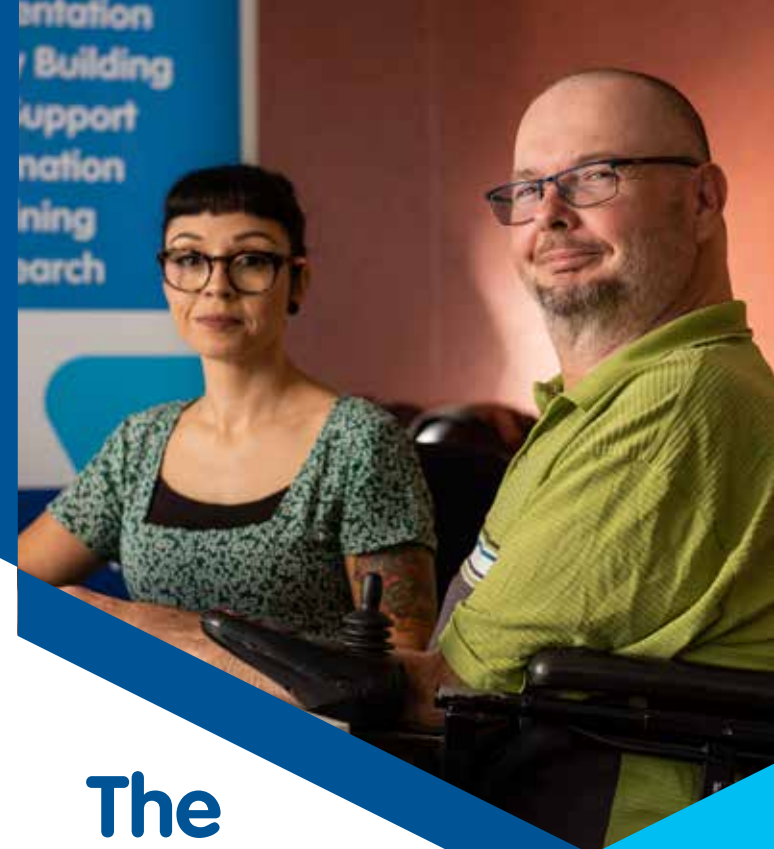


## Contact us via the Wayfinder Hub:

- **Phone (toll free):** 1800 843 929
- **Email:** [info@wayfinderhub.com.au](mailto:info@wayfinderhub.com.au)

If you need help immediately, contact:

- **1800 RESPECT**  
The national sexual assault, domestic and family violence counselling service  
1800 737 732  
[www.1800respect.org.au](http://www.1800respect.org.au)
- **Lifeline**  
13 11 14  
[lifeline.org.au](http://lifeline.org.au)
- **Suicide Call Back Service**  
1300 659 467  
[suicidecallbackservice.org.au](http://suicidecallbackservice.org.au)
- **Mensline**  
1300 78 99 78  
[mensline.org.au](http://mensline.org.au)
- **QLife** from 3pm – midnight every day  
1800 184 527  
[qlife.org.au](http://qlife.org.au)



# The National Redress Scheme

is about acknowledging sexual abuse people experienced as children in institutions.

PWDA can help people with disability access the Scheme.



## Who is eligible?

The National Redress Scheme is for people who have experienced institutional child sexual abuse.

You may be eligible to apply for Redress if:

- you experienced sexual abuse when you were under 18 years old, and
- an institution was responsible for bringing you into contact with the person who abused you, and
- the abuse happened before 1 July 2018, and you were born before 30 June 2010.

There are a few other rules about who can apply.

You can find out more on the National Redress Scheme website:

[nationalredress.gov.au](http://nationalredress.gov.au)

## How to apply

You can make an application for Redress any time until 30 June 2027.

You can apply online or download and print out a paper form from the National Redress Scheme website.

Or you can ask for a paper copy to be posted to you by calling 1800 737 377.

If you are a person with disability, PWDA can give you a paper copy of the form, and if you want, we can help you to apply.

## How can PWDA support you to apply to the Scheme?

PWDA provides confidential and free support to survivors of institutional child sexual abuse with disability.

PWDA can provide you with information to help you understand more about the Redress Scheme, what your rights are, and how your personal information will be shared in the application process. This information can help you to decide if you want to apply.

There are three ways you can get support from PWDA:

1. You can phone us to find out more information about Redress and we can help connect you to support services in your area that can help you to make an application.

2. In parts of NSW and Queensland we have advocates who can meet with you face-to-face to assist you with the application process. We can also assist over the phone in other areas if there is not another service near you that can help.

3. If you live in or near Sydney and have additional barriers to accessing the Redress Scheme, for example if you are living in an institution, boarding house or group home, we can provide more intensive face-to-face support.

There is also free, independent and confidential legal support available through the knowmore legal service.

You can call them on 1800 605 762 or visit their website: [knowmore.org.au](http://knowmore.org.au)

