

# National Redress Scheme

Frequently Asked Questions

February 2020



## The National Redress Scheme

**Q. In late 2018 OzChild’s Chief Executive Officer advised of the organisations intent to join the Redress Scheme in three-six months’ time. Has OzChild joined the Redress Scheme?**

A. OzChild has recently joined the National Redress Scheme and is actively working with the Commonwealth Department of Social Services.

**Q. Why did it take so long for OzChild to join the Redress Scheme?**

A. The application process required OzChild to identify detailed records of property addresses where care services have been provided since 1940. The gathering of this information required investigation into archived records, including those held in the State Library of Victoria. In addition, OzChild was required to report on the number of individuals (deidentified) in care during each decade from 1940 – 2010, also requiring significant research into archival records.

**Q. How long will it take for a care leaver’s application to the Redress Scheme to be decided?**

A. The Commonwealth Department of Social Services advise that “the time to assess every application will be different, depending on the circumstances”. The Department has, however, advised that indicatively the time for a decision will typically be months in lieu of weeks.

**Q. What can I get from the Redress Scheme?**

A. The National Redress Scheme can provide three things:

- access to counselling;
- a payment; and
- a direct personal response from the institution (e.g. an apology) for people who want it.

**Q. Where can I get information about the Redress Scheme?**

A. The OzChild website provides information about the scheme with links to important information. Individual queries can made via email to [redress@ozchild.org.au](mailto:redress@ozchild.org.au) OR visit [www.nationalredress.gov.au](http://www.nationalredress.gov.au) or call the National Redress Scheme line on 1800 737 377.

