



National Redress Scheme

For people who have experienced institutional child sexual abuse

To find out more about the National Redress Scheme, visit nationalredress.gov.au or call 1800 737 377

The Women's Cottage National Redress Scheme Support Service

Comprehensive Support to Women Thinking of Applying to the Redress Scheme

The Women's Cottage Redress Support Service can assist women in person or by phone to:

- Understand what the Scheme offers and if it applies to your situation
- Explore your needs and concerns to help you decide if you will apply
- Connect you to specialist legal and financial services where needed
- Help you find out where to go for the information you need to apply
- Support you with the application process
- Offer support before, during and after your application process and outcome
- We can also provide a list of Redress Support Service for men if needed

The National Redress Scheme has been established to provide financial redress and other support services to those who experienced sexual abuse within or because of Government or Non-government institutions, this can include church and other social groups, foster care and group homes and other situations.

We can also support other services and networks:

- Talk to you about the National Redress Scheme and how it may relate to your clients
- Support you to support your clients who want to know more or who want to apply
- Arrange outreach visits to your service for clients appointments in your area
- Provide information on other National Redress Support Services

What happens if I call you?

Our specialist workers will take time to explore your needs and make a plan with you on what support we can offer. If our specialist workers are not here when you call we will take your name and preferred contact details and they will call back within a few days. Please call to talk to a specialist worker for more information.

The Women's Cottage
22 Bosworth St, Richmond 2753
www.womenscottage.org.au
Ph: 02 4578 4190

(Covering Lithgow to Parramatta and out of area enquiries)



This project is funded by:

Australian Government
Department of Social Services

National Redress Scheme

Tips for Supportive Practice

Tips for Workers:

Remember that anyone asking about the National Redress Scheme could have faced childhood trauma or has a loved one with those experiences.

By giving extra time and attention you can play a supportive role in connecting people to the support they need.

To support best practice follow these simple steps:

- Nominate someone in your agency to be the 'Go To Person' to respond to questions about the National Redress Scheme (ideally someone with some knowledge and skills in trauma informed care and/or confidence in dealing with vulnerable clients)
- Invite your 'Go To Person' to call us for information of what we offer
- Have copies of this flyer on easy access so it can be taken without asking for help
- If someone does ask for help, bring in your agency's 'Go To Person' to respond
- Give people your full attention and be open and friendly
- Let people know they can call us directly or you can make the referral for them
- Check in to see if they need any other support
- Thank people for their enquiry
- Invite people to come back if they have more questions
- And if people do come back with more questions – this might mean a supported referral (where you call on their behalf) might be useful and/or call us for assistance

Tips for Self-care when exploring The National Redress Scheme for yourself:

- Be kind to yourself
- Think about your breath and slow it down if you notice yourself feeling anxious
- Invite a supportive friend or worker to sit with you when you look at the Redress website or when making contact with a Redress Support Service
- Take time to think about the best way for you to find out more about the Redress Scheme and how the information provided fits with your own experience
- When looking at the website or talking to a Support Service worker, choose a time and place when you feel safe and not rushed

And remember, we are really looking forward to hearing from you. We can help you with a few basic questions right through the whole application process as needed.

The Women's Cottage
22 Bosworth St, Richmond 2753
www.womenscottage.org.au
Ph: 02 4578 4190

(Covering Lithgow to Parramatta and out of area enquiries)



This project is funded by:

Australian Government
Department of Social Services