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| Redress for people who experienced physical, emotional or psychological abuse or neglect as children while living in institutional settings before 1990 |
| Frequently asked questions |
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# What is redress?

Redress is about making an acknowledgement for wrongs that happened in the past.

Redress for historical institutional abuse will include:

* payment of up to $20,000
* personal apology – in person or written
* up to 20 counselling sessions.

Eligible people will be able to choose to accept any or all the above. Redress for historical institutional abuse is anticipated to open for applications in December 2024.

# Why is the Victorian Government offering redress?

On Thursday 8 February 2024, Premier Jacinta Allan made a formal [Apology in Parliament](https://www.parliament.vic.gov.au/news/general-news/careleaversapology), to Victorians who experienced abuse and neglect as children in institutional settings before 1990.

The Apology follows the announcement in 2022 that the Victorian Government would deliver redress to people who experienced abuse or neglect. Redress is to acknowledge what happened and to help with healing.

The Victorian Government funded $165 million for redress in the Victorian state budget 2024/25, following the apology at Victorian Parliament.

# How will redress be managed?

The Department of Families, Fairness and Housing (the department) is responsible for the management of redress for historical institutional abuse.

Redress will be delivered in a way that:

* puts the needs of people first by listening and communicating clearly and regularly
* delivers fair, consistent and timely outcomes
* is flexible, culturally safe and supports diverse needs
* is easily accessible.

Redress is anticipated to open for applications in December 2024 and further information will be available at that time.

# How will it align with other redress services?

It will build on support already available through the National Redress Scheme as well as other similar schemes in Victoria and other states.

# Who can apply for redress for historical institutional abuse?

To apply, you must have:

* lived in Victorian institutions for at least 6 months (cumulative) before 1 January 1990
* experienced physical, psychological, or emotional abuse or neglect as a child (less than 18 years old) while living in institutions before 1990

When applying, you will need to agree to share your information with other non-government and government institutions.

Further information about how to access this payment will be provided in December 2024.

# How long will redress be available?

Redress for historical institutional abuse is anticipated to open for applications in December 2024 and run for 18 months.

Further information will be provided in December 2024.

# What payments are available?

A payment of up to $20,000 will be available to people who experienced physical, emotional or psychological abuse or neglect as children while living in institutional settings before 1990.

These redress payments are to acknowledge harm and to support healing. Those who have already received similar payments through another scheme or institution may not be eligible for the full amount.

This includes:

* Advance redress payments.
* payments in settlement of civil claims for sexual and non-sexual abuse or neglect in care from all institutions.
* National Redress Scheme (NRS) payments for abuse in Victorian institutional settings.
* institutional redress scheme payments (e.g. Towards Healing).

# I received an advance redress payment, am I eligible for an additional payment?

If you have received an advance redress payment, you can still apply for redress.

If people meet the eligibility criteria for redress and have received $10,000 for the advance redress payment, this amount will be deducted from the redress payment.

Each application will be considered in accordance with the eligibility criteria.

Applications for advance redress payments will be open until 5pm, Monday 9 December 2024.

After this date, we will not be accepting applications.

The department will still assess your application if you applied before 9 December 2024.

# What is an advance payment?

Advance redress payments offer a one-off payment to people who were physically, psychologically or emotionally abused or neglected as children while living in institutional settings in Victoria before 1990, and who are now terminally or critically ill.

# Can I apply for a redress payment if I have received payment from another scheme or compensation through a previous civil claim?

You can apply for the redress for historical institutional abuse even if you have received redress from another scheme, institution or civil claim.

However, if you have already received payment through another scheme or institution, you may not receive the full $20,000.

Further information will be available in December 2024.

# How will the counselling work?

A counselling service will be offered to applicants who accept an offer (and their family members) for the duration of Redress and within the financial year that applications for Redress close.

The counselling service will be aligned with the department’s existing NRS Counselling and Psychological Care Service Victoria and will:

* be delivered by suitably qualified professionals (i.e. psychologists, mental health practitioners) working as individuals or part of organisations. This should include a person’s existing practitioner wherever possible.
* include counselling, group work, alternative therapies (limited), and cultural healing for First Nations people.
* include up to 20 counselling sessions.

# If I choose to seek an apology, how will that work?

Restorative engagement for abuse or neglect and harm will be offered to all applicants found eligible for redress and will be delivered by senior representatives of responsible institutions (i.e. Government and/or non-government).

Personal apologies will:

* offer applicants opportunities for a facilitated restorative conversation, apologies and/or acknowledgements of impact of abuse and harm (if disclosed) in a face-to-face or written format.
* give applicants an opportunity to speak to their experience and its impact.
* seek to be responsive to applicants’ requests to include senior institutional representative/s, an independent facilitator and support person/s.

# Who did you consult with in the design of redress?

We consulted with people with lived and living experience, their families and key advocacy and service provider groups on what redress could look like.

The key advocacy and service provider groups included were:

* Alliance for Forgotten Australians
* Care Leavers Australasia Network
* Child Migrants Trust
* Connecting Home
* Open Place (Relationships Australia Victoria)
* Victorian Aboriginal Child Care Agency.

# What support services are available to me?

Victorians who experienced abuse or neglect as children in institutional settings prior to 1990 can access free and confidential support.

You can contact:

* Open Place (Relationships Australia Victoria) on 1800 779 379 or you can find information on the [Open Place website](https://www.openplace.org.au/)
* Care Leavers Australasia Network (CLAN) on 1800 008 774 or you can find information on the [CLAN website](https://clan.org.au/%3e).

**If crisis support is needed, people are encouraged to contact one of the below services:**

* Lifeline: 13 11 14
* Beyond Blue: 1300 224 636
* Mensline: 1300 78 99 78
* Suicide call-back Service: 1300 659 467

In an emergency call Triple Zero (000)

# Where do I go if I have a question about redress?

You can email the Department of Families, Fairness and Housing at [VictorianGovernmentRedressScheme@dffh.vic.gov.au](mailto:VictorianGovernmentRedressScheme@dffh.vic.gov.au).

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