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| Redress for Historical Institutional Abuse |
| Information for applicants |
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# Redress for Historical Institutional Abuse

Redress offers:

* payment of up to $20,000
* personal acknowledgement or apology
* up to 20 counselling sessions.

If you are eligible, you can choose any or all these options.

# Eligibility

To be eligible, you need to meet the following criteria:

* lived as a child (before the age of 18) in a Victorian institution for at least 6 months (in total) before 1 January 1990
* experienced physical, psychological, or emotional abuse or neglect in the Victorian institution.

**Please note:** If you were placed in a justice facility as a child because you were found guilty of an offence, and you were **not** a state ward or under any other protective order, Redress may not be able to help you. If you're unsure, please ask us.

Family members cannot apply on behalf of a person who has died.

# How to apply

There are 2 ways to apply:

1. Download the [application form](file:///C:/Users/vidzps5/Downloads/application%20form)   
   https://services.dffh.vic.gov.au/redress-historical-institutional-abuse-application-form (PDF)
2. [Apply online](https://victorianredress.dffh.vic.gov.au/)   
   https://victorianredress.dffh.vic.gov.au/

## Download the application form

If you download, you can:

* Fill in the application form on the computer and then send the completed form with supporting documents by email to [victorianredress@dffh.vic.gov.au](mailto:victorianredress@dffh.vic.gov.au).
* Fill in the application form on the computer, then print and sign the completed form. You can post it to us with your supporting documents.
* Print the application form and fill it in by hand. Then post the completed form with supporting documents.

If you choose to post the application and supporting documents, please send to:

Redress for Historical Institutional Abuse    
Department of Families, Fairness and Housing   
GPO Box 4057, Melbourne 3000

## Apply online

You will need to create an account before you can apply. By creating an account, you will be able to save the application until you are ready to submit.

Please note that you will need a mobile number or email address to create an account.

Go to <https://victorianredress.dffh.vic.gov.au/>

# When you apply

When you apply, you will need to

* tell us what you know about the institutional setting(s) where you experienced abuse/neglect, including the names and approximate dates you lived there.
* provide a brief description or examples of the abuse/neglect you experienced (less than 300 words). This might include examples of the abuse and/or neglect you experienced in Victorian institutional settings. You only need to provide enough information to show that you have experienced one type of abuse or neglect, not every instance.
* Declare that all information provided in the application is true and correct.

You must also agree to:

* let the Department of Families, Fairness and Housing (the department) share your name and date of birth (if known) with other departments, institutions and redress schemes.
* let the other institutions share information confirming your time in the institutional setting(s) with the department.
* let the other institutions and redress schemes share information with the department about any relevant prior payments you have received.

# Redress payment

Redress for Historical Institutional Abuse includes a payment of up to $20,000 for eligible people.

Depending on any previous payments the applicant may have received, applicants may receive a Redress payment of:

* the full amount
* a part payment, or
* no payment.

If you have received a prior payment from the following schemes and institutions, the payment may be deducted from the $20,000:

* advance redress payments
* civil settlements for both sexual and non-sexual abuse that occurred in Victorian institutional settings
* payments from other redress schemes that provide redress in relation to abuse and/or neglect in Victorian institutional settings, such as:
  + Kooyoora Independent Redress Scheme
  + Melbourne Response
  + National Redress Scheme
  + Pathways Victoria
  + Salvation Army
  + Towards Healing.

Payments that address different forms of harm will not be deducted. These are:

* the Stolen Generations Reparations Package
* the Historical Forced Adoptions Redress Scheme.

When you apply, you must declare any payments you have received from other schemes and that the information provided is true and correct. We will check prior payments in different ways, including checking with other organisations.

If you have received a relevant prior payment of $20,000 or more, you won't be eligible for payment. However, you can still access a personal acknowledgement or apology and up to 20 counselling sessions.

# Types of abuse covered

**Physical abuse** is when someone injures you on purpose. This could be hitting, punching, kicking, burning, shaking, or holding you down so you cannot move.

**Psychological or emotional abuse** is when someone hurts you with their words or actions so much that it has a lasting impact. This could be ignoring you, threatening you, putting you down, making you feel bad about yourself, or isolation from family.

**Neglect** is when someone who should be taking care of you does not give you the things you need to be healthy and happy, and this has a lasting impact on you. This could be food, clothes, love, or medical care or access to education.

# Types of abuse not covered

Redress for Historical Institutional Abuse does not cover sexual abuse. For help with this contact the National Redress Scheme on 1800 737 377 or on their website at https://www.nationalredress.gov.au.

# Translation services

If you need a translator, send an email to us at [Victorianredress@dffh.vic.gov.au](mailto:Victorianredress@dffh.vic.gov.au).

Include your name, how to contact you, and what language you speak.

# Support

**Support to help you apply**

It may be difficult to write about your experience.

If you need help, you can seek support.

You can ask someone you trust such as a carer, friend or family member to help you.

You can also choose someone to act on your behalf (known as a nominee). The nominee can:

* complete a power of attorney document and make decisions for you
* through a court order, act as a guardian or help to manage your money.

There are free and confidential support services who can help you apply for Redress.

* Care Leavers Australasia Network (CLAN) – 1800 008 774
* Child Migrants Trust – 1800 04 05 09
* Connecting Home – 8679 0777
* Drummond Street Services – 9663 6733
* IGFF (In Good Faith Foundation) – 1300 124 433
* Open Place (Relationships Australia Victoria) – 1800 779 379
* Victorian Aboriginal Child and Community Agency (VACCA) – 9287 8800

**In an emergency call Triple Zero (000). If you need support right now, contact one of the 24-hour support services below:**

* **Beyond Blue** 1300 224 636
* **Full Stop Australia** 1800 385 578 or 1800 211 028
* **Lifeline** 13 11 14
* **MensLine** 1300 789 978
* **Suicide Call Back Service** 1300 659 467
* **1800RESPECT** 1800 737 732
* **13YARN** 13 92 76

## After submitting your application

You will receive an email notification if you submit your application online.

You will receive a confirmation letter if you email or post your application to us.

To progress your application, the department may need to contact you for further information.

If you have any questions or concerns about this, you can contact us by:

* phone on 1800 716 870 between 9 am to 5 pm, Monday to Friday (excluding public holidays).
* email at victorianredress@dffh.vic.gov.au.

If you are eligible for Redress, the department will send you a letter of offer. If you accept the offer and provide your bank details, the department will deposit the Redress money into your account. The department can also help you access counselling, an acknowledgement or an apology if you accept this.

If you are not eligible for Redress, the department will send you a letter outlining the reason for the outcome and the review process.

If you die before the department finishes your application, the department can give the payment to a person you chose (such as a beneficiary).

## Checklist

Please make sure you have completed all relevant sections in the application form.

Cross out each item below to make sure you have included these documents and information.

* Certified copies of 2 forms of current identity documents:
  + These documents need to show your legal name as you have written in the application form.
  + One document must show your date of birth.
* Certified copies of 2 forms of current identity documents for a nominee, and evidence of their authority to act on your behalf (if applicable)
* A copy of proof of any name changes you have (if applicable)
* Supporting documents (such as a ‘time in care’ certificate) (if applicable)
* Details of prior payments - including the source of the payment and payment amount (if applicable – see questions 56 – 59 in the application form)
* List of beneficiaries including the percentage of the Redress payment you would like each beneficiary to receive (if applicable – see questions 39 – 46 in the application form).

The types of identity documents you can use include:

* bank statement issued by an Australian institution
* driver’s licence, learner’s permit, firearm licence or marine licence
* Medicare card
* passport or citizenship certificate
* Keypass
* Australian Government concession card (including health care card)
* Australian Government’s Department of Veterans Affairs card
* birth certificate
* a Working with Children Check card
* pensioner concession card
* bank card (copies of both sides) issued by an Australian institution
* utility statement (gas, water, electricity, internet, mobile or home phone)
* Australian Taxation Office assessment
* student or tertiary institution identification card
* executed lease agreement.

If you cannot get the identity documents certified, you need to take a clear photo of yourself holding the identity documents.

For a list of people who can certify copies of original documents visit the Department of Justice and Community Safety’s webpage, [Certified copies of original documents](https://www.justice.vic.gov.au/certifiedcopies#List_authorised).

# Collection notice

The department protects your personal, sensitive and health information, under the law. This includes the *Privacy and Data Protection Act 2014* (Vic) and the [Privacy Policy](https://www.dffh.vic.gov.au/publications/privacy-policy): https://www.dffh.vic.gov.au/publications/privacy-policy.

To access Redress, the department needs to collect information about you.

The department also needs to share your information with others. For example, the department needs to share your name, date of birth, and the name of any institution you lived in, with:

* the organisation responsible for the institution, to confirm your time there and any prior compensation payments they gave you.
* the department’s lawyers and insurer, to confirm any prior compensation payments they gave you.
* Other Australian government departments and other organisations that offer redress, to confirm any prior redress payments they gave you.

The department needs to know about your prior payments as they will be deducted from a Redress payment. The department will only collect and share your information with your consent.

The department may not be able to accept or process your application if you don’t:

* give your information.
* consent to the department sharing it with others.
* consent to us collecting it from others.

The department may share information about alleged perpetrators with child protection or police. The department will only do this to keep children and others safe, and when the law says the department must.

If you provide information the department has not asked for, the department may destroy it under the *Public Records Act 1973* (Vic).

The department will use your support person’s information to provide updates on your application. The department will use the nominee's details to process your application and will verify their ID to ensure they are authorised to act on your behalf.

Learn about Victorian Government's privacy practices at <https://www.vic.gov.au/privacy-vicgovau>.

To access or correct your information, email [Victorianredress@dffh.vic.gov.au](mailto:Victorianredress@dffh.vic.gov.au).

To access or correct your information from the Australian Government’s Department of Social Services, call 1800 737 377. Requests for personal information may follow the *Freedom of Information Act 1982* (Vic).

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