



**UNSW**  
SYDNEY

# National Redress Scheme

## Feedback study

This is a feedback study of the National Redress Scheme. It is being conducted by the Social Policy Research Centre, UNSW Sydney. The feedback study is for people who have applied to the Scheme, or considered applying.

The aim of the study is to understand how the Scheme is working, and how it can be improved.

The study is voluntary. We appreciate that some people completing the feedback study may find it causes distress.

If at any time during the study, you become distressed or would like additional support from someone who is not involved in the research please call:

**Lifeline** ( 13 11 14 )

**Beyond Blue** ( 1300 224 636 )

**Suicide Call Back Service** ( 1300 659 467 )

You can also contact the National Redress Scheme for assistance on 1800 737 377 (call charges may apply). This is available Monday to Friday 8am – 5pm local time except on public holidays.

**PARTICIPANT INFORMATION STATEMENT**  
National Redress Scheme feedback study - survivors  
*Professor Ilan Katz*

Link to online version: [https://unsw.au1.qualtrics.com/jfe/form/SV\\_emNiwYrPCohn91X](https://unsw.au1.qualtrics.com/jfe/form/SV_emNiwYrPCohn91X)

## Information for participants

You are invited to take part in this feedback study. Your feedback will help to understand how the National Redress Scheme is working, and what needs to change.

**Who is doing the study?** The study is being carried out by researchers at the Social Policy Research Centre, UNSW, Sydney: Professor Ilan Katz, Dr Natasha Cortis and Dr Cathy Thomson. It has been funded by Australian Government, Department of Social Services.

**Who can participate?** The study is open to survivors who have had contact with the Redress Scheme and who are aged 18 years and over, including those who have made an application and those who have decided not to proceed.

**Do I have to take part?** Participation is **voluntary**. If you do not want to take part, you do not have to. If you wish to participate please do so before **Friday 23<sup>rd</sup> October**.

**What does participating involve?** Participating in the feedback study involves answering questions about your experience of the Redress Scheme, such as how you were treated by staff, the timeframe, outcome and quality of the service. It should take approximately 30 minutes to complete, or less in some circumstances.

**How can I participate?** We are providing a paper version, which you can complete and return to us at:

**Redress Scheme Feedback Study Team**  
**Social Policy Research Centre**  
**Reply Paid 61244**  
**University of New South Wales**  
**Sydney NSW 2052**

However, you may find it easier to answer the questions online. If you prefer to answer online, please use this link: [https://unsw.au1.qualtrics.com/jfe/form/SV\\_emNiwYrPCohn91X](https://unsw.au1.qualtrics.com/jfe/form/SV_emNiwYrPCohn91X)

If you complete the study using the online link you do not need to do the paper copy.

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**Are there any risks involved?** If you experience discomfort or feelings of distress while participating in the research and you require support, you can stop participating at any time. You can also tell a member of the research team and they will provide you with assistance.

If at any stage during the study, you become distressed or require additional support from someone not involved in the research please call:

**Lifeline** ( 13 11 14 )

**Beyond Blue** ( 1300 224 636 )

**Suicide Call Back Service** ( 1300 659 467 )

**What if I want to withdraw from the study?** If you consent to participate, you can withdraw at any time by closing the questionnaire. If you withdraw, we will destroy any information that has already been collected. Once you have submitted the questionnaire however, we will not be able to withdraw your responses as the feedback study is anonymous.

**What happens to the information?** Submission of the online questionnaire (either online or by returning the paper copy) is an indication of your consent. By selecting 'I agree to participate' below you are providing your permission for the research team to collect and use information about you for the research study. The data is collected in hard copy or online. Hard copies will be securely stored in a locked filing cabinet and then entered into a data file and stored Onedrive which is password protected. The online version will be hosted on the UNSW Qualtrics website and saved on the Onedrive which is password protected. The research team will store the data collected from you for this research project for a minimum of 5 years after the publication of the research. Information about you will be stored in a non-identifiable format where your identify will be unknown. The information you provide is personal information for the purposes of the Privacy and Personal Information Protection Act 1998 (NSW). You have the right of access to personal information held about you by the University, the right to request correction and amendment of it, and the right to make a complaint about a breach of the Information Protection Principles as contained in the PPIP Act. Further information on how the University protects personal information is available in the UNSW Privacy Management Plan.

**How will I find the results of the research?** The research team intend to publish and/ report the results of the research. All Information will be published in a way that will not identify you. A copy of the final report on the study will be published at <https://www.nationalredress.gov.au/>. If

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you would like to receive a copy of the research findings you can provide your email or mailing address in the space at the end of the feedback study. We will only use these details to send you the results of the research.

**What if I have a complaint or any concerns?** If you have a complaint regarding any aspect of the study or the way it is being conducted, please contact the UNSW Human Ethics Coordinator on 02 9385 6222 [humanethics@unsw.edu.au](mailto:humanethics@unsw.edu.au) Reference Number HC200714.

**What if I have further questions?** If you require further information from the research team or if you have any problems which may be related to your involvement in the study, you can contact Professor Ilan Katz [ilan.katz@unsw.edu.au](mailto:ilan.katz@unsw.edu.au)

**Q3. Declaration by the participant.** By selecting the option below and returning the questionnaire, you agree with the following:

- I understand I am being asked to provide consent to participate in this research study;
- I have read the Participant Information Sheet, or it has been provided to me in a language that I understand;
- I provide my consent for the information collected about me to be used as described above.
- I understand that if necessary, I can ask questions and the research team will respond to my questions.
- I freely agree to participate in this research study as described and understand that I am free to withdraw at any time during the study and withdrawal will not affect my relationship with any of the named organisations and/or research team members;
- I understand that I can download a copy of this information here
- I understand that the results of the research will be made available on the <https://www.nationalredress.gov.au> website or I can leave my details at the end of the feedback study to receive a copy of study findings.

**I have read the Participant information and agree to participate.**

## These questions are about you.

### 1. Are you:

- Female     Male     Other identity / non-binary     Prefer not to say

### 2. What is your age?

- Under 25     25 to 34     35 to 44     45 to 54  
 55 to 64     65 to 74     75 and over     Prefer not to say

### 3. Are you of Aboriginal and/or Torres Strait Islander origin?

- No     Yes, Aboriginal     Yes, Torres Strait Islander  
 Yes, both Aboriginal and Torres Strait Islander  
 I prefer not to say

### 4. Which State or Territory do you currently live in?

- NSW     VIC     QLD     SA  
 WA     TAS     NT     ACT

### 5. Do you have a disability, impairment or any other long-term condition that restricts your everyday activities?

- No     Yes     Prefer not to say

### 6. Overall, how would you rate your experience of the National Redress Scheme process?

- Very good     Good     Neutral     Poor     Very poor

### 7. Do you have any comments about the things that were good, or not so good, about the Redress Scheme and the application process?

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## These questions are about support to apply to the Scheme

**8. Did you receive assistance to apply to the Scheme (or are you in the process of receiving assistance)?**

- No**, I didn't receive assistance to apply (skip to Q12)
- Yes**, assistance from a family member or friend
- Yes**, assistance from a support service *(If you received assistance from a support service, please answer 9, 10 and 11)*

**9. Answer this question only if you received assistance from a support service: What kind of assistance did you receive from a support service?**

- Legal support
- Practical support e.g. completing the form, obtaining documents
- Psychological support or counselling
- Other (please specify) .....

**10. Answer this question only if you received assistance from a support service: How helpful were these services?**

- Not helpful
- Helpful
- Very helpful

**11. Answer this question only if you received assistance from a support service: Any comments on the assistance you received from services?**

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**12. Which of these describes the current status of your application for redress?**

<p><i>Not submitted an application (skip to Q34)</i></p>	<input type="checkbox"/> (a) <b>Not started</b> - I have considered applying but haven't started the process.
	<input type="checkbox"/> (b) <b>Started and stopped</b> - I started an application but decided not to complete it.
	<input type="checkbox"/> (c) <b>Not yet submitted</b> - I started an application but have not yet submitted it.
<p><i>Submitted an application (continue to Q13 below)</i></p>	<input type="checkbox"/> (d) <b>Withdrawn</b> - I submitted an application but decided to withdraw it.
	<input type="checkbox"/> (e) <b>Being assessed</b> - I submitted an application and am waiting for a decision.
	<input type="checkbox"/> (f) <b>Decision made</b> - I applied and received a decision

**The next questions are about experiences of applying.**

If you answered a, b or c in Question 12 (i.e. you have not submitted an application) you do not need to answer Questions 13 to 33. Those who have not submitted an application should skip to Question 34 (Page 13). If you have submitted an application, please continue to Question 13.

**13. Did your application identify more than one institution?**

- No, it identified one institution only.
- Yes, it identified more than one.
- Not sure

**14. After you sent off the form, did you receive a phone call from Redress Scheme staff?**

- No (*skip to Q17*)
- Yes (*complete Q15 -16*)
- Not sure (*skip to Q17*)

**15. (If yes to Q14) Approximately how long after you sent off the form did you receive the call from Redress Scheme staff?**

- Within 1 week
- 1 or 2 weeks
- 3 or 4 weeks
- More than 4 weeks
- Not sure

**16. Do you agree or disagree with these statements about the call you received from Redress staff?**

The contact officer explained what would happen next	<input type="radio"/> Agree	<input type="radio"/> Disagree	<input type="radio"/> Not sure
The call was sensitive to my situation	<input type="radio"/> Agree	<input type="radio"/> Disagree	<input type="radio"/> Not sure
Overall, the call was helpful	<input type="radio"/> Agree	<input type="radio"/> Disagree	<input type="radio"/> Not sure

**17. Did you have any other contact with Redress Scheme staff through the process?**

- No, I had no further contact with them (skip to Q21)
- Yes, I contacted them
- Yes, they contacted me → *Enter number of times .....*

**18. If you contacted them, could you briefly state the reason you contacted Redress Scheme staff? If you can't remember its fine to leave this blank.**

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**19. (If yes to Q17) How did you feel about your contact with Redress Staff?**

Staff were sensitive to my situation	<input type="radio"/> Agree	<input type="radio"/> Disagree	<input type="radio"/> Not sure
The contact was helpful	<input type="radio"/> Agree	<input type="radio"/> Disagree	<input type="radio"/> Not sure
It didn't take too long	<input type="radio"/> Agree	<input type="radio"/> Disagree	<input type="radio"/> Not sure
I was satisfied with the response	<input type="radio"/> Agree	<input type="radio"/> Disagree	<input type="radio"/> Not sure



**20. Do you have any further comments on your contact with Redress staff, and anything that could be improved?**

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**21. Thinking about the application process overall, were these aspects of the process what you expected?**

<b>The amount of time it took to prepare the application</b>	<input type="radio"/> Less than I expected	<input type="radio"/> About what I expected	<input type="radio"/> More than I expected
<b>The amount of stress involved in making the application</b>	<input type="radio"/> Less than I expected	<input type="radio"/> About what I expected	<input type="radio"/> More than I expected

**These questions are about the decision you received.**

**Answer from Q22 if you have received a decision on your application for redress, that is, if your answer was (f) in Question 12.**

**If you have not received a decision, please skip to Question 33.**

**22. Approximately how many weeks did it take from the date you submitted the application to the date you received a decision? Enter number of weeks in numerals, or leave blank if you aren't sure.**

\_\_\_\_\_ weeks

**23. While you waited for a decision, did the Redress Scheme staff keep you advised of the status of your application, and reasons for any delays?**

No                       Yes                       Not sure

**24. Did you receive an offer of Redress?**

- No (skip to Q 33)
- Yes and I have accepted the offer (continue to Q 25 below)
- Yes but I have not accepted the offer (continue to Q 25 below)

**25. (If yes to Q24) Do you agree or disagree with the following statements?**

I was satisfied with the outcome of the application	<input type="radio"/> Agree	<input type="radio"/> Disagree	<input type="radio"/> Not sure
I was offered a redress payment	<input type="radio"/> Agree	<input type="radio"/> Disagree	<input type="radio"/> Not sure
The offer was appropriate	<input type="radio"/> Agree	<input type="radio"/> Disagree	<input type="radio"/> Not sure
There was sufficient information in the letter of offer	<input type="radio"/> Agree	<input type="radio"/> Disagree	<input type="radio"/> Not sure
6 months was enough time to make a decision on the offer	<input type="radio"/> Agree (skip to Q27)	<input type="radio"/> Disagree (please answer Q26)	<input type="radio"/> Not sure (skip to Q27)

**26. If you were not satisfied with 6 months answer this → Do you have any comments on the 6 month time period available to make a decision, and why you think it may not be enough time?**

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**27. Answer only if you were offered a redress payment. Was the payment you were offered reduced because you had received a prior payment from an institution?**

- No (skip to Q29)                       Yes (answer Q28)                       Not sure(skip to Q29)

**28. If yes to Q27 → Do you have any comments about your redress payment being reduced for this reason?**

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**29. Were you offered a counselling and psychological care payment as part of the redress package?**

- No                       Yes                       Not sure

**30. Were you offered a direct personal response as part of the redress package?**

No                       Yes                       Not sure

**31. (If yes to Q30) Did you accept the offer of a direct personal response?**

No (skip to Q33)                       Yes

**32. (If yes to Q30) Thinking about the offer of a direct personal response, do you agree or disagree with the following statements?**

I was provided with details of who to contact about the personal response	<input type="radio"/> Agree	<input type="radio"/> Disagree	<input type="radio"/> Not sure
I received a direct personal response from the institution	<input type="radio"/> Agree	<input type="radio"/> Disagree	<input type="radio"/> Not sure
The direct personal response was in a form that was acceptable to me	<input type="radio"/> Agree	<input type="radio"/> Disagree	<input type="radio"/> Not sure
I was able to have input into the form of the direct personal response	<input type="radio"/> Agree	<input type="radio"/> Disagree	<input type="radio"/> Not sure
The direct personal response was extended to me with the courtesy, genuineness and respect intended by the Royal Commission	<input type="radio"/> Agree	<input type="radio"/> Disagree	<input type="radio"/> Not sure

**33. Do you have any comments on the outcome of your application, or anything you were not satisfied with?**

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**Thank you!**

**This is the end of the feedback study for people who have applied to the Scheme.**

If you would like to receive a copy of the report from the research, please leave your name and email or mailing address here. Your details will be used only to send a copy of the research report.

Name \_\_\_\_\_

Preferred address (either mail or email) \_\_\_\_\_

**Those who did not apply to the Scheme should answer Q34-38 below.**

**These questions are for people who did not apply to the Scheme.**

**Only answer Q34-38 if you decided not to submit an application, or withdrew your application.**

**34. For what reasons did you decide not to progress the application?**

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**35. Have you had any contact with Redress Scheme staff?**

- No (*skip to Q38*)
- Yes, I contacted them
- Yes, they contacted me → please enter number of times they contacted you: .....

**36. If you contacted them, could you briefly state the reason you contacted Redress Scheme staff? *If you can't remember its fine to leave this blank.***

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**37. How did you feel about your contact with Redress Staff?**

<b>Staff were sensitive to my situation</b>	<input type="radio"/> Agree	<input type="radio"/> Disagree	<input type="radio"/> Not sure
<b>The contact was helpful</b>	<input type="radio"/> Agree	<input type="radio"/> Disagree	<input type="radio"/> Not sure
<b>It didn't take too long</b>	<input type="radio"/> Agree	<input type="radio"/> Disagree	<input type="radio"/> Not sure
<b>I was satisfied with the response</b>	<input type="radio"/> Agree	<input type="radio"/> Disagree	<input type="radio"/> Not sure

**38. Do you have any further comments on your contact with Redress staff, and anything that could be improved?**

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**End of the questionnaire.**

Thank you! If you have any comments about the study, or would like to get in touch with a member of the research team, you can contact Professor Ilan Katz [ilan.katz@unsw.edu.au](mailto:ilan.katz@unsw.edu.au)

**If you would like to receive a copy of the report from the research, you can leave your name and email address or mailing address here. Your details will be used only for the purpose of sending you a copy of the research report.**

Name \_\_\_\_\_

Preferred address (either mail or email) \_\_\_\_\_

The questionnaire should be returned using the envelope provided or to:

**Redress Scheme Feedback Study Team**  
**Social Policy Research Centre**  
**Reply Paid 61244**  
**University of New South Wales**  
**Sydney NSW 2052**