

What to do if you are disappointed with your National Redress Scheme offer

knowmore provides free legal advice and support to survivors of institutional child sexual abuse. If you have received an offer from the National Redress Scheme, we can help you consider your options.

Receiving an offer

Once you receive an offer you have limited time to decide how to respond before the offer expires. The offer expiry date can be found in your offer letter.

Once you receive an offer you can:

- accept or decline the offer
- request a review
- apply to have the decision revoked.

If you accept or decline your offer you will not be able to apply to review or revoke your offer.

You should seek free legal advice from knowmore before making a decision.

Accepting the offer

If you are disappointed with your offer you do not have to accept it. You should seek legal advice.

Accepting an offer from the National Redress Scheme (NRS) means giving up your right to continue or start any legal proceedings against the responsible institution(s). It is important that you consider this very carefully before you make a decision.

Declining the offer

If you decline your offer you will not receive a redress payment, counselling or a direct personal response through the NRS.

If you do not respond before the offer expires, it will be taken to have been declined. There may be some circumstances where you can extend the time after it has expired.

You can only make one application to the NRS, if you decline or fail to respond you will not be able to re-apply.

Reviewing the offer

If you do not agree with the decision of the NRS you can request a review of your offer by completing the 'Application for review of determination form' that is provided with your offer letter. The NRS must receive your request prior to the offer expiring. From 4 April 2024 you may provide additional information and documents for the review.

The review will be carried out by a different Independent Decision Maker. You may be asked to provide more information. The institution may also be asked to provide more information.

Possible outcomes are:

- the original offer is reconfirmed
- you receive a lower offer
- you receive a higher offer.

Please call knowmore for free legal advice before making an application for review.

Revoking the offer

If you do not agree with the decision of the NRS and you have significant additional information about the abuse you suffered that was not included in your application, you may be able to apply to have the NRS decision revoked (withdrawn).

If you are successful, the NRS will reconsider your application including the additional information before making a new decision.

If your application for revocation is refused, the original decision will remain.

Please call knowmore for free legal advice before making an application for revocation.

knowmore can advise on your options

We can help by providing you with legal advice about your options. This may include a referral to a civil lawyer if you decide to make a civil claim instead of accepting an NRS offer.

Providing support

Survivors of institutional child sexual abuse may find the redress process difficult.

knowmore has counsellors/social workers, financial counsellors and Aboriginal and Torres Strait Islander engagement staff who can support your journey with knowmore.

Please let us know at any time if you would like additional support.

How to contact knowmore

- Visit: www.knowmore.org.au
- Free call: 1800 605 762
- Email: info@knowmore.org.au

**** Disclaimer:** The information provided in this fact sheet is for information only. It must not be relied on as legal advice. You should seek legal advice about your own particular circumstances. | Last updated April 2024
©knowmore **