

Co-development of a Redress Survivor Service Charter

Survey for survivors and their representatives

December 2021

Background and purpose of this survey

The Australian Government has committed to developing a service charter which will drive improvements to the survivor experience of the National Redress Scheme.

A charter sets a commitment that the National Redress Scheme and Scheme partners need to adhere to concerning:

- what survivors can expect in the delivery of Redress services, and
- how they provide services at each stage of the Redress journey.

A charter makes sure the role of survivors is at the centre of the way the Scheme operates.

The purpose of this survey is to gather feedback from people who have accessed the Scheme, those who may access it in the future, and those who support them.

Who is conducting this survey?

This survey is being conducted by The Social Deck on behalf of the Department of Social Services. The Social Deck is a certified B corporation and a member of the Australian Data and Insights Association, the national peak industry body for market and social research. You can find additional information about The Social Deck's credentials, contact details, and privacy policy at thesocialdeck.com.au/survey-information.

About the survey

The survey contains 6 sections covering:

1. Demographic questions
2. Accessing the National Redress Scheme
3. After applying to the National Redress Scheme
4. After a determination is made on an application
5. Feedback and complaints processes
6. Principles for the Survivor Service Charter

The survey will take approximately 15-20 minutes to complete, depending on the length of your written responses.

The survey includes some questions that ask you to rate items on a scale and other questions that ask you to write about your views and suggestions.

Your participation in this survey is voluntary. If you do not want to answer a question, you can skip it or select the 'Prefer not to say' response option.

This survey is being conducted in accordance with the Privacy Act 1988.

All responses to the survey are anonymous. No identifying information will be collected.

How to submit the survey

This survey can be completed digitally or printed out. Please send completed copies of the survey to engage@thesocialdeck.com

How will responses be used?

Your answers will be consolidated and provided to Department of Social Services. Your answers will be drawn upon to make recommendations in a report on the co-development of the service charter. No personal or identifying information will be included in this report.

Support to help you complete the survey

If you have any questions about this survey or you need help to complete this survey please email engage@thesocialdeck.com

If you or someone you know is in crisis or feeling distressed and needs support, please call one of the following services:

- Lifeline on 13 11 14
- Beyond Blue on 1300 224 636
- 1800RESPECT on 1800 737 732
- Suicide Call Back Service 1300 659 467
- MensLine Australia 1300 787 978
- Triple Zero 000

Thank you for sharing your feedback.

Consent to participate in this survey.

By completing this survey, you indicate that:

- You have read the above information;
- Your participation in this survey is voluntary; and
- You are at least 18 years of age.

Section 1. Demographic questions

Before we get started, we have a few questions to help us understand who has participated in this survey. You can select the 'Prefer not to say' option for any question you do not wish to answer.

Q1. Which of the following options best describes your interest in the National Redress Scheme?
Please select all that apply.*

I am a survivor

I am a survivor representative and/or family member of a survivor

I am a redress support service provider (i.e. listed on the Scheme website)

I am a support service provider (i.e., not listed on the Scheme website)

Other (please specify)

Prefer not to say

If you have selected 'Other', please note this survey is for survivors and the people who represent them. If you are an institution or other organisation who does not provide direct support to survivors, please contact the Department of Social Services via email redresscharter@dss.gov.au to participate in this consultation.

Q2. If you selected 'I am a survivor' for Q1, which of the following best represents your current situation?

I have not applied to the National Redress Scheme

I have applied to the National Redress Scheme, but have not yet received an outcome

I have applied the National Redress Scheme and have received an outcome

Prefer not to say

Q3. Which state or territory do you live in?

ACT

NSW

NT

QLD

SA

TAS

VIC

WA

I do not live in Australia

Prefer not to say

Q4. What is your gender?

Male

Female

Non-binary/ third gender

Prefer not to say

Q5. How old are you?

18-34 years

35-54 years

55-74 years

75+ years

Prefer not to say

Q6. Do you identify as any of the following? Please select all that apply.

Aboriginal and/or Torres Strait Islander

LGBTQI+

Mainly speak a language other than English at home

A person with disability

None of the above

Prefer not to say

Section 2. Accessing the National Redress Scheme

Q7. What do you think are some of the key barriers that make it difficult for people to apply to the Scheme? Please list the barriers in the box below.

Q8. We would like to know if you think there is enough clear information to help people when they are applying to the Scheme.

For each of the topics listed below, please indicate if you think there is enough information available....

	Yes, there is enough information	No, there is not enough information	Unsure
about how to apply to the Scheme			
to help people decide if they want to apply to the Scheme			
about whether someone may be eligible for the scheme			
about how to get help to apply to the Scheme			
about how to get counselling support when applying to the Scheme			
about how to get legal and financial support when applying to the Scheme			

Q9. What additional information do you think would help people when applying or deciding whether to apply to the Scheme?

Q10. How do you think the application process could be improved to make it easier for people to apply to the Scheme?

Q11. What can be done to make it easier for people to access support when applying to the Scheme?

Section 3. After applying to the National Redress Scheme

Q12. After an application to the Scheme has been submitted, how long do you think it should take for a decision to be made? Please enter your response in months.

_____ months

Q13. What communication and information do you think should be provided to survivors while they are waiting for their application to be assessed?

Q14. How do you think the Scheme should contact survivors to **confirm that their application has been received**? Please select all that apply.

A phone call

A phone call at a specific time scheduled via text message

A message in an individual's myGov inbox

Via email

Other (please specify)

Q15. How do you think the Scheme should contact survivors **if the Scheme has any questions about an application**? Please select all that apply.

A phone call

A phone call at a specific time scheduled via text message

A message in an individual's myGov inbox

Via email

Other (please specify)

Q16. To what extent do you agree or disagree with each of the following statements about the National Redress Scheme?

	Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree	Unsure
The Scheme follows trauma-informed practices (i.e., recognises the impact of trauma and follows safe practices to promote healing)						
The Scheme communicates with survivors in a respectful and dignified way						
The Scheme provides information that is consistent and correct						
The Scheme provides information that is clear and easy to understand						
The Scheme respects the privacy of survivors by keeping their information safe and secure						

Section 4. After a determination is made on an application

Q17. Do you think anything needs to be changed to improve the letter notifying applicants about the outcome of an application to Scheme?

Q18. Do you think anything needs to be changed to improve the redress payment process?

Q19. Do you think anything needs to be changed to improve direct personal responses from institutions?

Q20. Do you think anything needs to be changed to improve access to the counselling and psychological services offered as a part of redress?

Q21. Do you think anything needs to be changed to improve the process for having an application determination reviewed?

Section 5. Complaints and providing feedback to improve the Scheme

Q22. How long do you think it should take for the Scheme to respond to complaints lodged by survivors? Please enter your response in days or weeks.

_____ days

_____ weeks

Q23. How do you think the Scheme complaints process could be improved?

Q24. What do you think are the best ways for survivors to provide ongoing feedback on the National Redress Scheme? Please select all that apply.

An online form on the National Redress Scheme website

A phone call with the National Redress Scheme

A specific email address to provide feedback to the National Redress Scheme

An online survey sent by the National Redress Scheme to survivors after an application outcome has been provided

Other (please specify)

None of the above

Section 6. Principles for the Survivor Service Charter for the National Redress Scheme

Q25. The Survivor Service Charter will include principles of engagement with survivors. Please select which of the principles described below you think should be included in the Service Charter.

You can select multiple options.

Transparent (We will make it easy for you to access and understand our information and decisions)

Trauma-informed (We recognise the impact of trauma and follows safe practices to promote healing)

Survivor-focused (We will put your rights and needs first and foremost)

Respectful (We will recognise your individual experience and acknowledge that you are the expert in your own life)

Responsive (We will respond to your individual needs and circumstances)

Connected (We will support you to access the services and supports you need)

Empowering (We will make it easy for you to access information and be supported by the Scheme)

Confidential (We will respect your privacy by keeping your information is safe and secure)

Other (please describe)

Q26. Lastly, is there any other feedback you would like to provide on the National Redress Scheme and/or the survivor service charter?

Thank you for taking the time to share your valuable input and feedback. The Department of Social Services is undertaking a range of engagement activities throughout December 2021 and January 2022. Following that engagement period, the expectation is that a service charter will be developed and publically available in the first half of 2022.