

How to get a copy of your National Redress Scheme application

This fact sheet explains how you can get a copy of your lodged National Redress Scheme (NRS) application. You will need a copy of your application if you want knowmore to review it.

If you lodged your application on MyGov

If your application was originally lodged through MyGov, you will have full access to the application.

To access your application:

- Log onto your MyGov account. You may need to enter a code sent to your phone for security reasons.
- On the homepage you will see your "Linked services".
- Click on "go to National Redress Scheme". You may need to answer a security question to log on.
- Click into submitted applications.
- You can open the application and either save it to your computer and/or print it.

If you lodged a paper application

If you lodged a paper application, you can use MyGov to get updates, but you won't be able to get a copy of your application.

To get a copy you need to:

- Call the National Redress Scheme on **1800 737 377**.
- Ask for a copy of your application to be posted to you. This may take more than a month, depending on the progress of your application.
- The National Redress Scheme will not email copies of applications.

Only you can request and receive a copy of your National Redress Application. No one else can get it on your behalf unless you have a redress nominee arrangement in place.

knowmore free legal help
for survivors

1800 605 762 | knowmore.org.au

Image inspired by original artwork by Ngunawal man Dean Bell, depicting knowmore's connection to the towns, cities, missions and settlements within Australia.

knowmore acknowledges the Traditional Owners of the lands and waters across Australia upon which we live and work. We pay our deep respects to Elders past and present for their ongoing leadership and advocacy.

Sending your application to knowmore

Once you have a copy of your application you can post it to one of our addresses below.

Adelaide, South Australia

GPO Box 1365
Adelaide SA 5001

Brisbane, Queensland

PO Box 2151
Brisbane QLD 4000

Darwin, Northern Territory

GPO Box 413
Darwin NT 0801

Melbourne, Victoria

PO Box 504
Collins Street West VIC 8007

Perth, Western Australia

PO Box 7072
Cloisters Square Perth WA 6850

Sydney, New South Wales

PO Box 267
Darlinghurst NSW 1300

If you would like us to send you a return envelope please call us on **1800 605 762**.

We cannot guarantee that there will be someone at our offices if you drop-it off in person.

Alternatively you can email a version to info@knowmore.org.au

Getting advice

Once you have sent your application to knowmore, please call us to book an appointment to receive legal advice.

To book an appointment please call **1800 605 762**.

If you do not book an appointment we will be unable to give you legal advice on your application.

** 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 June 2023
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