

About Us:

New England Family Support Service (NEFSS) Redress Support Service provides emotional and practical support for people affected by institutional child sexual abuse to engage with the National Redress Scheme.

This support includes providing information about the Scheme, assisting people to complete the Scheme's application form, supporting people to access other services such as legal and financial counselling and other community services.

Fees:

Our services are confidential and provided free of cost.



Contact us:

Simply call or email us to see how we can offer you support.

Program Manager
NEFSS Redress Support Service
0450 437 068 / 02 6772 7243

Email:
redress@familysupport.org.au

Manager
New England Family Support
Service
02 6778 365

Email:
manager@familysupport.org.au

Or you can visit our website
<https://www.familysupport.org.au>

New England Family
Support Service is
funded by
The Department of
Social Services



new england *family* support service
Redress Support Service

Providing support for people
who have experienced
institutional child sexual
abuse

What is the National Redress Scheme

The National Redress Scheme provides support to people who have experienced institutional child sexual abuse. The Scheme acknowledges that many children were sexually abused in Australian institutions, recognises the harm caused by this abuse, and holds institutions accountable for this abuse.

The National Redress Scheme:

The Scheme offers eligible applicants:

- access to counselling,
- a direct personal response (or apology), and
- a Redress payment.

We can support you to:

- Gain an understanding of the National Redress Scheme
- Explore your options regarding the redress process
- Attend therapeutic sessions and other social groups
- Connect with related services that can provide broader support.

What we do

The New England Family Support Service (NEFSS) Redress Support Service provides trauma-informed and culturally appropriate support to people considering applying to the Scheme.

We provide counselling, case management and professional supervision to clients with a safe environment to engage with the Scheme.

We assist clients through all steps of the redress application process from the initial enquiry, assistance with preparing applications, and post-application support through face-to-face support, phone consultation and outreach programs and support across the New England region.

Our Redress Support Service plays an important role in informing people of what to expect through their engagement with the Scheme by providing clear information about what the Scheme is, how it can be accessed and what a person can practically expect through the process of applying and potentially accepting an offer of redress.

You can apply to the National Redress Scheme if:

- You experienced sexual abuse when you were a child (under 18 years of age), and
- The abuse happened before 1st July 2018, and
- An institution was responsible for bringing you into contact with the person who abused you, and
- You were born before 30 June 2010, and
- You are an Australian citizen or permanent resident.

Referral to the NEFSS Redress Support Service:

Referrals may be made by individuals themselves or referred through professional, social, or community services.

