

Redress Support Services

Free, confidential support for anyone making, or considering making, an application through the National Redress Scheme.



Phone 1800 052 674

Relationships[™]
AUSTRALIA · VIC

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About the National Redress Scheme

The National Redress Scheme (the Scheme) is the Australian Government's response to the Royal Commission into Institutional Responses to Child Sexual Abuse.

The Scheme offers acknowledgement and support to people who:

- had child sexual abuse perpetrated against them in an institution before 1 July 2018, and
- were born before 30 June 2010, and
- are Australian citizens or permanent residents.

Redress is a different option to seeking compensation through the courts. The Scheme offers 3 components of Redress:

- access to counselling
- a Redress payment
- a Direct Personal Response (an apology) from the institution/s responsible for the abuse.

The Scheme started on 1 July 2018. You can apply up until 30 June 2027.

If you would like more information about the Scheme, please visit nationalredress.gov.au or call the Scheme on 1800 737 377.



How we can help you

We can:

- answer your questions about the Scheme
- give you information about your options and help you decide if applying is right for you
- help you apply and support you throughout this process
- talk to you about your feelings and ways to manage hard things in your life
- give you information about other services that can help you
- help you understand your application outcome
- help you access a Direct Personal Response.

How we provide services

When you first contact us, we'll make a time to call you and talk about how we can help.

Opening hours

9am to 5pm, Monday to Friday
(Victorian local time).

Contact us

- Call 1800 052 674
- Email redress@rav.org.au
- Fill in the form on our website page at www.rav.org.au/redress

If you're Deaf/deaf or find it hard to hear or speak on the phone, you can contact us through the National Relay Service. Visit accesshub.gov.au

If you speak a language other than English, you can contact us through the Translating and Interpreting Service. Visit www.tisnational.gov.au or call 131 450.

About us

Relationships Australia Victoria (RAV) is a community-based, not-for-profit organisation that has been providing family and relationship support services since 1948.

Our services are for all members of the community, regardless of their religion, age, gender, sexual orientation, lifestyle choice, cultural background or economic circumstances.



We're committed to providing safe, inclusive and accessible services for all people.



We acknowledge First Nations peoples as the Traditional Owners and Custodians of the lands and waterways of Australia and support their right to self-determination and culturally safe services.

We would like to acknowledge the experiences of First Nations peoples of the Stolen Generations and those who had child sexual abuse perpetrated against them in an institution. We welcome all First Nations peoples seeking the support of this service.

We recognise the lifelong impacts of childhood trauma.

We recognise those who had children taken away from them.

National Redress Scheme

For people who have experienced institutional child sexual abuse

Redress Support Services are funded by the Australian Government Department of Social Services.