



The National Redress Scheme: Information for people participating in a Direct Personal Response from the Tasmanian Government

What is a Direct Personal Response (DPR)?

A Direct Personal Response (DPR) is a key element of the National Redress Scheme. It is an opportunity for you to engage with the institution responsible for your abuse. A DPR can include:

- A personal letter of apology,
- A face-to-face meeting with a senior government official,
- Help to access personal records,
- An assurance of what the institution is doing to prevent future abuse, and
- Anything else that is meaningful for you and agreed with the institution.

What is a DPR letter?

A DPR letter is a letter that:

- Acknowledges the abuse you suffered while under the care of the Tasmanian Government,
- Acknowledges the impact the abuse has had on your life, and
- Includes a formal apology.

What is a DPR meeting?

A DPR is a private, facilitated meeting for you to meet with a senior government official to:

- Share your personal story of abuse in a safe environment,
- Have the institution accept responsibility for the abuse, acknowledge its impact and provide a genuine apology,
- Ask questions and seek personal information from the institution,
- Allow the senior government official to listen and to learn from your experience, and
- Request information on what the government is doing to prevent abuse occurring and how they respond when abuse is reported.

How does a DPR meeting work?

The DPR will be designed to best meet your preferences and needs. The DPR will involve you telling as much or as little of your story as you wish. The senior government official will then acknowledge and respond to your personal story.

You, a support person (if you choose to have one), a facilitator, a senior government official and, if you choose, the DPR contact person will be there on the day. Each person has an important role. Everyone will be working together to make the experience meaningful for you and safe for everyone participating.

The role of the support person

You will be able to nominate a support person or persons to attend the DPR meeting with you. A support person may be a partner, trusted friend, family member or a counsellor. Their role is to provide you with emotional support before, during and after the meeting.

You can also elect to have a professional that is paid for by the National Redress Scheme as your support person. A list of those support services can be found at:

www.nationalredress.gov.au/support.

The DPR contact person can also provide you with more information on professional supports.

The role of the DPR contact person

The contact person will be your first point of contact and the person you go to with any questions or concerns. They will talk to you about your expectations for the meeting and make a note of any preferences you may have. The contact person will make the administrative arrangements for your DPR.

The role of the facilitator

A trained facilitator will be present to support the DPR process. The facilitator will assist you to prepare for the DPR and ensure that your interests are the focus of the process. They will guide the discussion on the day and ensure any agreed actions or questions are documented and followed up. They will also check in with you afterwards.

The role of the senior government official

A senior official is selected on the basis of their position and seniority. Other traits and skills such as empathy, sensitivity and specific training are also considered. We will take into account any preference that you may have, such as gender or cultural background and any other factors you think are important.

The senior government official's role is to listen to your story and to respond on behalf of the Tasmanian Government. The response will include an acknowledgement and an apology.

How does a DPR meeting work?

Before the meeting

A DPR contact person will be in regular contact with you in the lead up to the meeting. They will discuss with you what you would like to achieve by participating in the meeting. They will also work with you to plan the location, date, time and attendees for the meeting. Once agreed, we'll provide the details of the arrangements in writing.

The facilitator will meet with you beforehand to assist you in preparing for the meeting. The facilitator will answer any questions you may have. They will assist you to identify issues and key parts of your story that you want to raise during the DPR. Your expectations for the day will also be discussed. This preparatory meeting usually takes between one to three hours.

On the day

The facilitator will guide the DPR meeting. You may choose to share your story and the impact the abuse has had on your life. The senior government official will then respond to your personal story. The response will include an acknowledgement and an apology for the abuse that occurred.

The meeting will take as long as you need but it usually takes one to three hours. You will be able to take breaks at any time. The senior government official may agree to follow up on certain matters. These are called follow up actions. The meeting itself is the intended outcome.

After the DPR Meeting

The facilitator will check in with you at the end of the meeting and again a few days later. The facilitator will ask you about your experience and if you need any further support. The DPR contact person will also follow-up with you as needed.

We'll also give you feedback on the progress of any agreed follow up actions.

A DPR can bring up unexpected feelings. It's important to ensure that you have personal and/or professional support in place to assist you. If you choose to, we can help you and your support person to access professional support in your area.

Where will the DPR be held?

The Tasmanian Government has a dedicated space in the Hobart CBD to hold DPR meetings. We can assist you (and your support person) with travel costs and travel arrangements. You can also elect to have the meeting closer to where you live. The DPR contact person will discuss your needs and preferences with you.

Can I change my mind or delay the process?

Participating in a Direct Personal Response is always your choice. You can change your mind, slow the process down, or even take a break at any time. A Direct Personal Response is available up until the end of the Scheme on 30 June 2028.

Privacy and confidentiality

We respect your privacy and the confidentiality of your personal information. We will only share your personal information if you agree or it is permitted by law. We can share your personal information if there is a threat to someone's health and/or safety. Your personal information is protected under the Personal Information Protection Act 2004.

We are required to provide the National Redress Scheme Operator with de-identified statistical data. This includes the number and types of DPR's delivered. You can request a copy of our 'Privacy and Confidentiality' policy for more information.

Will I have the opportunity to provide feedback?

Your feedback is very important to us. A staff member will contact you by telephone to get your feedback once the DPR process is complete. You can choose to give written feedback if you prefer. We'll also contact your support person.

You are not obliged to provide feedback. Your views will be very helpful in evaluating and improving our process. Your feedback is confidential.

How can I make a complaint?

If you have a negative experience with your DPR, please let us know. Your complaint will help us to continually improve what we do.

We encourage you to talk to the person involved to see if the issue can be resolved. Otherwise, you can make a complaint at any stage of your DPR via letter, telephone or email to:

Director
Child Abuse Royal Commission Response Unit
GPO Box 825, Hobart Tasmania 7001
03 6165 4802
redress@justice.tas.gov.au

If you would like help to provide a written complaint, we will assist you. The complaint will be investigated as soon as possible. This may involve seeking further details from you or the other parties involved in your DPR.



You will receive the outcome of the investigation in writing. Your complaint is confidential. If you are not satisfied with the outcome of your complaint, you can contact the Tasmanian Ombudsman.

www.ombudsman.tas.gov.au
or telephone: 1800 001 170

Would you like more information?

If you have any questions or would like more information, please contact:

Redress Manager
Child Abuse Royal Commission Response Unit
GPO Box 825, Hobart Tasmania 7001
Phone: 03 6165 4802

Support

You can access support at any time from one of the National Redress Scheme Support Services by calling 1800 737 377

Tasmania

Sexual Assault Support Service (SASS) Inc.

Phone: (03) 6231 0044

SASS provides 24/7 support, face-to-face support, counselling, information and referrals, outreach services and telephone support.

Relationships Australia Tasmania

Phone: 1300 364 277

Relationships Australia provide state-wide face-to-face support, counselling, outreach services and telephone support. 9am to 5pm Monday to Friday.

Survivors & Mates Support Network (SAMSN)

SAMSN is a not-for profit charity co-founded by male survivors and their supporters. They provide a range of support to male survivors and their supporters.

Phone: 1800 472 676

Immediate Support

If you need immediate support, 24-hour telephone assistance is available through:

beyondblue: **1300 224 636**

1800RESPECT: **1800 737 732**

MensLine Australia: **1300 789 978**

Lifeline: **13 11 14**

Suicide Call Back Service: **1300 659 467**

Information on other support services can be found at www.nationalredress.gov.au/support