

## 6 | What to do if you get a National Redress Scheme offer

**TasVOCAL** provides free legal advice and support to survivors of institutional child sexual abuse. If you have received an offer from the National Redress Scheme, we can help you consider your options.

### Receiving an offer

Once you receive an offer from the National Redress Scheme (NRS), you have limited time to decide how to respond before the offer expires. The offer expiry date can be found in your offer letter.

Once you receive an offer you can:

- accept or decline the offer
- request a review
- apply to have the decision revoked
- apply for an extension while you decide.

If you accept or decline your offer you will not be able to apply to review or revoke your offer.

You should seek free legal advice from **TasVOCAL** before making a decision.

### Accepting the offer

If you are disappointed with your offer, you do not have to accept it. You should seek legal advice.

Accepting an offer from the NRS means giving up your right to continue or start any civil legal proceedings against the responsible institution(s). It is important that you consider this very carefully and get legal advice before you make a decision. **TasVOCAL** can refer you to a civil lawyer.

### Declining the offer

If you decline your offer, you will not receive a redress payment, counselling or a direct personal response through the NRS. You can still apply for civil compensation.

If you do not respond before the offer expires, it will be taken to have been declined. There may be some circumstances where you can extend the time after it has expired. Contact us and we can help you do this.

You can only make one application to the NRS, if you decline or fail to respond you **will not** be able to re-apply.

### Reviewing the offer

If you do not agree with the decision of the NRS, you can request a review of your offer by completing the

'Application for review of determination form' that is provided with your offer letter. The NRS must receive your request prior to the offer expiring. You can provide additional information and documents to support your review.

The review will be carried out by a different Independent Decision Maker. You may be asked to provide more information. The institution may also be asked to provide more information.

Possible outcomes are:

- the original offer is reconfirmed
- you receive a lower offer
- you receive a higher offer.

Please call **TasVOCAL** for free legal advice before making an application for review.

### Revoking the offer

If you do not agree with the decision of the NRS and you have significant additional information about the abuse you suffered that was not included in your application, you may be able to apply to have the NRS decision revoked (withdrawn).

If you are successful, the NRS will reconsider your application including the additional information before making a new decision.

If your application for revocation is refused, the original decision will remain.

Please call **TasVOCAL** for free legal advice before making an application for revocation.

### TasVOCAL can advise on your options

We can help by providing you with legal advice about your options. This may include a referral to a civil lawyer if you decide to make a civil claim instead of accepting an NRS offer.

## Providing support

Survivors of institutional child sexual abuse may find the redress process difficult.

**TasVOCAL** can refer you to Redress Support Services (RSS), counsellors and/or financial counsellors who can support you.

How to contact **TasVOCAL**

- Visit: [www.legalaid.tas.gov.au](http://www.legalaid.tas.gov.au)
- Free call: **1300 366 611** ask for **TasVOCAL**
- Email: [TasVOCAL@legalaid.tas.gov.au](mailto:TasVOCAL@legalaid.tas.gov.au)

### Disclaimer

This fact sheet should not be used as substitute for legal advice. No responsibility is accepted for any loss, damage or injury, financial or otherwise, suffered by any person acting or relying on the information contained within this fact sheet, or omitted from it. You should seek legal advice about your own particular circumstances.

Tasmania Legal Aid acknowledges and pays our respect to the Palawa/Tasmanian Aboriginal people as the Traditional Custodians of the land and waters of Lutruwita/Tasmania, where we live and work.

### Need legal help?

Freecall, chat online or visit us  
Monday to Friday, 9am – 5pm



**1300 366 611** Ask for **TasVOCAL**



[tasvocal@legalaid.tas.gov.au](mailto:tasvocal@legalaid.tas.gov.au)



[www.legalaid.tas.gov.au](http://www.legalaid.tas.gov.au)



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