



# National Redress Scheme in Queensland

## Direct Personal Response

### What is a Direct Personal Response?

A Direct Personal Response is a key element of the National Redress Scheme. A Direct Personal Response is an opportunity for you to meet with a departmental representative to:

- tell the representative about your experience, as much or as little as you wish to
- have the representative listen to you and to apologise
- ask questions and seek information from the institution
- request and hear information on what the department is now doing to ensure children are safe and the steps that are being taken to improve responses and support for survivors.

It is also an opportunity for the departmental representative to listen and to learn from you, in order to better prevent abuse and improve responses now and into the future.

### How does it work?

If you indicate an interest in a Direct Personal Response by ticking the box on the acceptance of offer form, you will be provided with Direct Personal Response Team phone number and email address for you to make contact at a time of your choosing. We are not provided with your contact details. It is your choice when to make contact and to decide the type of Direct Personal Response you would like. This may include:

- a face-to-face meeting with a departmental representative
- a personal letter of apology
- participating in a family or group response, a memory project or commemorative activity
- assistance to access and add to personal records
- or some other agreed response that is meaningful for you.

There is no 'one size fits all' approach. The Direct Personal Response is flexible and is built around your preferences. You will be consulted and travel assistance/funding provided to arrange a Direct Personal Response with a representative at a time and place agreed with you.

You can contact us to discuss your preferences and options on (07) 3097 5707 or email [directpersonalresponse@cyjma.qld.gov.au](mailto:directpersonalresponse@cyjma.qld.gov.au).

## Are you Aboriginal or Torres Strait Islander?

The Direct Personal Response will be built around your wishes. For many Aboriginal and Torres Strait Islander people, this means recognising and appreciating the importance of culture in the past, present and future. We welcome the opportunity to talk with you about how we can work together showing respect to you, your culture, and your community.

## Can I change my mind or delay the process?

Participating in a Direct Personal Response is always your choice. It is your choice whether a Direct Personal Response is right for you. 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.

## What support will I have?

We recognise that you may be uncertain about meeting with a departmental representative and that applying to the National Redress Scheme can bring forward difficult thoughts and feelings.

An experienced facilitator will be available to support the provision of a Direct Personal Response that is meaningful for you. The facilitator will meet with you to prepare, be there to support the delivery of an apology and ensure any agreed actions or questions are responded to, as well as to check in with you afterwards.

It is worth considering inviting a support person to be with you throughout the Direct Personal Response process. A support person could be a partner, trusted friend, family member, counsellor, or someone from a Redress Scheme Support Service. A support person or more than one person can be with you, as much or as little as you would like.

## Would you like more information?

We are committed to respecting your privacy and welcome feedback on how we can improve our response. If you wish to access a Direct Personal Response, would like more information or wish to provide feedback, we invite you to call (07) 3097 5707 (Monday to Friday, 9am – 5pm, excluding public holidays) or email [directpersonalresponse@cyjma.qld.gov.au](mailto:directpersonalresponse@cyjma.qld.gov.au).

Remember, you can access support at any time from one of the Redress Scheme Support Services by calling 1800 737 377 or by visiting [www.nationalredress.gov.au/support](http://www.nationalredress.gov.au/support).

Support is available at [www.nationalredress.gov.au/support](http://www.nationalredress.gov.au/support).

**1800RESPECT** – 1800 737 732

**Beyond Blue** – 1300 224 636

**Lifeline** – 131 114

**Blue Knot Foundation** – 1300 657 380