National Redress Scheme in Queensland

How the Direct Personal Response process works

Step 1 - Decide

A person accepts an offer of Redress.	The person indicates on the acceptance form they would like a Direct Personal Response.	The National Redress Scheme provides the person with contact details of the Direct Personal Response Team.

Step 2 - Make contact

The person makes contact to enquire about the Direct Personal Response process.	Information is shared to assist the person to make an informed choice to proceed.	The person chooses to proceed (or not to proceed) and a facilitator is assigned.

Step 3 - Preparation

The facilitator engages with the person to explore preferences, hopes, support & potential barriers.	Based on the type of Direct Personal Response & the person's preferences, an Institutional Represenative is identified.	The faciliator engages the Institutional Represenative in preparation for the Direct Personal Response.

Step 4 - The Direct Personal Response

The faciliator engages the person, support person and represenative in an initial meeting prior to the Direct Personal Response taking place.	Facilitator of the Direct Personal Response makes a record of any agreed actions.	The faciliator engages all participants in a conversation immediately after the Direct Personal Response (i.e. follow-up)

Step 5 - Follow-up

The facilitator engages the person in a follow-up conversation to explore the expierence, ensure well-being and seek feedback.	The facilitator engages the insitutional representative in a follow-up conversation.	The facilitator ensures strategies are in place to ensure any agreed actions are completed.