

## Direct Personal Response and the National Redress Scheme

A fact sheet for people who experienced child sexual abuse in connection with a NSW government institution

A Direct Personal Response (DPR) can play an important role in helping people who experienced institutional child sexual abuse achieve a sense of justice and healing.

If you have requested a DPR redress offer from the National Redress Scheme and the institution responsible for your abuse is a NSW government institution, we can help you prepare your DPR.

### What is a Direct Personal Response?

A DPR gives you the chance to have your experiences heard and validated, to receive a formal apology from the institution responsible for the abuse you suffered, and to ask what steps it is taking to prevent similar abuse happening again.

It can take the form of a face-to-face meeting, a written letter from the institution or an alternative arrangement that is meaningful to you.

We can discuss your options with you, so you can make the right decision for you. You can also choose more than one method.

### How do I begin the Direct Personal Response process?

If you have indicated to the Scheme that you would like a DPR from the institution(s) responsible for your abuse, please call or email us and we will be able to discuss your options with you. A request for a DPR usually occurs at the time you accept a redress offer from the Scheme.

You have until 30 June 2028 to request your DPR. It is your choice when to make contact with Victims Services to begin the process.

### Who participates in a face-to-face meeting?

A face-to-face DPR meeting is with a facilitator, a support person, and a senior representative appearing on behalf of the institution responsible for the abuse.

Facilitators are independent professionals with skills and experience in mediation, group work and working with vulnerable people. They will work with you and the institutional representative to help achieve a meaningful outcome for you. You do not have to pay for a facilitator.

### Who can be a support person?

A support person can be anyone you would like to help you with the DPR process. They might be a family member, a friend, a carer, or a professional worker – such as a counsellor. They can help you to consider your options, make enquiries for you and provide you with emotional support.

### What will happen during my Direct Personal Response meeting?

How your meeting takes place is up to you. You will have the chance to share your personal story to the extent you wish, ask what is being done to prevent future abuse, and receive a formal apology from the institutional representative. We will discuss your preferences with you to help you achieve a meaningful outcome.

### Where would my meeting take place?

We will try to hold your face-to-face meeting at your chosen location. If you don't have a preference, we will schedule the meeting as close as possible to where you live.

### What happens after the meeting?

Your facilitator will check in with you immediately after your DPR meeting and again a few days later. Victims Services will also contact you to seek feedback and discuss further support that may be available to you, including counselling or referral to other support services.

If you are dissatisfied with the way your DPR was handled, you can make a complaint by contacting Victims Services.

### What if I choose a written letter or an alternative arrangement instead of a face-to-face meeting?

We will support you to ensure your DPR is meaningful to you, whatever form of DPR you choose.

### Can I delay or cancel my Direct Personal Response?

You can delay or withdraw from your DPR at any time. If you would like to participate, but feel that you are not quite ready, we can discuss with you what might help prepare you and the timeframe.

You can request a DPR at any time up until 30 June 2028.

### Will you respect my culture?

Yes, we will work with you and your facilitator to make sure that your DPR is respectful and appropriate to your culture.

### Will you look after my privacy?

Your information will be kept confidential and will only be used to help prepare you for the DPR. We will ask your consent to share information with the responsible institution and your facilitator. This may include your application details, your DPR preferences and any additional information you agree to provide.

### Will you cover my expenses for attending a face-to-face DPR?

NSW government agencies will cover all reasonable expenses, including transport, food and accommodation. This includes expenses for your support person if they are required to travel to a DPR meeting location. Where possible, expenses will be paid up-front. Alternatively, your expenses will be reimbursed once receipts have been provided to Victims Services. Victims Services can answer your questions about what costs will be covered.

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### Who should I contact to find out more?

**Victims Access Line:** 1800 633 063 | **Aboriginal Contact Line:** 1800 019 123

**Business hours:** Monday to Friday 9am to 5pm (excluding public holidays)

**Email:** [vsredress@dcj.nsw.gov.au](mailto:vsredress@dcj.nsw.gov.au) **Website:** [victimsservices.justice.nsw.gov.au](http://victimsservices.justice.nsw.gov.au)

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