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# Redress Support Services

Feedback for applicants

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## Overview

Redress Support Services will provide timely and seamless access to trauma-informed and culturally appropriate community-based support services to support people's engagement with the National Redress Scheme (the Scheme).

There are 35 Redress Support Services already operating across Australia and this grant opportunity was envisaged to fill service gaps for new and existing providers to respond to and/or broaden the delivery of the existing service presence.

Up to \$5.4 million was available for this grant opportunity to 30 June 2021.

The application period opened on 23 August 2018 and closed on 5 October 2018. Applicants could apply for up to a maximum of \$1,500,000 in funding over the funding period. Successful organisations may have received less funding than requested.

Future grant processes may be undertaken at a later stage.

This feedback is provided to help grant applicants understand what made a strong application for this grant round, and how to strengthen future applications.

## Selection process

An open-competitive selection process was used, allowing all organisations to apply.

Applications were first screened for eligibility and compliance against the requirements outlined in the grant opportunity guidelines, including provision of the required Independence Assurance attachments.

All eligible and compliant applications were then assessed against the four equally weighted selection criteria. Information on what made a strong response to each criteria is provided below.

Following assessment, a Selection Advisory Panel (the Panel) comprised of staff with a mix of relevant policy, program and delivery expertise made final funding recommendations.

Seventy-nine applications were received, making the selection of successful grant recipients highly competitive.



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The Panel recommended applicants based on the strength of their responses to the selection criteria and their ability to meet the grant requirements outlined in the grant opportunity guidelines, with specific consideration given to applicants that:

- clearly demonstrated how they would fill a gap in existing services, minimising duplication with existing services
- demonstrated understanding of the impacts of child sexual abuse and trauma, and the support people will need to engage with the National Redress Scheme
- targeted or expanded existing services to geographic locations with service gaps, such as regional or remote locations, or locations with a significant population of a specific client group that may not access existing redress support services
- demonstrated suitable experience and understanding of the complexity of providing Redress Support Services. This included applicants which had demonstrated a sound approach to managing independence from institutions or individuals linked with instances of institutional child abuse
- utilised appropriate and effective service delivery models for the target client group, including innovative and evidence-based approaches which the Panel considered were highly likely to achieve positive outcomes.

The Panel recommended five organisations to the delegate for funding. The delegate made the final decision to approve the grant, including the:

- grant funding amount to be awarded
- terms and conditions of the grant.



## Criterion 1

### Demonstrate your understanding of institutional child sexual abuse and its impacts on people, with specific reference to highly vulnerable groups.

Your response **should**:

- Demonstrate your understanding and knowledge of the various impacts of childhood sexual abuse, including your specialist understanding of one or more of the highly vulnerable target groups (see item 1.6 in the grant opportunity guidelines).
- Demonstrate how your organisation has and continues to build this understanding and knowledge.
- Provide evidence to show your organisation’s efforts to ensure services are trauma-informed, culturally appropriate and equally accessible by all people engaging with the Scheme.

Strength	Example
<p><b>Strong applications clearly demonstrated their understanding and knowledge of the various impacts of childhood sexual abuse, including a specialist understanding of one or more of the highly vulnerable target groups (see item 1.6).</b></p>	<p>Strong responses clearly described:</p> <ul style="list-style-type: none"> <li>• the impact that childhood sexual abuse can have at various stages of a victim’s life, including how this influences and contributes to flow-on effects on social, financial and general life pathways.</li> <li>• how the impact may affect a client’s ability to engage with institutions or access support.</li> <li>• a specialist understanding of one or more of the highly vulnerable target groups (consistent with item 1.6), including the characteristics that make this group highly vulnerable.</li> </ul>
<p><b>Strong applications clearly demonstrated how their organisation has and continues to build this understanding and knowledge.</b></p>	<p>Strong responses clearly described:</p> <ul style="list-style-type: none"> <li>• how previous and/or ongoing service delivery has informed and developed their organisation’s understanding of the impacts of child sexual abuse.</li> <li>• engagement with current literature, up-to-date practice, and/or service delivery, that is evidence-based.</li> <li>• methods used to continually upskill staff, policies and procedures to ensure that they are current and best-practice.</li> </ul>
<p><b>Strong applications clearly demonstrated evidence to show their organisation’s efforts to ensure services are trauma-informed, culturally appropriate and equally</b></p>	<p>Strong responses clearly described:</p> <ul style="list-style-type: none"> <li>• consultation with clients, experts, leaders and theory to ensure</li> </ul>



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Strength	Example
<b>accessible by all people engaging in the Scheme.</b>	appropriateness for specific cultural groups. <ul style="list-style-type: none"><li>• policies, procedures and mechanisms which are trauma-informed with a focus on safety, trust, choice, empowerment and collaboration.</li><li>• how services will engage with the diverse needs of clients seeking support.</li></ul>



## Criterion 2

**Describe your proposed service delivery model for Redress Support Services to meet the needs of highly vulnerable groups.**

Your response **should**:

- Describe your proposed approach to delivering services.
- Describe how your proposed approach will meet the objectives and intended outcomes of Redress Support Services, specifically addressing service gaps and improve equity and access of support services for one or more of the highly vulnerable target groups.
- Describe your service reach in your proposed service coverage area, including any partnership or consortium arrangements, describe the service reach of this arrangement and what each outsourced provider will contribute to this service reach.

Strength	Example
<b>Strong applications clearly demonstrated the proposed approach to delivering services.</b>	Strong responses clearly described: <ul style="list-style-type: none"><li>• how the specific service delivery model would address and incorporate all aspects of Redress Support Services, including adaptable and flexible service delivery.</li><li>• a holistic wrap-around service, including referrals to external agencies where appropriate.</li></ul>
<b>Strong applications clearly demonstrated how the proposed approach will meet the objectives and intended outcomes of Redress Support Services, specifically addressing service gaps and improve equity and access of support services for one or more of the highly vulnerable target groups.</b>	Strong responses clearly described: <ul style="list-style-type: none"><li>• how clients are supported to achieve the outcomes of Redress Support Services, including the approaches and methods utilised.</li><li>• a specific service gap for a vulnerable target group, which may not be serviced by an existing Redress Support Service.</li><li>• how the proposed service delivery model would improve equity and access for the identified target group.</li></ul>
<b>Strong applications clearly demonstrated the service reach in the proposed service coverage area, including any partnership or consortium arrangements, including a description of the service reach of the arrangement and what each outsourced provider will contribute to this service reach.</b>	Strong responses clearly described: <ul style="list-style-type: none"><li>• a detailed account of how services would be successfully delivered within a specified target area, or to a specified cohort of people, in addition to how partner/consortium arrangements can enhance and extend this further (where appropriate).</li><li>• where specified, the specific roles, skills and responsibilities of consortium members/partner organisations.</li></ul>



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### Criterion 3

#### **Demonstrate your organisation’s capacity and expertise to deliver Redress Support Services.**

Your response **should**:

- Provide an overview of your organisation, including governance structures, geographical coverage, and dispute resolution policies.
- Describe how you propose to collaborate and link with other organisations to meet the needs of clients in areas where you may not have a current or permanent presence, including through any partnerships or consortium arrangements.
- Describe the experience and/or qualifications of staff who will deliver services and how you will ensure they are appropriately skilled and supported, including staff from other organisations funded through any partnerships or consortium arrangements.

<b>Strength</b>	<b>Example</b>
<b>Strong applications clearly demonstrated an overview of the organisation, including governance structures, geographical coverage and dispute resolution policies.</b>	Strong responses clearly described: <ul style="list-style-type: none"><li>• the organisation’s oversight, administrative and support systems available, including how these support the delivery of high quality outcomes.</li><li>• detail of the proposed geographical coverage, and a description of how the service would practically be delivered to those areas.</li><li>• a complaint management system/dispute resolution framework, including methods for escalation, rectification and continuous improvement.</li></ul>
<b>Strong applications clearly demonstrated how they propose to collaborate and link with other organisations to meet the needs of clients in areas where your organisation may not have a current or permanent presence, including through any partnerships or consortium arrangements.</b>	Strong responses clearly described: <ul style="list-style-type: none"><li>• the rationale for collaborating with identified service providers, how these links will improve and enhance service delivery and maximise outcomes for clients in areas where there is no service delivery.</li><li>• the nature of agreements with identified service providers, whether these be formal/informal, general or specific in nature.</li></ul>



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Strength	Example
<p><b>Strong applications clearly demonstrated the experience and/or qualifications of staff who will deliver services and how they will ensure they are appropriately skilled and supported, including staff from other organisations funded through any partnerships or consortium arrangements.</b></p>	<p>Strong responses clearly described:</p> <ul style="list-style-type: none"><li>• the experience and/or qualifications of staff providing Redress Support Services in frontline roles, and for any new staff, minimum experience and/or qualifications.</li><li>• how staff will be upskilled and supported to provide high quality outcomes for clients, including through ongoing professional development, training, attendance at conferences, workshops and forums.</li><li>• how all the above would be applied to staff from partner organisations or consortium members.</li></ul>



## Criterion 4

**Describe how your organisation will ensure independence from institutions or individuals with links to instances of institutional child abuse.**

Your response **should**:

- Describe your organisation’s policies and procedures to manage actual or perceived conflict of interest with institutions or individuals with links to instances of institutional child abuse.
- Describe how you will identify, manage and maintain the independence of your organisation from institutions or individuals responsible for institutional child abuse, including for staff and other services you work with, including organisations and their staff engaged through any partnership or consortium arrangements.

Strength	Example
<p><b>Strong applications clearly demonstrated the organisation’s policies and procedures to manage actual or perceived conflict of interest with institutions or individuals with links to instances of institutional child abuse.</b></p>	<p>Strong responses clearly described:</p> <ul style="list-style-type: none"><li>• the presence of sound and effective governance structures capable of monitoring and responding to ensure organisational independence from actual or perceived conflicts of interest.</li><li>• the existence of policies and/or procedures operated across their organisation to manage actual or perceived conflicts of interest, including down to individual staff where appropriate.</li><li>• how these policies/procedures would adequately manage actual or perceived conflicts of interests.</li></ul>
<p><b>Strong applications clearly demonstrated how the organisation will identify, manage and maintain the independence of the organisation from institutions or individuals responsible for institutional child abuse, including for staff and other services the organisation works with, including organisations and their staff engaged through any partnership or consortium arrangements.</b></p>	<p>Strong responses clearly described:</p> <ul style="list-style-type: none"><li>• the organisation’s ability to identify actual and perceived conflict of interest and its ability to put effective mitigations in place to minimise such conflicts should they arise, both internally and with existing or prospective partnerships/associations.</li><li>• how the organisation identified their own independence from institutions/individuals responsible for institutional child abuse, and if identified, how this would be managed and adequately maintained.</li><li>• for partner organisations, a statement or investigation to ensure the above.</li></ul>

