

Questions and Answers

Families and Communities Program: Redress Support Service

1. What is the closing time and date for applications?

The Application Form must be submitted by **2.00pm (AEST) on Wednesday, 5 October 2018**. It is recommended that you submit your application **well before the closing time and date**.

2. If I am not able to submit my application by the due time and date, can I be granted an extension?

No, extensions will not be given.

If an application is late or the Community Grants Hub is requested to approve a lodgement after the closing date the [late application policy](#) available on the Community Grants Hub website will apply.

3. Application Form - Do I need to answer each question on the application form in order or can I answer questions in any order?

You can navigate around the application form and answer questions in any order you choose. However, all questions unless marked otherwise are mandatory to answer and the application form will not allow you to submit your application form until all mandatory questions are addressed.

4. How much funding is available for this Program?

Up to \$5.4 million over 2 years and 3 months is available for this grant opportunity.

Applicants can apply for up to a maximum of \$1,500,000 in funding under this grant opportunity over the funding period. Successful organisations may receive less funding than requested.

5. Is the funding ongoing?

Funding for this grant opportunity is available starting on 1 March 2019 and ceasing 30 June 2021.

Subsequent grant processes will be undertaken at a later stage to ensure community-based Redress Support Services continue throughout the life of the Scheme (2018-2028).

6. When will I know the outcome of my application?

You will be notified of the outcome of your application at the end of the selection process. For probity reasons, and to treat all applicants fairly and equally, it is not possible to give you information about the status of individual applications during the assessment process.

7. How can I submit the Application Form?

The form is an online Application Form that you must submit electronically. The Community Grants Hub will not provide application forms or accept application forms for this grant opportunity by fax, email or mail unless otherwise stated in the Grant Opportunity Documents.

8. When will the National Redress Scheme start?

The National Redress Scheme commenced on 1 July 2018.

9. I am a Royal Commission Support Service currently funded by the Department of Social Services to deliver Redress Support Services. Can I apply for additional funding through this grant opportunity?

Yes. All applications from applicants that meet the eligibility requirements will be considered for funding and assessed competitively against the assessment criteria.

10. Do I need to spend a certain proportion of the grant funds on certain grant activities?

You must only spend grant funds on eligible grant activities as defined in the grant details in your grant agreement.

See Section 4 of the Grant Opportunity Guidelines for more information about what grant money can and cannot be used for.

11. Do people who have experienced institutional child sexual abuse have to be applying to the National Redress Scheme in order to access support services? What about people who are not going to apply or are not eligible for the Scheme?

Redress Support Services will be funded to provide support for people applying to, or considering applying, to the National Redress Scheme.

12. How will services know who is eligible for the National Redress Scheme (the Scheme) and Redress Support Services?

The Royal Commission into Institutional Child Sexual Abuse estimated approximately 60,000 people may be eligible for Redress. Generally people are eligible if all the following criteria apply:

- They experienced sexual abuse
- The abuse occurred when they were under 18 years of age
- The abuse occurred before 1 July 2018
- The abuse occurred in an institutional setting
- The institution responsible for the abuse is participating in the Scheme

Support services will be expected to provide information and support to clients on the Scheme to ensure they understand the Scheme's requirements.

It is not the role of support services to determine or assess eligibility. The Department of Human Services will assess eligibility using the information provided in the client's application form.

13. Will the Department of Social Services be providing training to Redress Support Services about the National Redress Scheme (the Scheme)?

Yes. The Department of Social Services will provide training to Redress Support Services about the Scheme. Redress Support Services staff are required to participate in training provided by capacity building services and other Scheme-specific training sessions. This should be considered when completing your application.

14. How will I be expected to collect service data and will I need specific software?

Redress Support Service grant recipients must have systems in place to allow them to meet their data collection and reporting obligations outlined in their grant agreement.

Performance information will be required to be collected by service providers and entered directly into the department's performance reporting solution, the DSS Data Exchange.

Information must be provided in accordance with the [Data Exchange Protocols](#).

See Section 12.4 of the Grant Opportunity Guidelines for information about data reporting.

15. Will I be expected to meet performance targets such as number of people who need to be supported with their applications?

Performance targets will not be set by the National Redress Scheme. However, service providers will still need to provide performance information as part of their reporting requirements.

See Section 12.4 of the Grant Opportunity Guidelines for information about data reporting.

16. Is the counselling provided by Redress Support Services different to the counselling and psychological care offered to eligible applicants through the National Redress Scheme (the Scheme)?

Yes. Redress Support Services will provide services to support people's engagement with the Scheme. This will include providing accessible, client-focused support and counselling at all stages of the application process.

The counselling and psychological care component of the Scheme is specifically available to people who receive and accept an offer of redress. This component entitles a person to access counselling through state and territory counselling services, or a lump sum payment where this is not available.

17. Will I be expected to continue providing support to survivors after they receive a redress outcome from the National Redress Scheme?

The aim of Redress Support Services is not to provide ongoing counselling for survivors: it is primarily to provide support during the process of engaging with the National Redress Scheme. Further support and access to counselling will be available through the counselling and psychological care component outcome.

18. Will I be expected to provide support to younger children that may wish to apply to the National Redress Scheme?

Redress Support Services support applicants of the Scheme, including people who are currently under 18 years of age. If you are able to support clients under the age of 18, you may like to consider this information in your application.

19. Will I be expected to provide or obtain legal advice for people applying to the National Redress Scheme?

No. In addition to Redress Support Services, applicants will have access to free legal support services who can provide independent expert legal advice when they engage with National Redress Scheme.

See Section 1.7 of the Grant Opportunity Guidelines for information about engaging with other support services, including legal support services.

20. Will I be expected to provide financial support for people applying to the National Redress Scheme?

No. In addition to Redress Support Services, applicants will have access to free financial counselling through the existing Commonwealth Financial Counselling services, including speaking to a financial counsellor through the National Debt Hotline on 1800 007 007.

See Section 1.7 of the Grant Opportunity Guidelines for more information about engaging with other support services, including financial support services.

21. Can I use subcontracting arrangements to deliver services in regional remote areas, or for clients with specific needs?

Yes, if the Department approves the arrangement. You should outline how you would use subcontracting arrangements in your application.

See Sections 1.8 and 6 of the Grant Opportunity Guidelines for more information about entering into subcontracting arrangements and brokerage to deliver Redress Support Services, and the assessment criteria used to assess applications proposing such an arrangement.

22. Can I work with other service providers to deliver services?

Yes, you may apply as a consortium to deliver grant activities. If you are submitting a grant application on behalf of a consortium, a member organisation or a newly created organisation must be appointed as the 'lead organisation'. Only the lead organisation will enter into a grant agreement with the Commonwealth and will be responsible for the grant.

See Section 7.5 of the Grant Opportunity Guidelines for more information about applications from consortia to deliver Redress Support Services.

23. Will I be expected to provide translating and interpreting services for people from culturally and linguistically diverse backgrounds?

Yes. Redress Support Services are expected to provide access to interpreting or cultural translation services as required. Grant applicants should also consider how they will ensure their services will be accessible to Aboriginal and Torres Strait Islander peoples and people from culturally and linguistically diverse backgrounds.

For example, service delivery partners may require cultural competency skills in order to engage with culturally and linguistically diverse clients. Services, projects, activities or events may require the use of professional translating or interpreting services in order to communicate with non-English speakers.

If required, based on an assessment of the target group, costs for translating and interpreting services (and other requirements for ensuring accessibility) should be factored into grant applications.

See Sections 1.4 and 12.7 of the Grant Opportunity Guidelines for information about the objectives of Redress Support Services and the Multicultural Access and Equity Policy.

24. Where should I go for further information?

More information about the National Redress Scheme can be found on the dedicated [National Redress Scheme website](#). For specific questions, please email your enquiries to support@communitygrants.gov.au.

New question and answer added 30 August 2018

25. Is there any data around the expected number of applicants for the following regions?

- **Coffs Harbour – Grafton**
- **Far West and Orana**
- **Mid North Coast**
- **New England and North West**
- **Richmond-Tweed, Central West**

The Grant Opportunity Guidelines for this grant available on the Community Grants Hub website note that the Royal Commission into Institutional Responses to Child Sexual Abuse estimated there could be as many as 60,000 people who experienced institutionalised child sexual abuse. A more granular breakdown of the number of people from specific locations who are likely to apply for the National Redress Scheme is not available.

New question and answer added 12 September 2018

26. Is there a possibility of tendering for a national telephone/ video link service but also combining Face to Face support in some areas. The tender document doesn't allow for that option at present. I wanted to check whether we could do that in a tender or complete two tenders that focused on the different aspects of our application.

Applicants may propose any type, number, or combination of delivery methods for providing Redress Support Services under this grant opportunity. Regardless of the delivery method/s being proposed, applicants can only submit one application under this grant opportunity. If more than one application is received, only the last application will be considered. The Department will assess each proposal on its merits and on whether it satisfies the objectives and requirements of this grant opportunity. More information on service delivery is detailed in Section 1.5 of the Grant Opportunity Guidelines.

27. Will using brokerage to address support needs additional to technological interactions be seen as sub-contracting and would we need specific details up front of all potential people who could offer additional support needs or if we could just outline our selection/recruitment and support processes.

Applicants can propose any type of partnership or brokerage arrangement for the delivery of Redress Support Services. The Grant Opportunity Guidelines do not require applications to list all potential people or every possible partner organization that may deliver the services. However, Section 1.8 of the Grant Opportunity Guidelines does require that applicants take reasonable steps in determining the suitability and quality of any outsourced providers, and ensuring their services are consistent with the eligibility requirements before applying for this grant opportunity. The Guidelines also note that the application must satisfy the Department that the proposed arrangements will maintain sufficient protections and quality control protections in the provision of trauma informed and culturally appropriate care.