

# Lotus Support Services

## National Redress Scheme assistance

The National Redress Scheme provides acknowledgement and support to people who experienced institutional child sexual abuse.

### National Redress Scheme (NRS)

The Scheme was developed in response to the Royal Commission into Institutional Responses to Child Sexual Abuse. Participation in the Scheme is an important step towards recognition, respect and support for people who have experienced institutional child sexual abuse. It also holds institutions accountable for this abuse.

The Scheme started on 1 July 2018 and will run for 10 years.

#### The Scheme can provide:

- a monetary payment
- access to counselling
- a direct personal response – such as an apology from the responsible institution (or institutions) either in writing or in person.

#### You can apply to the National Redress Scheme if you:

- experienced institutional child sexual abuse when you were a child (under 18 years of age), and
- experienced the sexual abuse before 1 July 2018, and
- were born before 30 June 2010, and
- are an Australian citizen or permanent resident.

### How Lotus Support Services can assist you

Micah Projects support service for Redress is called **Lotus Support Services: Redress**.

Lotus Support Services help people to seek redress for past abuse through the National Redress Scheme, and we offer information about civil or church based redress processes.

#### We can:

- help you understand what the scheme can offer you
- provide practical support to complete the application or assist you to write your application yourself
- make sure your application is complete with all the necessary information required
- provide access to counselling services if needed while you are preparing your application or waiting for an offer
- follow up the progress of your application
- assist you with understanding your NRS offer and support your decision.

Please contact us if you would like support to apply for Redress.

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## Legal support

If you'd like free legal information about your options, you can contact **knowmore** for free legal assistance for redress.

This might be a civil case, a church complaint or the National Redress Scheme. knowmore's phone number is 1800 605 762.

## For more information about the Scheme, you can:

- visit the National Redress Scheme website ([www.nationalredress.gov.au](http://www.nationalredress.gov.au))
- phone 1800 737 377.

## If you are interested in seeking Redress, there are a few options available:

- You can contact us (Lotus Support Services) on (07) 3036 4490 for information, referral and support to complete and submit a National Redress Scheme Application, or to complete and submit a church complaint.

We can also support you if you are applying to the National Redress Scheme or a church complaint by yourself, with knowmore (a free legal service) or with a private lawyer.

- If you are in **Southern Queensland** you can contact Lotus Support Services: [lotussupportservices@micahprojects.org.au](mailto:lotussupportservices@micahprojects.org.au) or phone (07) 3036 4490.
- If you are in **Central Queensland** you can contact Lotus Place in Rockhampton: [lotuscq@micahprojects.org.au](mailto:lotuscq@micahprojects.org.au) or phone (07) 4927 7604.
- If you are in **Northern Queensland** you can contact Lotus Place in Townsville: [lotusnq@micahprojects.org.au](mailto:lotusnq@micahprojects.org.au) or phone (07) 4724 2559.