



# Redress WA

## No:4 July 2010

# Newsletter

### **\$13 million in ex-gratia payments paid to date.**

Since the start of ex-gratia payment offers in February, Redress WA has to date paid over \$13 million in ex-gratia payments to eligible applicants.

The Redress WA Helpdesk has received calls from applicants who have accepted their ex-gratia offers expressing their thanks for the positive difference applying to the scheme has made to their lives.

Redress WA acknowledges that some applicants have felt disappointed with their ex-gratia offers, however, we trust having the chance to tell your story has assisted you in moving forward with your life.

Redress WA is working hard to assess your application and all applications will be assessed by 30 June 2011, as forecast.

### **Extra counselling support available.**

Redress WA applicants will now have access to up to three hours of individual counselling, free of charge.

Redress WA hopes this additional support will further enable applicants to heal and make a positive change in their lives if they choose to take up this offer.

The Redress WA funded sessions will be offered by a range of service providers including:

- **ACACIA Support Centre**, South Hedland – (08) 9172 5022
- **Centacare Family Services**, Geraldton – (08) 9921 1433
- **Centacare Family Services**, Carnarvon – (08) 9941 4070
- **Care Leavers Australia Network**, Bankstown, NSW.
- **Freecall**: 1800 008 774 (charges apply from mobiles) or (02) 9709 4520.  
Online counselling service also available.
- **CBERS Redress Service**, Fremantle – Freecall 1800 621 805 (charges apply from mobiles) or (08) 9433 3644. Online counselling service also available.
- **Child Migrant Trust**, Victoria Park, WA – (08) 9472 7582
- **Child Migrant Trust**, Carlton, VIC – (03) 9347 7403
- **ConnectGroups** (online counselling only) – call ConnectGroups staff on Freecall 1800 195 575 (charges apply from mobiles) or (08) 9228 4488 and say that you are a Redress WA applicant.
- **Dumbartung Aboriginal Corporation**, Waterford – (08) 9451 4977
- **Goldfields Community Legal Centre**, Kalgoorlie – (08) 9021 1888
- **Kimberley Stolen Generation Aboriginal Corporation**, Broome – (08) 9193 6502



- **Kinway** (Anglicare WA), Broome  
– (08) 9194 2400
- **Kinway** (Anglicare WA), Kununurra  
– (08) 9166 5000
- **Ord Valley Aboriginal Health Service**,  
Kununurra – (08) 9168 1288
- **Relationships Australia**, West Leederville  
– (08) 9489 6300
- **Regional Counselling and Mentoring Service  
Inc.**, Albany – (08) 9842 9699

For further information please contact the agencies directly and say that you are a Redress WA applicant or call the Redress WA Helpdesk on Freecall **1800 617 233** (charges apply from mobiles) or **(08) 6217 8720** (standard call charges apply).

## Accepting an ex-gratia payment.

If you are eligible for an ex-gratia payment, Redress WA will write to you or your nominated representative when your application has been assessed and make you an ex-gratia payment offer.

If you feel Redress WA has made an error of fact or did not follow its guidelines for the scheme, you can request a review through the Helpdesk.

Once you have accepted your ex-gratia payment and it has been paid to you, you cannot request a review of your ex-gratia offer.

To receive your ex-gratia payment, you will need to:

- complete and sign both the 'Payment Acceptance' and 'Bank Account Details' forms included with your letter
- provide a **copy of your bank statement or stamped and signed document from your bank** that confirms your bank account details (including your Account Name (eg A. Citizen), BSB and Account Number, **with details of your balance and any transactions deleted**)
- return the required documents to Redress WA within 28 days of the offer being made.

Once Redress WA receives your completed forms and a bank statement or letter confirming your bank account details, we will deposit your ex-gratia payment into your nominated bank account.

## How to make the most of your ex-gratia payment.

If you are thinking about how to make the most of your ex-gratia payment, you may find it useful to contact Centrelink's Financial Information Service (FIS). This is an education and information service available to everyone in the community. FIS helps people make informed decisions about financial issues for their current and future financial needs.

FIS is an independent, free and confidential and provides services through seminars and by phone and appointment. To contact the Financial Information Service or find out more, call **13 6357** between 8am to 5pm (AEST) or visit **[www.centrelink.gov.au](http://www.centrelink.gov.au)**

Financial counsellors may also assist you to make decisions about how to use your money to your greatest advantage. For further information about financial counselling and the services nearest to you, contact your local Council or call the new Financial Counselling Hotline (Financial Counsellors Association of WA) on Freecall **1800 889 364** (charges apply from mobiles).

## Assistance to help reconnect.

The Federal Government has allocated \$26.5 million over four years to the *Find and Connect Service* to assist Forgotten Australians and former child migrants to trace their personal and family histories and where possible reunite with family members.

Through the *Find and Connect Service*, care leavers will have access to case management and counselling support services from trained and skilled providers to trace and reconnect with their families.



The service provides:

- a national website and single online access point to help care leavers find records held by past care provider organisations and government agencies, linked to state and territory indexes of records;
- a national 1800 number as an alternate access point to assist care leavers who don't have internet access;
- a national network of specialised case managers to assist care leavers to locate and access personal records and where possible, reunite with family members. Case managers will also connect care leavers with counsellors and other support services where required; and
- new counselling support services, specifically for care leavers, from appropriately trained and skilled providers to provide support for care leavers as they trace their families.

The *Find and Connect Service* will be developed in close consultation with key stakeholders, including care leavers and State and Territory Governments. Priority access will be offered for care leavers who are terminally ill or aged.

Redress WA will provide further information to applicants about this service as it becomes available.

## National Library of Australia project.

The National Library of Australia has started a three year project where it will conduct personal interviews with Forgotten Australians and former child migrants.

The aim of the project is to record the experiences of children in institutional and out of home care and the lifelong impact these experiences had on their lives and families.

In addition, the Library is interested in collecting related materials including photographs, posters, badges, reunions, diaries and published autobiographies.

Redress WA applicants who are interested in participating should contact the Forgotten Australians and Former Child Migrants Oral History Project on **1800 204 290** (cost of a local call from a landline) or email Joanna Sassoon at the National Library of Australia on [jsassoon@nla.gov.au](mailto:jsassoon@nla.gov.au)

## Unfolding Lives: A Memorial for the Forgotten Australians.

Plans for a memorial for Forgotten Australians have been finalised. The memorial will be located at Perth Cultural Centre, in front of the Jubilee Building of the WA Museum and has been designed by artist Judith Forrest.

In addition, writer Terri-Anne White, has been selected to develop wording for the memorial where both she and Judith will work together with the Forgotten Australians Committee representatives to finalise this project.

Premier Colin Barnett and Minister for Community Services Robyn McSweeney will unveil the memorial in December and further information will be provided prior to this event.

## Accessing records of your time in care.

As part of its assessment process, Redress WA searches for records related to your time in care to best support your application.

The amount of information we find varies for each individual. For some applicants there is a substantial amount of information available and for others, records are limited.

The documents Redress WA accesses to support your application may only represent a small portion of your existing care records.

If you wish, once your application has been processed and your ex-gratia payment offer finalised, Redress WA can release these documents to you under the Freedom of Information Act.

For more information about this and the process for accessing information by other agencies contact the Redress WA Helpdesk on Freecall **1800 617 233** (charges apply from mobiles) or **(08) 6217 8720** (standard call charges apply).

### Have you moved house or have a new contact number?

If your circumstances have changed it is important to tell Redress WA so your details can be updated. If your health changes where you are diagnosed with a life threatening illness that can be confirmed by a medical report, you may be eligible to receive an interim payment or have your application assessed as a priority.

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### **How can I get urgent help?**

If you need help urgently, we recommend you:

- speak to your doctor (GP or psychiatrist),
- call Lifeline on 13 11 14 (24 hours),
- call Crisis Care on (08) 9223 1111 or 1800 199 008 (24 hours), or
- call Beyond Blue on 1300 224 636 (24 hours).

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If you have been paid and do not wish to continue to receive Redress WA newsletters, please phone the Helpdesk on Freecall **1800 617 233** (charges apply from mobiles) or 61 8 6217 8720 (standard call charges apply).

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### **Contact Redress WA**

**Office hours:** 9.00 – 4.30pm, Monday – Friday

**Freecall:** 1800 617 233 (charges apply from mobiles)

**Telephone:** 61 8 6217 8720 (standard call charges apply)

**Mobile:** 0418 911 042 (available for text message only)

**Email:** [info@redress.wa.gov.au](mailto:info@redress.wa.gov.au)

**Post:** Locked Bag 6, WEST PERTH WA 6872

**Website:** [www.redress.wa.gov.au](http://www.redress.wa.gov.au)

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