

Direct Personal Response – Information for website

Direct Personal Response

If you have experienced abuse, you may choose to receive a direct personal response as a part of Redress. This is an opportunity to have your story heard and the impact of the abuse you experienced acknowledged by a representative of the institution. It also offers an opportunity, where appropriate, for the institution to apologise to you or provide a statement of regret as well as an assurance that the institution has taken steps, and will continue to take steps, to prevent abuse occurring again.

Participation in a direct personal response is voluntary; you do not have to take part if you don't want to and you may withdraw your participation at any time.

Suitably trained and experienced convenors from the ACT Restorative Justice Unit are available to facilitate a direct personal response. Convenors will explain the process and options available to assist you to make informed decisions about your participation.

They can facilitate a direct personal response either as a face-to-face meeting or alternatively through indirect means such as a telephone conference or in writing.

Initiating the direct personal response

If you are interested in a direct personal response, you will receive contact details for the Victim Support ACT once you have signed a letter accepting an offer of redress. Then, when you are ready, you can make contact with Victim Support ACT to begin the process.

The National Redress Scheme has provided the ACT Government and other participating institutions, a framework and guidelines on the delivery of direct personal response.

Support during the direct personal response

Participating in a direct personal response is a personal decision. Counselling services are available alongside and throughout the process if you choose such support.

You may also choose to have a support person such as a family member, friend, carer or professional worker to support you to comfortably participate in the process.