



National Redress Scheme in Queensland

Checklist: A Direct Personal Response from a Queensland Government Institution

Purpose:

This checklist may be used by a Redress Support Service (RSS) worker when a person they are supporting is ready to make arrangements to receive their direct personal response (DPR) from a Queensland Government institution/s.

The checklist identifies initial information a DPR Facilitator will need to arrange for the responsible institution/s to provide the DPR.

Providing as much of this information as possible will minimise the need for the RSS worker or the DPR Facilitator to go back to the person for more information before arrangements for the DPR can commence. Further information may be required when arrangements for the DPR are being made to clarify the person's preferences and to ensure they receive a meaningful and personalised DPR.

Please note, DPR Facilitators in the Redress Coordination/Secretariat Unit, located in the Department of Families, Seniors, Disability Services and Child Safety, facilitate DPRs on behalf of all Queensland Government institutions.

Privacy Statement:

The department is collecting the information requested in this checklist for the purpose of arranging for a Queensland Government institution to provide a direct personal response to a person who has been awarded redress under the National Redress Scheme. Personal information provided in the checklist will be handled in accordance with the *Information Privacy Act 2009 (Qld)*.

Please email completed checklist to directpersonalresponse@families.qld.gov.au

Name of person requesting the DPR and RSS worker
Name of person requesting their DPR: _____ Name of RSS: _____ Name of RSS worker: _____ Email: _____ Telephone number/s: _____
1. Contact with a DPR Facilitator
Does the person want to speak directly with the DPR Facilitator to make arrangements for their DPR? <input type="checkbox"/> Yes <input type="checkbox"/> No
Has the person given the RSS permission to provide the person's contact details to the DPR Facilitator? <input type="checkbox"/> Yes <input type="checkbox"/> No
If yes, please specify, as applicable: <ul style="list-style-type: none"> • Mobile/Telephone number _____ • Email address _____ • Home or Postal Address _____ • Other _____
Does the person want the first contact about their DPR to be a three way telephone call between them, their RSS worker and the DPR Facilitator? <input type="checkbox"/> Yes <input type="checkbox"/> No
Does the person want their RSS worker to speak with the DPR Facilitator on their behalf to make arrangements for their DPR? <input type="checkbox"/> Yes <input type="checkbox"/> No
2. Permission to access information from the NRS application (to help ensure the person receives a personalised DPR)
Does the person give permission for the DPR Facilitator and institutional representative (who will provide their DPR) to read Part 2 (Experience of sexual abuse) of their National Redress Scheme (NRS) application? <input type="checkbox"/> Yes <input type="checkbox"/> No
Does the person give permission for the DPR Facilitator and institutional representative (who will provide their DPR) to read Part 3 (Impact of sexual abuse) of their National Redress Scheme (NRS) application? <input type="checkbox"/> Yes <input type="checkbox"/> No
If the person does not give permission for the DPR Facilitator and institutional representative to read part 2 or part 3 of their NRS application, will they provide other information about their experience of abuse and the ongoing impacts of the abuse to help inform their DPR? <input type="checkbox"/> Yes <input type="checkbox"/> No

3. Preferences about the type of DPR the person wishes to receive

Please note, a person may change their preferences about the type of DPR they want to receive

Has the person indicated a preference that their DPR to be provided as:

a written apology ☐ Yes ☐ No

a face to face meeting ☐ Yes ☐ No

a written apology and face to face meeting? ☐ Yes ☐ No

Is the person still considering their preferred method/requiring further information to assist them decide? ☐ Yes ☐ No

If yes, please provide details on how we can assist.

Is the person requesting the apology be provided through another method?

☐ Yes ☐ No

(Please note: a DPR may be provided through another method only if the person and the Queensland Government institution both agree)

If yes, please outline the other method proposed.

4. Preferences about content of the DPR and delivery method

If the person has agreed to speak with the DPR Facilitator, the Facilitator will ask the person directly for the following information.

Has the person indicated what is important to have included (or not included) in their written or face to face DPR?

☐ Yes ☐ No ☐ May want to do so at a later stage

For example, words or phrases they do/do not want used, events/impacts they would like to have acknowledged, impacts on others they would like to have acknowledged

If yes, please outline below

<p>If the person is considering receiving a written DPR at this time, do they have preferences about:</p> <ul style="list-style-type: none"> • the address they want the signed original copy of the letter to be mailed to (for privacy and security reasons the letter will be sent by registered post) • the type of paper they want the letter printed on • whether they want the letter to be framed, and if so any preference about the frame?
<p>If yes, please outline below</p> <hr/> <hr/> <hr/> <hr/>
<p>5. Preferences about the Queensland Government institutional representative providing the DPR</p> <p><i>If the person has agreed to speak with the DPR Facilitator, the Facilitator will ask the person directly for the following information</i></p>
<p>Does the person have a preference about the gender of the representative who will provide their DPR?</p> <p><input type="checkbox"/> No preference</p> <p><input type="checkbox"/> Prefer a male representative</p> <p><input type="checkbox"/> Prefer a female representative</p> <p><i>(Please note: wherever possible a representative of the preferred gender will provide the DPR)</i></p>
<p>If the person is an Aboriginal and/or Torres Strait Islander person, does the person have a preference about the cultural background of the representative who will provide their DPR?</p> <p><input type="checkbox"/> No preference</p> <p><input type="checkbox"/> Prefer an Aboriginal and/or Torres Strait Islander representative</p> <p><i>(Please note: wherever possible a representative from the preferred cultural background will provide the DPR)</i></p>
<p>Does the person have any other preference about the characteristics of the representative who will provide their DPR?</p> <p>For example, the type of role they hold in the institution, the geographical location in which they work.</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>If yes, what are the preferences</p> <hr/> <hr/> <hr/> <hr/>
<p>6. Gender identification</p>
<p>Does the person agree to specify their gender?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>If yes, what gender does the person identify as or how do they describe their gender?</p> <hr/>

7. Cultural considerations

The DPR Facilitator will make every effort for the person receiving their DPR to feel safe, valued, and empowered to express their culture and identity when arranging their DPR

Does the person identify as:

Aboriginal ☐ Yes ☐ No

Torres Strait Islander ☐ Yes ☐ No

Aboriginal and Torres Strait Islander ☐ Yes ☐ No

In recognition of the diverse and distinct cultures of Aboriginal and Torres Strait Islander peoples, please provide information about specific cultural practices and/or considerations the person wants to pass on to assist the DPR Facilitator enhance cultural safety during the DPR

When arranging the DPR, the DPR Facilitator will seek detailed information about cultural considerations the person may want to have included in the DPR.

This may include, for example, an acknowledgement of family members and ancestors, ceremonial practices (such as welcome to country, smoking ceremony), the involvement of elders or other Aboriginal and Torres Strait Islander support persons, holding the DPR on country or other cultural considerations important to the person.

Is the person from another cultural background/ culturally and linguistically diverse community?
☐ Yes ☐ No

If yes, please specify

If yes, in recognition of the culturally and linguistically diverse communities that make up multicultural Australia, please provide information about specific cultural practices and/or considerations the person wants to pass on to assist the DPR Facilitator enhance cultural safety during the DPR

8. Support needs

Will the person require support from an interpreter and/or translator to express their preferences about their DPR or to receive their DPR?
☐ Yes ☐ No

If yes, please specify interpreter and/or translation services that may be required

Does the person have literacy issues that need to be considered if a written apology is being provided? <input type="checkbox"/> Yes <input type="checkbox"/> No
If yes, please provide information about the person's literacy issues _____ _____
Does the person have any disability needs they want the DPR Facilitator to be aware of when arranging their DPR? <input type="checkbox"/> Yes <input type="checkbox"/> No
If yes, please specify below _____ _____ _____
Does the person require support to take in, remember, and/or understand information or to express their preferences about their DPR? <input type="checkbox"/> Yes <input type="checkbox"/> No
If yes, please specify below the type/s of support that may assist _____ _____ _____
Will the person require communication support or communication aides (due to a disability or medical condition) to express their preferences about their DPR and to receive their DPR? <input type="checkbox"/> Yes <input type="checkbox"/> No
If yes, please specify support or aides that may be required _____ _____
9. Other relevant information
Please provide any other information that may be relevant and / or of assistance in making arrangements for the DPR _____ _____ _____ _____ _____ _____

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