
From:
Sent: Tuesday, 3 March 2015 1:10 PM
To: redress
Subject: Redress Schemes

[REDACTED] [REDACTED]

To whom it may concern,

As a person who has applied for redress through ex-gratia payments and been disillusioned by the entire process, I offer the following points:

Redress scheme applications as I have experienced.....

- Are inadequate to convey what has happened to abused people.
- People don't receive adequate assistance from appropriate authorities in filling out applications or the various options open to them.
- Often people are still in a place of trauma or suffering mental/emotional issues and need close support and assistance because they don't know where to turn for that assistance.
- The Attorney General's Departments need to be client focused and give each individual the time and customer service befitting an abused person rather than hoping that will 'go away' and not bother them.
- The system doesn't provide a range of options for redress. At the time of my application I was told that ex-gratia payments were the only option for me and that was not true.
- The redress system needs to be reviewed by the governing authorities.
- People who have gone through abuse need face to face support and appropriate advocacy available to them which will determine the severity of abuse and the necessary support and redress levels.
- The amounts of compensation are too low with some people being unable to work due to the trauma of abuse or they have a breakdown like I did and lost years of income due to PTSD. Often their lives go on-hold due to the trauma of abuse.
- Redress compensation should begin at a minimum of \$200,000 non-taxable and upwards from there depending on individual cases.

Regards

[REDACTED]