

POLICY

Title: **Delivery of Direct Personal Responses to People who experienced institutional child sexual abuse for which the Department of Child Safety, Seniors and Disability Services is responsible**

Policy Statement:

When delivering a Direct Personal Response (DPR) to a person who has experienced institutional child sexual abuse for which the Department of Child Safety, Seniors and Disability Services (the department) is responsible, the department will:

- consider each DPR request individually and make all reasonable efforts to deliver the DPR in the way it is requested by the person;
- engage respectfully with Aboriginal and Torres Strait Islander people to explore and provide a culturally appropriate DPR;
- work with the person and/or their support person to ensure the DPR is provided in the way the person wants to receive it, wherever possible;
- work with the person to identify an appropriate alternative that is satisfactory to the person if the department is unable to deliver their preferred type of DPR, or a part of it;
- prioritise DPR responses for people who are terminally ill, in poor health or experiencing time constraints;
- protect persons' private information in accordance with legislative obligations; and
- cover all reasonable costs for the person to receive a meaningful DPR.

Principles:


The department acknowledges that sexual abuse suffered by children in any setting, including institutional settings, is wrong and should not have happened.

The department is committed to supporting the implementation of the National Redress Scheme and to providing redress to people who have experienced institutional child sexual abuse, in institutions for which the department is found responsible.

The department's approach to engaging with people who have experienced institutional child sexual abuse in relation to providing a DPR will be trauma informed. The department will work collaboratively with the person and/or their support person to prioritise their safety, trust, choice, empowerment and control when arranging a DPR.

The department will provide a DPR in the way requested by the person wherever possible. However, the department is unable to provide a DPR in the way requested if the request relates to something that is outside the control of the department or is not something the department has the authority or power to deliver.

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The department will meet the reasonable costs associated with providing a DPR and will provide the person and/or their support person with information about the costs the department can reasonably meet and costs the department is unable to reasonably meet. The person's individual circumstances and circumstances of the request will be considered when considering whether a cost can reasonably be met.

Objectives:

This policy aims to ensure that:

- the department provides people who have experienced institutional child sexual abuse with the type of DPR, in the format they prefer, wherever possible;
- the DPR is sensitive to the person's experiences and meaningful for the individual;
- the type of DPR, and the planning, preparation and provision of a person's DPR are agreed with the person prior to the delivery of the DPR; and
- people who have experienced institutional child sexual abuse, and services that support them, have information about the reasonable costs associated with DPRs that the department may meet and costs the department is unable to reasonably meet.

Scope:

This policy refers to:

DPRs delivered to people who have experienced institutional child sexual abuse, for which the department has been found responsible, under the provisions of the *National Redress Scheme for Institutional Child Sexual Abuse Act 2018* and the *National Redress Scheme for Institutional Child Sexual Abuse Rules 2018*. Other participating State institutions in Queensland are encouraged to apply the principles and deliver the requirements specified in this policy, when providing a DPR to a person for which its institution is responsible but are not bound by the (department's) policy.

Roles and Responsibilities:

The Redress Coordination/Secretariat Unit

The Direct Personal Response team, Redress Coordination/Secretariat Unit (the Unit) is responsible for working with people who have experienced institutional child sexual abuse, and their support person where applicable, and senior executive officers, to facilitate the delivery of personal and meaningful apologies.

The Unit will work with the person, and/or their nominated support person, and support them to:

- identify the type of DPR, and the format and content of the DPR, they want to receive from the department;
- identify how their specific cultural needs, if they are an Aboriginal and Torres Strait Islander person, can be reflected in the DPR and how the DPR can be provided in a culturally safe way;
- plan, prepare and reach agreement about how their DPR will be provided in a way that is meaningful for them;

- identify an appropriate alternative, that is satisfactory to them, if the department is unable to reasonably deliver the DPR, or cannot reasonably meet the cost of the DPR or an aspect of it, in the way they would prefer;
- identify the characteristics of the senior executive from whom they would prefer to receive the DPR and arrange for the DPR to be provided by a senior executive with whom they are comfortable;
- be provided with the DPR at the agreed time and place and/or in the other agreed way; and
- provide feedback about the DPR they received and their experience of working with the Unit.

The Unit will provide initial training and ongoing professional facilitation of DPRs to support senior executives provide trauma informed, culturally aware and person centred DPRs.

Payment of costs

The Unit will book and pay the reasonable costs associated with the agreed arrangements required to provide a DPR prior to the agreed date for the delivery of the DPR, as applicable. The person is not required to pay for costs associated with their DPR and later seek reimbursement.

Reasonable costs

The Redress Coordination/Secretariat Unit will meet the costs of a DPR that:

- relate to matters that are within the department's control and/or that the department has the authority or power to deliver;
- relate to something the person identifies as being significant to ensure the DPR is meaningful in their specific circumstances (ie symbolic gesture or commemorative item or experience relevant to their lived experience); and
- is consistent with community expectations and value for money.


A person's individual circumstances and the context of a request will be considered when considering whether a cost can reasonably be met.

Travel

Reasonable travel expenses for the person and their support person, and other significant person/s as agreed, to attend a DPR meeting may include, where relevant:

- for a person who resides in Queensland, costs associated with travelling within Queensland, or from Queensland to the agreed location where the DPR is to be provided;
- for a person who does not reside in Queensland but resides in another Australian jurisdiction, costs associated with travelling to the agreed location in Queensland or in the other Australian jurisdiction where the DPR is to be provided;
- economy fares, if air travel or other commercial travel, is required;
- motel accommodation or the equivalent if overnight travel is required;
- meal costs if travel to attend a DPR spans mealtimes or if overnight travel is required;
- prepaid fuel card or similar to cover estimated petrol costs for the trip if a private car is being used; or
- prepaid taxi vouchers.

Venue hire



Reasonable expenses for a person, their support person, and other significant person/s as agreed, to attend a preparatory meeting and/or a DPR event include the cost of hiring a suitable room, meeting space, or outdoor space for a preparatory meeting and/or for holding a DPR event in the person's preferred location.

The department is responsible for ensuring the person is comfortable with the venue and that it is not associated with, or likely to trigger an association with an institution or location that may be traumatic and/or culturally insensitive. The person's needs, preferences, cost, value for money and accessibility must be considered in this context when considering whether a venue hire expense is reasonable.

Catering

Reasonable costs for catering include the cost of providing the person, their support person, other significant person/s as agreed and departmental representatives who are attending the DPR with the type of catering requested by the person.

The person's preferences regarding food and beverage choices that cater to the person's dietary needs and the dietary needs of others attending the DPR will be provided.

Depending on the time of day, format and duration of the event and/or cultural expectations, morning or afternoon tea or a meal may be provided as part of the DPR for the person, their support person, and other significant persons, as agreed. The cost of a meal is reasonable if its cost is approximately equivalent to the standard meal allowance rates that apply to domestic travel for Queensland Government employees.

Memory projects

Reasonable expenses to provide a person's DPR through a memory project (symbolic gesture, commemorative item or experience that is meaningful in the context of the person's lived experience and significant for their healing), or a component of their DPR in this way, will be met.


This may comprise personal projects of a practical scale agreed with the person, including:

- a commemorative plaque or other item for display in the person's home or other location, if practicable and agreed by the relevant authority;
- visit to a particular site; or
- printing and framing of a photograph or similar.

Ensuring the memory project does not risk exposing the person to further harm in the future must be considered in context with the cost, value for money and significance of the project for the person when considering if its cost is reasonable.

Consideration will need to be given to the need to safeguard the person's privacy and that of other people and to preserving protected information when providing a person's DPR through, or in part by, a memory project. Consideration will also need to be given to the impact on the person if the memory project item was vandalised, stolen, deteriorates over time or the site where an item has been placed is later used for an incompatible purpose or sold for commercial development etc.

Costs that cannot reasonably be met



A person's specific circumstances and the context of a request may affect whether a cost may reasonably be met by the department.

The department is unable to reasonably meet costs associated with:

- business class or other premium class fares for air travel and other commercial travel
- premium venue hire at luxury locations
- international travel
- gourmet dining, haute cuisine, or similar
- alcohol
- a Redress Support Service (RSS) staff in another Australian jurisdiction, where the RSS has an office(s) in Queensland and the survivor resides in Queensland, to travel to Queensland to attend a DPR meeting
- building or construction work
- ongoing maintenance of memory project items
- recreational activities or holidays
- providing gifts for support persons or other people attending or associated with the delivery of the DPR
- education or training
- medical treatment
- purchasing goods or services from a nominated provider if the cost is above comparable current market price for equivalent or similar goods or services
- anything outside the control of the department or anything that the department does not have the authority or power to deliver.

Authority:

National Redress Scheme for Institutional Child Sexual Abuse Act 2018 (Commonwealth)

National Redress Scheme for Institutional Child Sexual Abuse Rules 2018 (Commonwealth)

National Redress Scheme for Institutional Child Sexual Abuse Declaration 2018 (Commonwealth)

National Redress Scheme for Institutional Child Sexual Abuse Direct Personal Response Framework 2018 (Commonwealth)

National Redress Scheme for Institutional Child Sexual Abuse (Commonwealth Powers) Act 2018 (Queensland)

National Redress Scheme for Institutional Child Sexual Abuse (Commonwealth Powers) Regulation 2019 (Queensland)

Delegations:

[National Redress Scheme delegated roles](#)

Date of approval: 19 February 2024

Date of operation: 20 February 2024


Date to be reviewed: 20 February 2025

Office: Redress Coordination / Secretariat Unit, Legal Services and Redress

Help contact: Direct Personal Response Team

Links:

[National Redress Scheme | Community support | Queensland Government \(www.qld.gov.au\)](#)



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Director-General

