

Dear Commissioner

We have a reference group for our Find and Connect program whose purpose is to provide advice and guidance to [REDACTED] on matters relating to the development and provision of [REDACTED] services to Forgotten Australians and Former Child Migrants across Tasmania. The membership includes people with lived experience of childhood abuse and the National Redress scheme. We believe it is particularly important for the voices of these people to be heard and incorporated into the current inquiry. It is the experiences of those members with 'lived experience' that are documented below.

1. Lawyers enticing people to take civil action which precludes applicants from seeking Redress. Very little communication from lawyers about the process or where the claim is up to, leaves claimants disempowered, frustrated, and further traumatised.
2. Not enough promotion and marketing of the Redress scheme for Forgotten Australians and the ~~parents~~ scheme causes concern that some eligible people may not participate
3. The assessment of abuse and how much people are entitled to is retraumatising and degrading. Pressure to decide about accepting an offer, leaves people feeling disenfranchised and devalued by the system.
4. The form process is too complicated, the amount of information needed and the process is retraumatising.
5. There is a need for increased understanding in institutions about the ongoing impacts and physical and mental abuse on survivors.

Although this feedback is in relation to the National Redress scheme, we believe the lessons learnt about the impact of processes on our members who have suffered childhood physical and sexual abuse are important to inform the current inquiry and resulting processes.

Please let us know if you would like any further information.

Kind regards

[REDACTED]