

National Redress Scheme

For people who have experienced institutional child sexual abuse

FACT SHEET

OVERVIEW

This fact sheet gives a brief introduction to the National Redress Scheme.

How did the National Redress Scheme come about?

The Royal Commission into Institutional Responses to Child Sexual Abuse listened to thousands of people about the abuse they experienced as children.

The Royal Commission recommended that redress be made. In response, the Australian Government set up the National Redress Scheme.

Redress is support that acknowledges the damage done to people as children. It holds institutions accountable.

Can I apply?

You can apply to the National Redress Scheme if you:

- Experienced institutional child sexual abuse before 1 July 2018, and
- Were born before 30 June 2010, and
- Are an Australian citizen or permanent resident.

For you to access redress, the institution responsible for the abuse must have joined the National Redress Scheme.

Some circumstances can affect applications. Please seek further information if you: are under 18, have been sentenced to gaol for 5 or more years, are currently in gaol, experienced abuse involving an institution that hasn't joined the National Redress Scheme, have received previous payments related to the abuse or would like to pursue a civil court case.

What can I apply for?

The National Redress Scheme provides access to:

- Counselling,
- A payment, and
- The option of a personal response from the institution (e.g. an apology).

You can accept any or all of these things. This is your choice.

How do I apply?

The National Redress Scheme starts on 1 July 2018. It will run for 10 years. You can make an application at any time between now and 30 June 2027.

You can apply by filling out a paper or online application. You do not have to tell your story in person.

The National Redress Scheme will work as quickly as possible to process applications. This may take between 3 and 12 months. People can take as much time as they need to complete their application and they will have up to 6 months to consider the offer of redress.

How can I get support and more information?

Free, confidential support services are available before, during and after the application process.

To connect with a support service and find out how to apply, please go to www.nationalredress.gov.au or call the National Redress Scheme on 1800 737 377 (Monday to Friday 8am to 5pm, except public holidays - charges may apply).

Those who need immediate assistance can contact:

- Beyond Blue 1300 22 4636
- Lifeline 13 11 14
- 1800 Respect 1800 737 732
- Suicide Call Back Service 1300 659 467
- Mensline 1300 78 99 78
- In an emergency call Triple Zero (000)



HOW TO APPLY FOR ADVERTISED VACANCIES AT RAATSICC

Applications must contain:

1. Job Application Cover Sheet

Must be attached to your application

2. Cover Letter

Your letter of application must:

- Outline your skills and tell RAATSICC why you would be suitable for the advertised vacancy.
- Say why you believe you would be good for the job, especially pointing out your qualities you have for this job.
- Encourage us to seek more details from your résumé.

In closing, mention that you have attached your résumé and any other relevant material, and that you would appreciate an interview to further discuss your suitability.

TIP- When preparing your letter:

- ***if a closing date is given in the job advertisement, allow for delays in the mail when posting your application***
- ***ensure your application letter is proof read before sending.***

3. Resume

A résumé, often referred to as a CV, is a summary (or snapshot) of what you have achieved and who you are. It is a very important part of your job application, as it contains a brief outline of your personal details, employment history, education, skills and interests. RAATSICC would like to see the following information contained in your resume:

• Contact details	• Education and Qualifications
• Other skills	• Work history
• Activities and Interests	• Referees

4. Selection criteria

RAATSICC requires all applicants to address specific selection criteria when applying for a job here. Your ability to address the selection criteria will assist RAATSICC to short-list applicants for interviews. Each applicant is scored on how closely they meet each criteria and is then ranked accordingly.

When answering the selection criteria:

- Each individual criteria statement should be 2-3 paragraphs but no more than 1 page each
- Your responses must specifically outline examples of your work experience
- Ensure your responses are written clearly and briefly
- Re-read your responses and ensure that it has addressed the selection criteria

TIP- You must address each of the selection criteria specifically outlining examples of your work experience. Your resume can help you to focus on your experiences.



What RAATSICC will look for

Cape York/Gulf RAATSICC looks for individuals that will fit into our organisation to assist us in performing well and to successfully achieve program outcomes for the betterment of our children, youth and families of the North Qld region. RAATSICC will be more interested in you having the right attitude and demonstrating what you have done with your talents than hearing about the talents you possess.

We are very interested in personal qualities and we assume that by applying for any RAATSICC positions, you would possess the necessary skills that is required for the job. A good attitude and behaviour to work could be the deciding factor for successful employment.

RAATSICC seeks the following attitudes in an employee:

- enthusiasm
- initiative
- honesty and openness
- reliability
- adaptability
- commitment
- determination
- maturity
- cooperation
- persistence

REMEMBER:

Your application, your cover letter, your responses to the Selection Criteria, your presentation must convince RAATSICC to give you an interview. It is the best way in selling yourself as a potential employee. It should be positive, confident and show your keenness for the advertised job.

RAATSICC would like to thank you in advance for your interest in this position and wish you well in your application – Good Luck 😊





Cape York / Gulf Remote Area Aboriginal & Torres Strait Islander Child Care (RAATSICC) Advisory Association Inc.
124 Spence Street
PO Box 6242 MC
CAIRNS QLD 4870
Ph: 07 40 300 900 Fax: 07 4041 5082
Web: www.raatsicc.org.au Email: info@raatsicc.org.au

APPLICATION COVER SHEET

Position Applied for:

Please specify preferred base location if position offers this option:

Mr/Mrs/Ms/Miss/Other

Given Names:

Family Name:

Preferred Name:

Postal Address:

Telephone:

.....

Home:

.....

Work:

.....

Mobile:

.....

Fax:

.....

Email:

.....

Preferred method of contact

.....

THIS COVER SHEET MUST BE ATTACHED TO YOUR APPLICATION

Address all correspondence marked 'Private & Confidential' to:

Chief Executive Officer
Cape York / Gulf RAATSICC Advisory Association Inc
PO Box 6242
CAIRNS QLD 4870

Phone: (07) 4030 0900
Fax: (07) 4041 5082
Email: recruitment@raatsicc.org.au



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GENERAL CONDITIONS OF EMPLOYMENT

Position: Redress Support Worker

Level: 4.1 – Social, Community, Home Care & Disability Services Industry Award 2010

Hours: Part-time (**6 MONTH TERM – until 30 June 2020**)

Total Salary: \$40,801.10

Base Salary -	\$34,599.76
4 Weeks Annual Leave -	\$ 2,661.52
9.50% Super contribution -	\$ 3,539.82

Salary Sacrifice Available, negotiated amount is deducted out of your base salary

Location: Cairns (servicing Torres Strait region)
(Travel is a requirement of this position)

APPLICATIONS:

Addressed and marked "Private and Confidential" to:

RAATSICC Recruitment
Cape York/Gulf RAATSICC Advisory Association Inc.
PO Box 6242
CAIRNS QLD 4870

OR

Email to: recruitment@raatsicc.org.au

Subject heading: Recruitment - Private and Confidential





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POSITION DESCRIPTION

TITLE	Redress Support Worker
PROGRAM	Redress Support Service
UNIT	Community Awareness and Resource Support Unit
CLASSIFICATION	4.1

RAATSICC MISSION

As the peak advisory body and service provider on Aboriginal and Torres Strait Islander children and family matters in Far North Queensland communities, Cape York/Gulf RAATSICC members, Management Committee and staff will work collaboratively to find ways to improve the care of children, young people and families and provision of the highest standard of services to:

- Strengthen our families to maintain our way and culture
- Nurture our children as they are our future
- Develop our youth as they are our upcoming generation of leaders

POSITION PURPOSE

This position is critical to the effective and efficient delivery of the Redress Support Service, providing support to people who were sexually abused as children while in the care of an institution.

The Redress Support Worker role is responsible for engaging with Torres Strait Island communities and providing sensitive practical assistance to individuals who are engaging with the National Redress Scheme.

PERFORMANCE REQUIREMENTS

Service Delivery	<ul style="list-style-type: none"> • Have knowledge of the National Redress Scheme and the recommendations of the Royal Commission into Institutional Responses to Child Sexual Abuse. • Provide Redress scheme information via face to face sessions, outreach services and telephone / online support to people in the Torres Strait region of Far North Queensland. • Provide ongoing assistance and support to individuals applying for Redress services in a timely trauma-informed and culturally appropriate way. • Provide support to individuals via access to specialised counsellors (and other support services) for individuals healing journey support • Maintain confidentiality and privacy in all matters relating to individuals, staff and RAATSICC procedures. • Work sensitively with the target group, people who have experienced sexual abuse as children (under the aged of 18 years) in institutional contexts before the commencement of the scheme on 1 July 2018. • Perform position responsibilities in accordance with the Redress Support Services manual
Human Resources	<ul style="list-style-type: none"> • Submit all timesheets and leave forms correctly. • Commit and actively participate in supervision. • Participate in training and development opportunities to increase upon skills, knowledge and experience. • Commit and participate in staff development and meetings, as well as actively participate in Redress services meetings.

Documentation /Quality Systems Management	<ul style="list-style-type: none"> • Comply with RAATSICC’s Employee Handbook. • Record and file all relevant correspondence and documentation appropriately through the DEX (DSS Data Exchange), ensure file management in line with policy and procedures and in accordance with funding guidelines. • Gather and record statistical data relevant to measuring performance against agreed indicators and participate in review and evaluation activities. • Act and maintain professional and ethical work practices at all times.
Workplace Health & Safety	<ul style="list-style-type: none"> • Have extensive knowledge of RAATSICC’s procedural and operational methods. • Adhere to safe work practices at all times. • Implement systems to ensure safe workplaces for staff, all clients and members of the public. • Report incidents and hazards immediately, in line with RAATSICC’s Employee Handbook and RAATSICC policies and procedures.
Other Duties	<ul style="list-style-type: none"> • Undertake other tasks as directed from time to time within your skills, experience and capacity. • Contribute to and participate in organisational and community activities to advance the overall safety and wellbeing of Aboriginal and Torres Strait Islander peoples.

Personal Characteristics
<ul style="list-style-type: none"> • Uphold RAATSICC’s vision, mission, values and goals for the children, youth and families to whom we provide services. • Honest communication skills; the ability to actively listen and challenge people when necessary, ask appropriate questions, provide encouragement, and minimise the impact of negative behaviours. • Initiative, self-motivation and a positive attitude. • Respect of individual’s cultural diversity, and knowledge of cultural safety. • Ability to maintain privacy and confidentiality. • Persistence, patience, apply negotiation skills and persuasion skills as appropriate. • Be critically reflective; think about your practice and identify what you do well and skills which you can improve. • Effective time management (punctuality, meeting deadlines, prioritising tasks). • Recognise your own limitations within your practice and actions. Have safe personal boundaries. • Work collaboratively and effectively with other Redress Scheme services and stakeholders to provide the highest standard of services to individuals. • Seeks information and analyses evidence and data to make decisions. • Takes responsibility for achieving results and maintains effective work behaviours under pressure.

POSITION REQUIREMENTS

Required to have

- Applied knowledge and understanding of the issues associated with sexual assault and child protection and the effects of abuse
- Knowledge and understanding of complex trauma and how to apply this in supporting individuals
- A Current driver's licence

Desirable:

- Demonstrated competency in computer use (Microsoft Office, email, web based programs and the ability to learn new programs)

Essential:

Experience in engaging proactively with and supporting individuals from diverse backgrounds (Aboriginal and Torres Strait Islander, Culturally and Linguistically diverse, low socioeconomic status, people with disabilities and people of diverse bodies, genders and sexualities.

Effective time management, prioritisation and organisational skills.

Demonstrated written and verbal interpersonal and communication skills.

Experience working in the Torres Strait region

Beneficial to have

- Relevant Undergraduate Qualification in Social or Behavioural Science or related discipline and/or related experience
- Experience in crisis and trauma support services

Additional Factors

Possess a current National Police Certificate
Possess Working with Children Check (Blue Card)

This role is responsible for creating, collecting, maintaining, using, disclosing, duplicating and disposing of information, as well as managing and using communication devices (e.g. email, internet and telephone). Staff must undertake these tasks in accordance with RAATSICC's Employee Handbook and relevant Policy and Procedures.

Employees may be required to work outside of core business hours from time to time.

Travel is required of employees to assist with team goals and program outcomes.

RAATSICC has a three (3) month probationary period for new employees.

For more information, please do not hesitate to contact the
RAATSICC office on the toll-free number 1300 663 411
(Expenses will be incurred from a mobile service)





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SELECTION CRITERIA

TITLE	Redress Support Worker
PROGRAM	RAATSICC Redress Support Service
UNIT	Community Awareness, Resource and Support Unit
CLASSIFICATION	4.1

KEY SELECTION CRITERIA	
1.	Knowledge and understanding of the National Redress Scheme and the recommendations of the Royal Commission into Institutionalised responses to child sexual abuse.
2.	Well developed communication and interpersonal skills to engage with people from a variety of backgrounds, including Aboriginal and Torres Strait Islander families, community groups and stakeholders.
3.	Demonstrated knowledge of administrative skills in a work environment, including experience in report writing, data collection, case planning and evaluation.
4.	Knowledge of privacy and confidentiality protocols within an organisation.
5.	Proven ability to work independently with limited supervision, together with the ability to work in a team environment.

