



Australian Government

National Indigenous Australians Agency

Territories Stolen Generations Redress Scheme Performance Report

01 March 2026



Artwork by Worimi Artist, Krystal Hurst



*Territories Stolen Generations
Redress Scheme*

Scheme cumulative data

Applications

Total Applications Received	2611
Eligible Applications	1648 63%
Applications on hand / in progress	427 16%
Withdrawn Applications	431 17%
Ineligible Applications	105 4%
Applications on hand / In progress	427
Being actioned (including intake, research, waiting response from 3rd party on records)	230 54%
Assessment / determination underway (with Independent Assessor, Delegate or preparing deed)	110 26%
On hold (for reasons such as where further information is being sought from the applicant)	31 7%
Awaiting acceptance of offer (incl waiting for probate)	56 13%

Total applications
2611

Average processing time
30 Weeks

Personal Acknowledgements (PA)

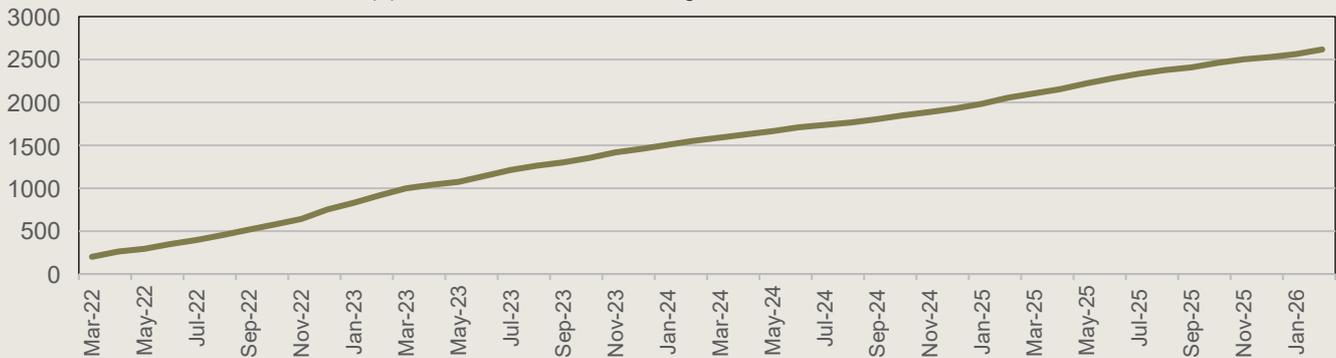
PA requested	1359
PA acceptance rate	83%
PA initiated	57
PA delivered ¹	120
PA finalised ²	993



Payments

Total Paid	\$133,578,000
Paid Applicants	1631

Applications received by Month (cumulative)



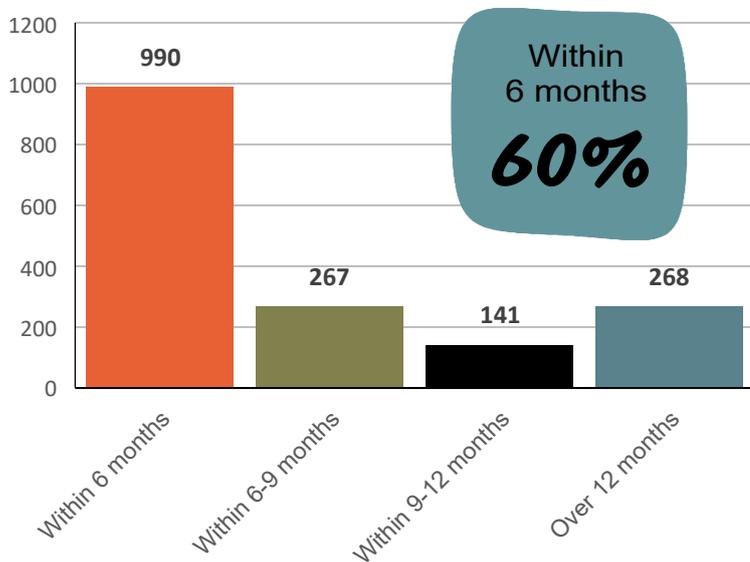
¹ Eligible applicant has received either a written PA, face-to-face PA or both.

² Includes eligible applicants who have received a PA and eligible applicants who have opted to finalise their engagement with the Scheme.

Performance against service standards

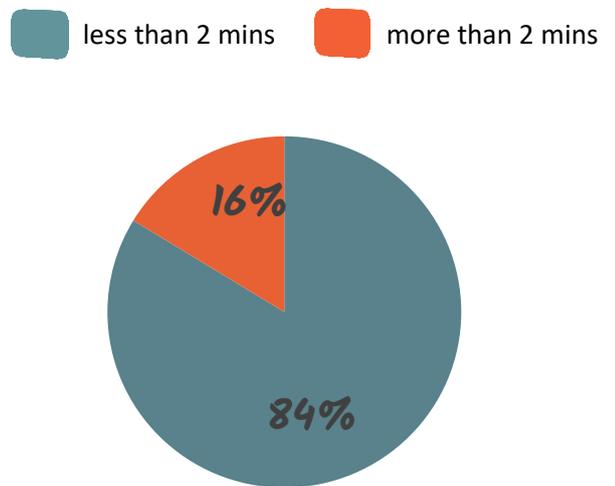
Redress offer made after application

Service standard: 75% of applications are finalised to the point of offer within 6 months (upon receipt of a complete application)¹².



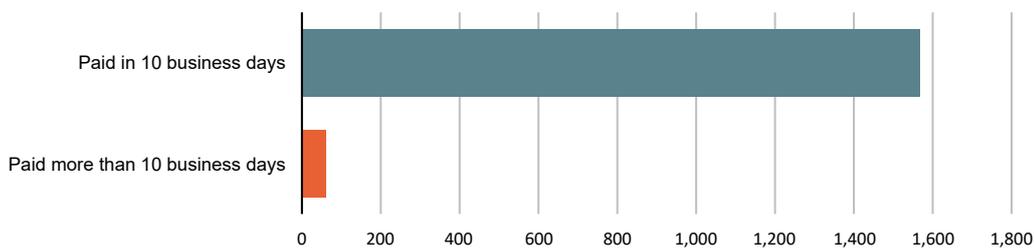
Percent of incoming calls responded to within 2 minutes

Service standard: 80% of incoming calls are responded to within 2 minutes.



Payment after completed Deed received

Service standard: 90% of eligible applicants receive payment within 10 business days of submitting their complete deed and bank statement.



Paid in 10 business days: 96%

¹ Complete and signed application has been received and sufficient ID has been verified.

² Excludes time that applications are temporarily unable to be actioned (for reasons such as awaiting contact from the applicant, or awaiting extra information).

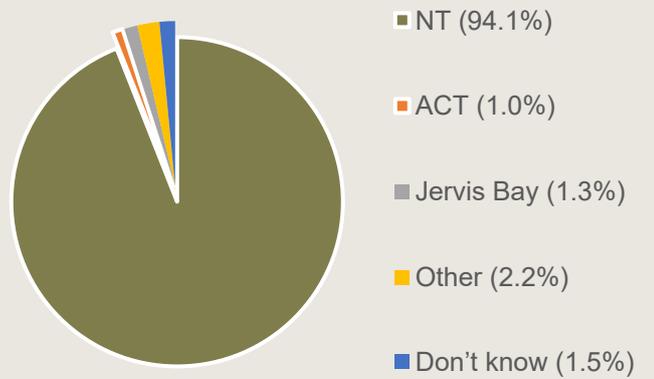


Applicant demographics

Demographic



Territory removed from as indicated by the applicant



Applicant's place of residence

