



Australian Government

National Indigenous Australians Agency

Territories Stolen Generations Redress Scheme Performance Report

01 June 2026



Artwork by Worimi Artist, Krystal Hurst



*Territories Stolen Generations
Redress Scheme*

Scheme cumulative data

Applications

Total Applications Received	2797
Eligible Applications	1697 60%
Applications on hand / in progress	510 18%
Withdrawn Applications	472 17%
Ineligible Applications	118 4%
Applications on hand / In progress	510
Being actioned (including intake, research, waiting response from 3rd party on records)	212 42%
Assessment / determination underway (with Independent Assessor, Delegate or preparing deed)	169 33%
On hold (for reasons such as where further information is being sought from the applicant)	59 12%
Awaiting acceptance of offer (incl waiting for probate)	70 14%

Total applications
2797

Average processing time
30 Weeks

Personal Acknowledgements (PA)

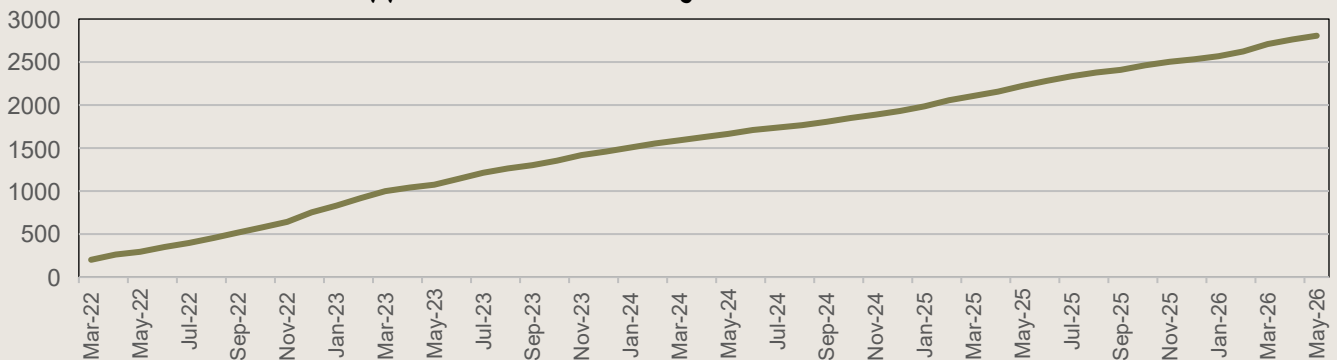
PA requested	1394
PA acceptance rate	82%
PA initiated	41
PA delivered ¹	129
PA finalised ²	1091



Payments

Total Paid	\$138,375,000
Paid Applicants	1689

Applications received by Month (cumulative)



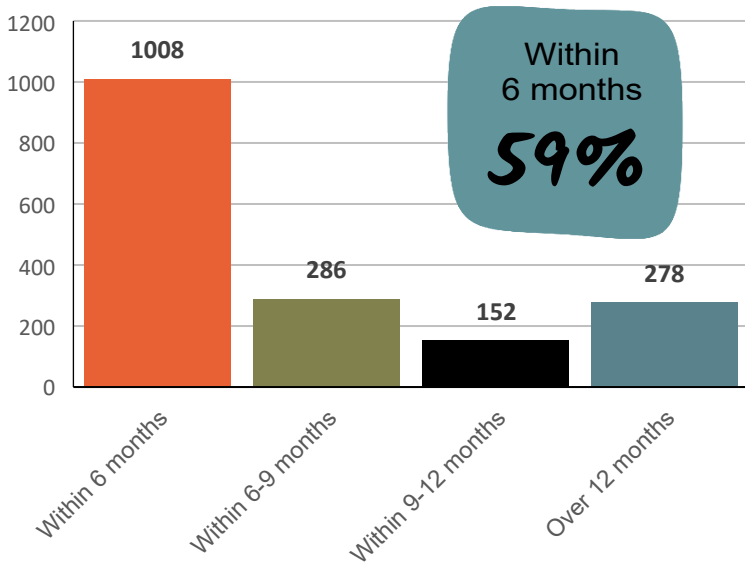
¹ Eligible applicant has received either a written PA, face-to-face PA or both.

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

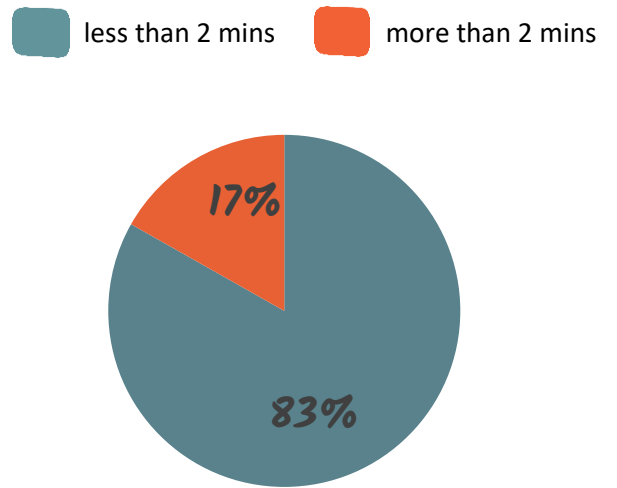
Redress offer made after application

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



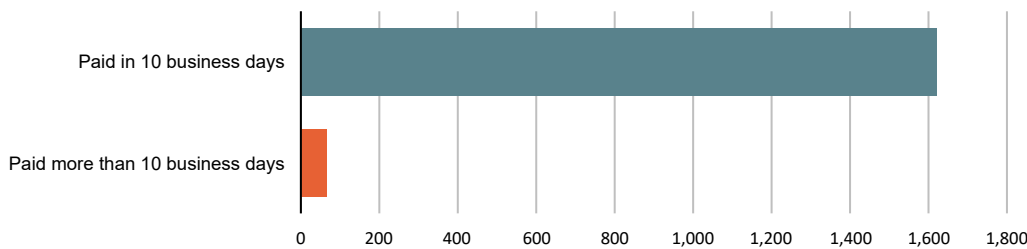
Percent of incoming calls responded to within 2 minutes

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.



Callout: Paid in 10 business days 96%

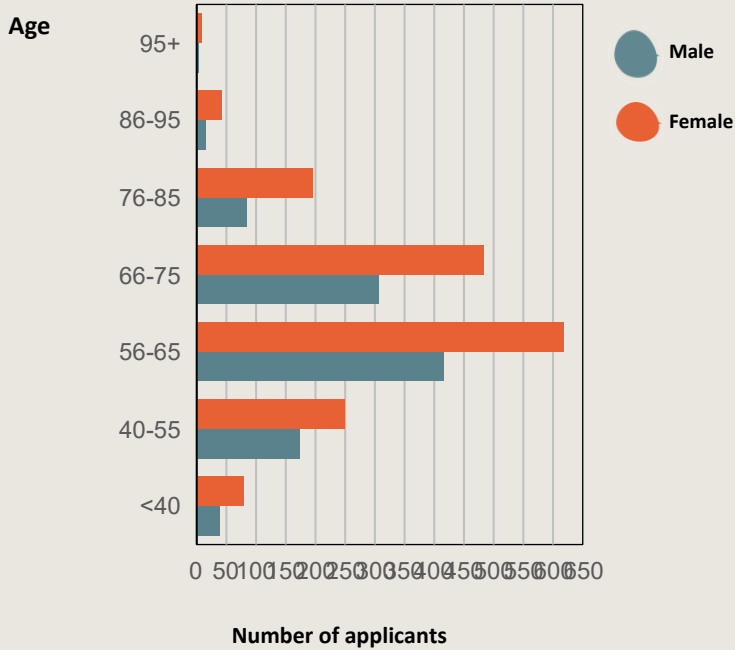
¹ Complete and signed application has been received and sufficient ID has been verified.

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

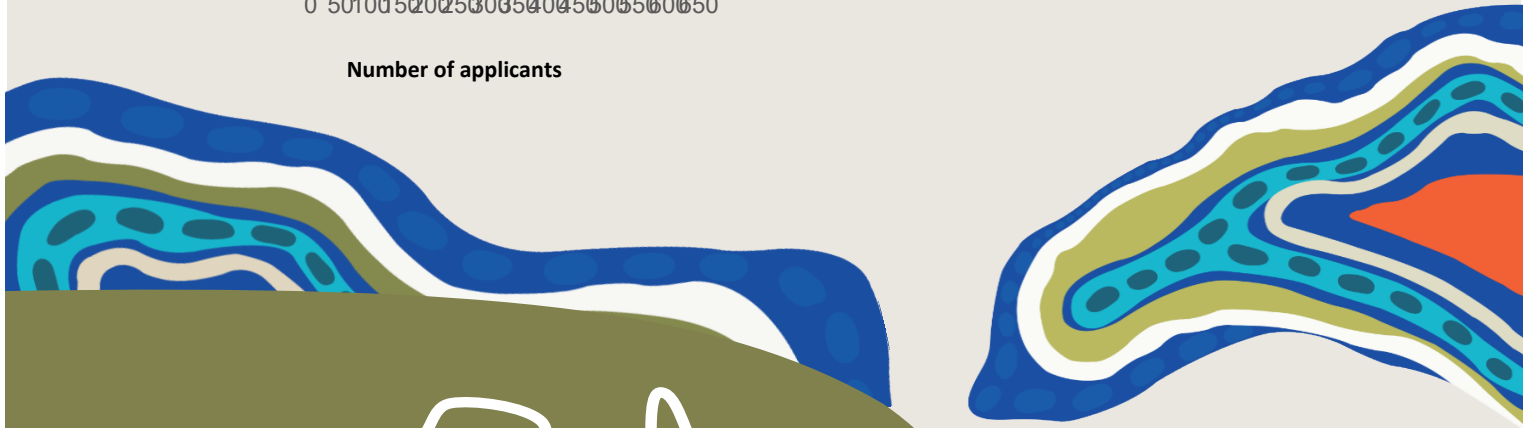
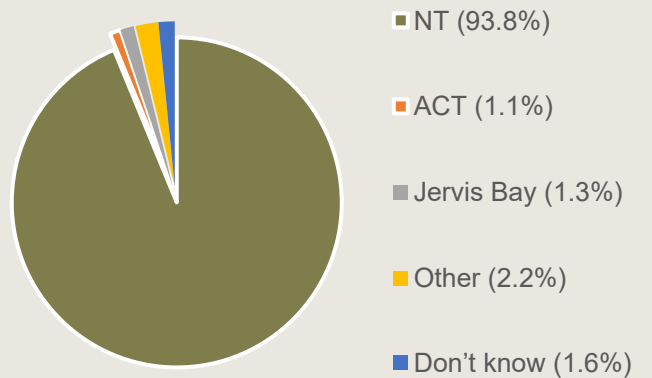


Applicant demographics

Demographic



Territory removed from as indicated by the applicant



Applicant's place of residence

