



Australian Government

National Indigenous Australians Agency

Territories Stolen Generations Redress Scheme Performance Report

01 June 2025



Artwork by Worimi Artist, Krystal Hurst



***Territories Stolen Generations
Redress Scheme***

Call: 1800 566 111

email: help@territoriesredress.gov.au

visit: territoriesredress.gov.au

Scheme cumulative data

Applications

Total Applications Received	2143	
Eligible Applications	1378	64%
Applications on hand / in progress	408	19%
Withdrawn Applications	281	13%
Ineligible Applications	76	4%
Applications on hand / In progress	408	
Being actioned (including intake, research, waiting response from 3rd party on records)	214	52%
Assessment / determination underway (with Independent Assessor, Delegate or preparing deed)	82	20%
On hold (for reasons such as where further information is being sought from the applicant)	46	11%
Awaiting acceptance of offer (incl waiting for probate)	66	16%

Total applications

2143

Average processing time

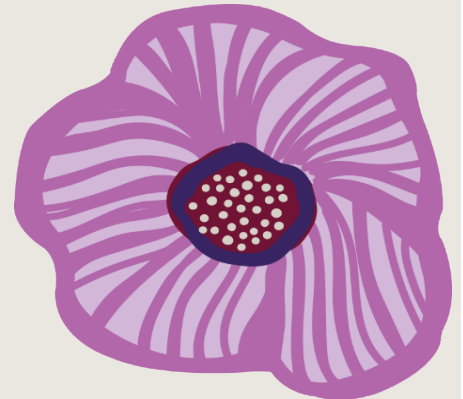
29 Weeks

Personal Acknowledgements (PA)

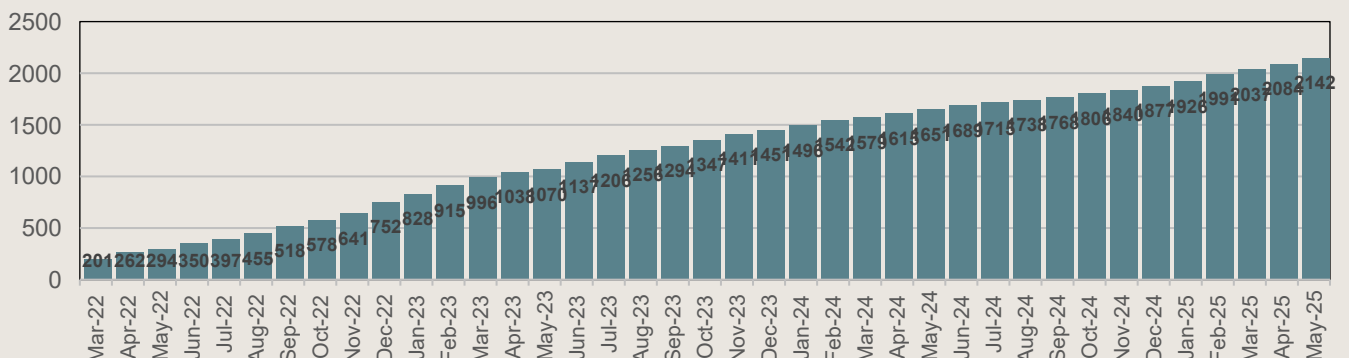
PA requested	1153
PA acceptance rate	84%
PA initiated	92
PA delivered ¹	86
PA finalised ²	633

Payments

Total Paid	\$110,930,750
Paid Applicants	1358



Applications received by Month (cumulative)



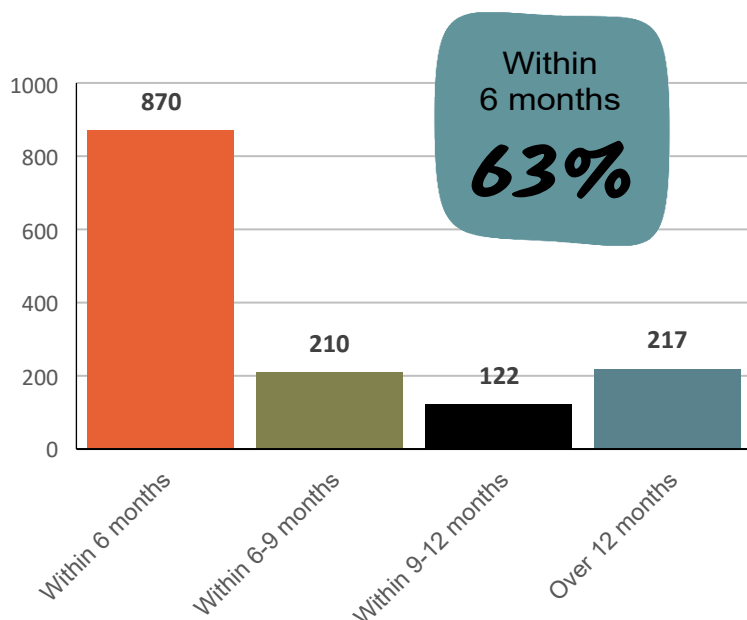
¹ Eligible applicant has received either a written PA, face-to-face PA or both.

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

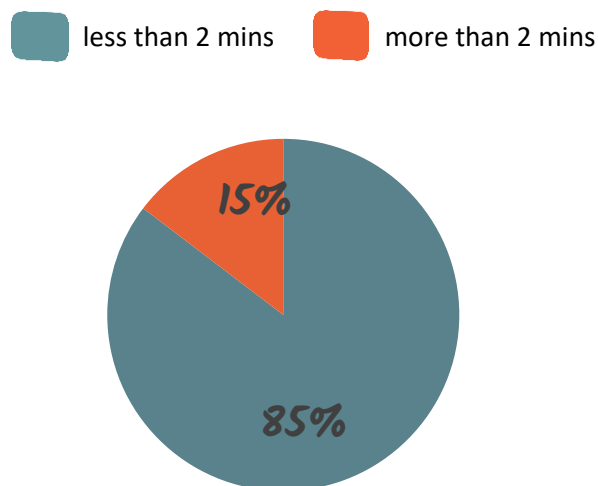
Redress offer made after application

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



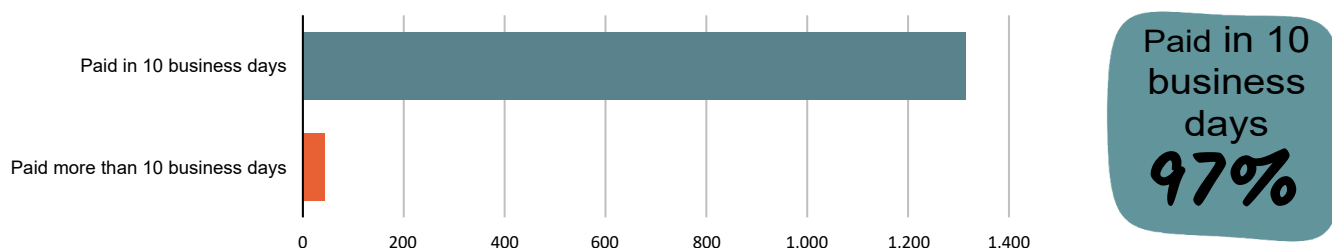
Percent of incoming calls responded to within 2 minutes

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.

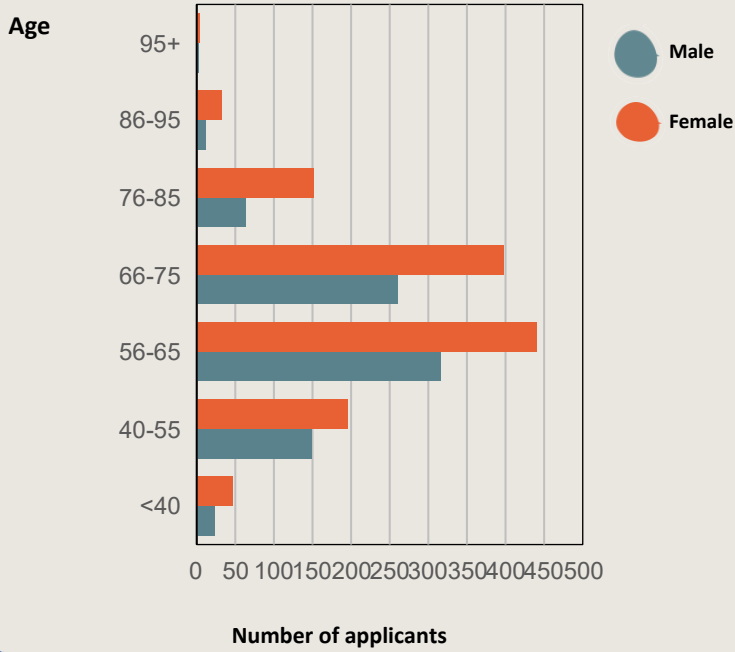


¹ Complete and signed application has been received and sufficient ID has been verified.

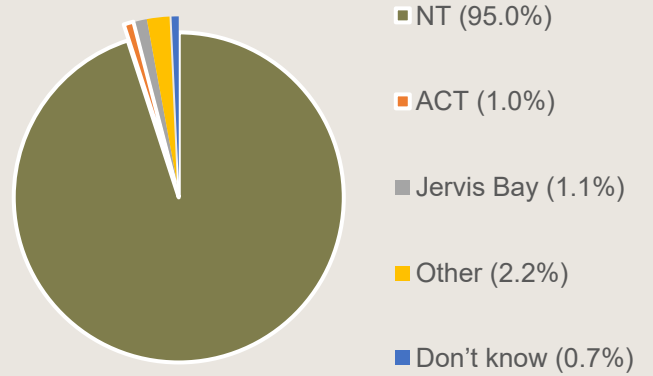
² Excludes time that applications are temporarily unable to be actioned (for reasons such as awaiting contact from the applicant, or awaiting extra information).

Applicant demographics

Demographic



Territory removed from as indicated by the applicant



Applicant's place of residence

