



Australian Government  
National Indigenous Australians Agency

# *Territories Stolen Generations Redress Scheme Performance Report*

*02 December 2024*



Artwork by Worimi Artist, Krystal Hurst



*Territories Stolen Generations  
Redress Scheme*

# Scheme cumulative data

## Applications

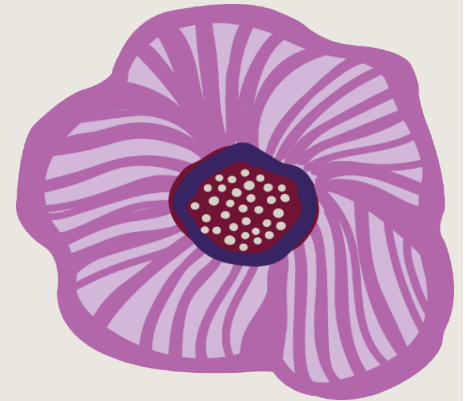
Total Applications Received	1834
Eligible Applications	1080 59%
Applications on hand / in progress	464 25%
Withdrawn Applications	231 13%
Ineligible Applications	59 3%
Applications on hand / In progress	464
Being actioned (including intake, research, waiting response from 3rd party on records)	183 39%
Assessment / determination underway (with Independent Assessor, Delegate or preparing deed)	130 28%
On hold (for reasons such as where further information is being sought from the applicant)	52 11%
Awaiting acceptance of offer (incl waiting for probate)	99 21%

Total applications  
**1834**

Average processing time  
**24 Weeks**

## Personal Acknowledgements (PA)

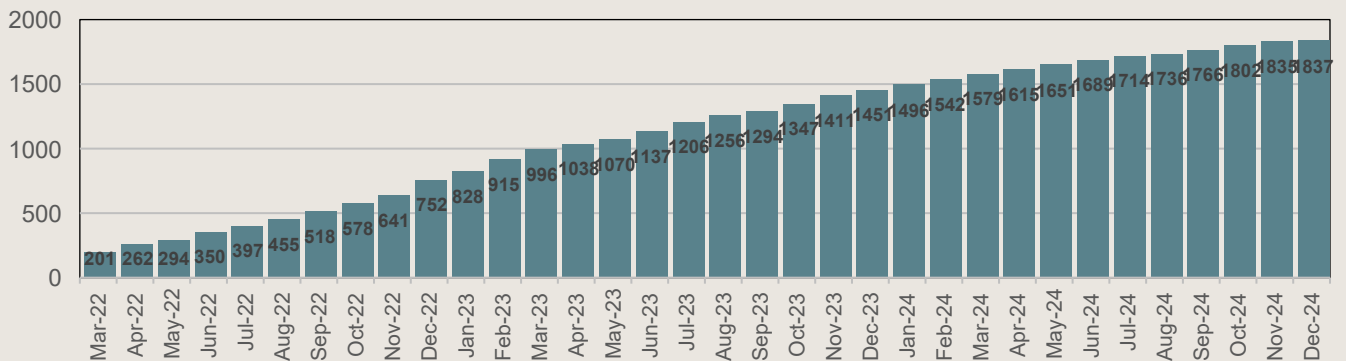
PA requested	921
PA acceptance rate	85%
PA initiated	117
PA delivered <sup>1</sup>	63
PA finalised <sup>2</sup>	228



## Payments

Total Paid	\$85,731,000
Paid Applicants	1047

## Applications received by Month (cumulative)



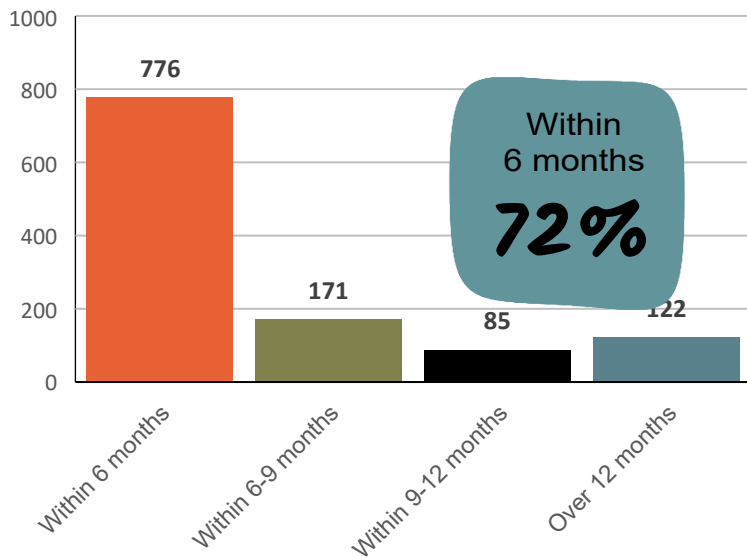
<sup>1</sup> Eligible applicant has received either a written PA, face-to-face PA or both.

<sup>2</sup> 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

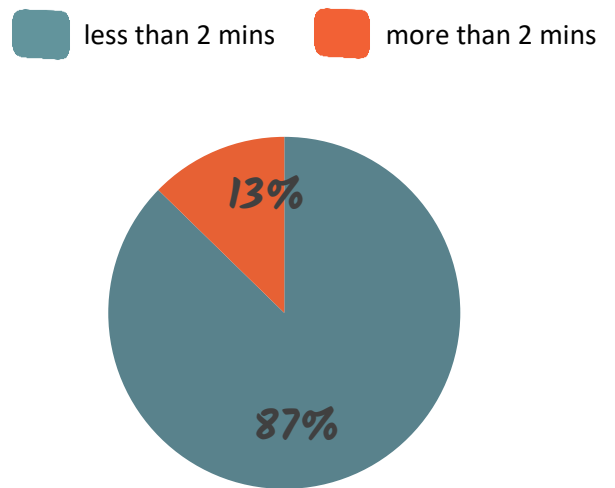
## Redress offer made after application

Service standard: 75% of applications are finalised to the point of offer within 6 months (upon receipt of a complete application)<sup>1</sup><sup>2</sup>.



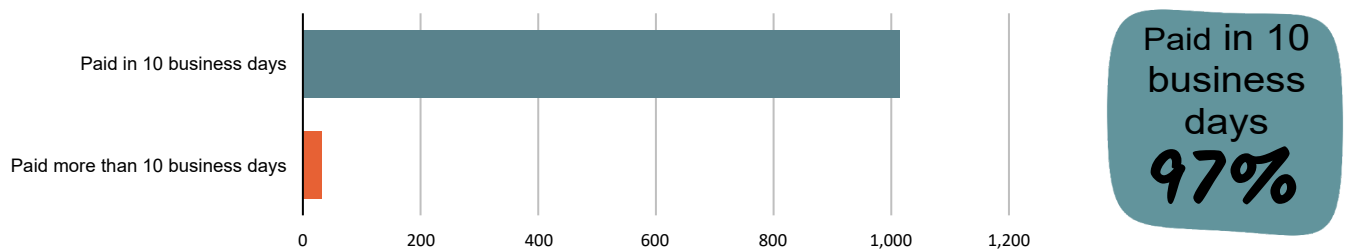
## Percent of incoming calls responded to within 2 minutes

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.



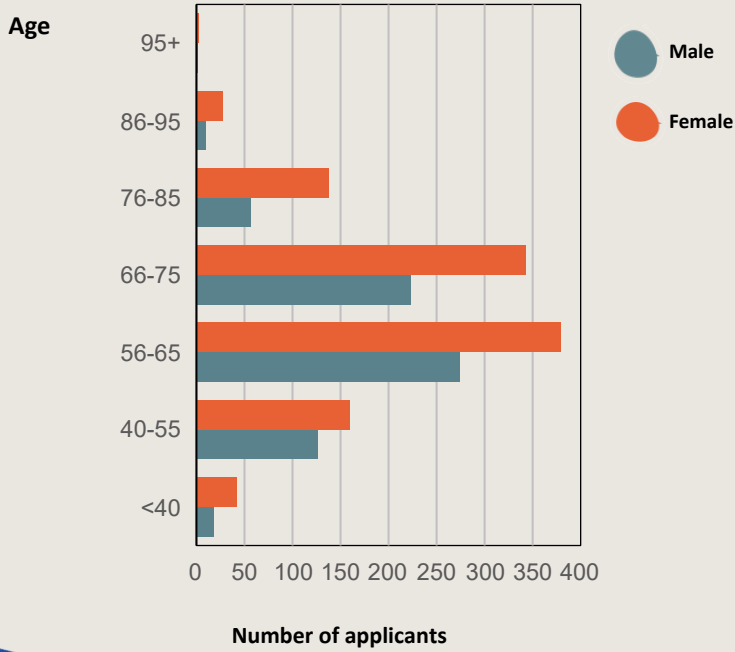
<sup>1</sup> Complete and signed application has been received and sufficient ID has been verified.

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

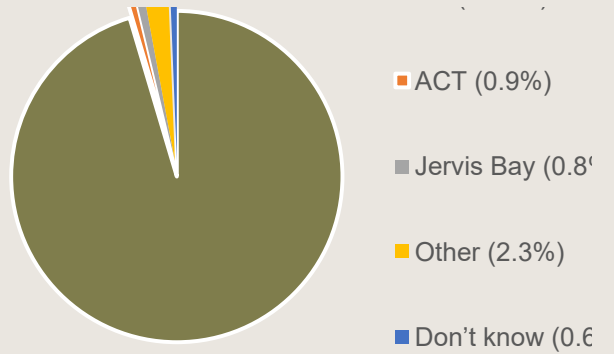


# Applicant demographics

Demographic



Territory removed from as indicated by the applicant



Applicant's place of residence

