



Australian Government  
National Indigenous Australians Agency

# *Territories Stolen Generations Redress Scheme Performance Report*

*01 March 2025*



Artwork by Worimi Artist, Krystal Hurst



*Territories Stolen Generations  
Redress Scheme*

Call: 1800 566 111

email: [help@territoriesredress.gov.au](mailto:help@territoriesredress.gov.au)

visit: [territoriesredress.gov.au](http://territoriesredress.gov.au)

## Scheme cumulative data

### Applications

Total Applications Received	1988
Eligible Applications	1269 64%
Applications on hand / in progress	392 20%
Withdrawn Applications	256 13%
Ineligible Applications	71 4%
Applications on hand / In progress	392
Being actioned (including intake, research, waiting response from 3rd party on records)	229 58%
Assessment / determination underway (with Independent Assessor, Delegate or preparing deed)	80 20%
On hold (for reasons such as where further information is being sought from the applicant)	23 6%
Awaiting acceptance of offer (incl waiting for probate)	60 15%

Total applications

**1988**

Average processing time

**27 Weeks**

### Personal Acknowledgements (PA)

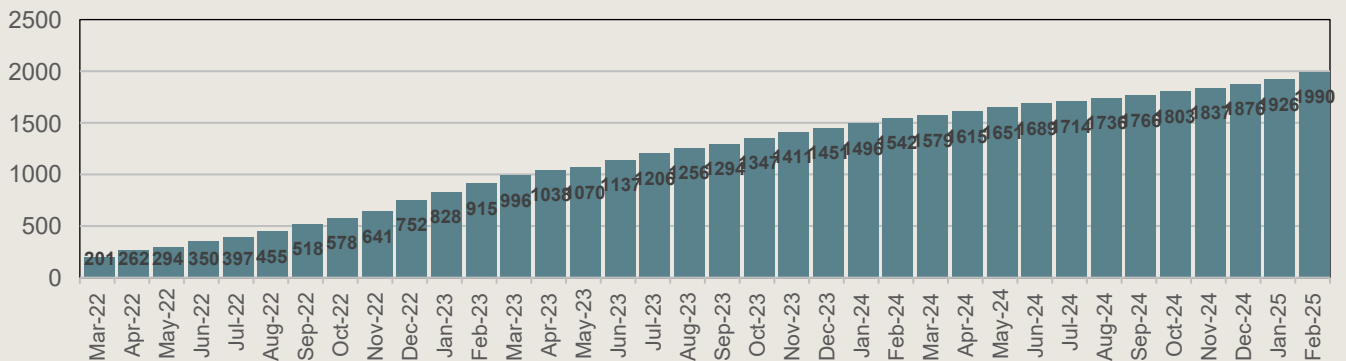
PA requested	1074
PA acceptance rate	85%
PA initiated	78
PA delivered <sup>1</sup>	81
PA finalised <sup>2</sup>	535

### Payments

Total Paid	\$102,804,167
Paid Applicants	1258



### Applications received by Month (cumulative)

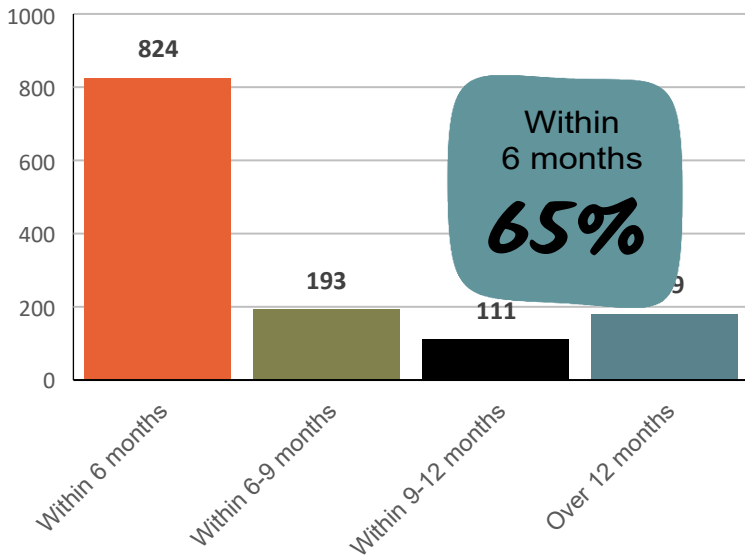


<sup>1</sup> Eligible applicant has received either a written PA, face-to-face PA or both.

# Performance against service standards

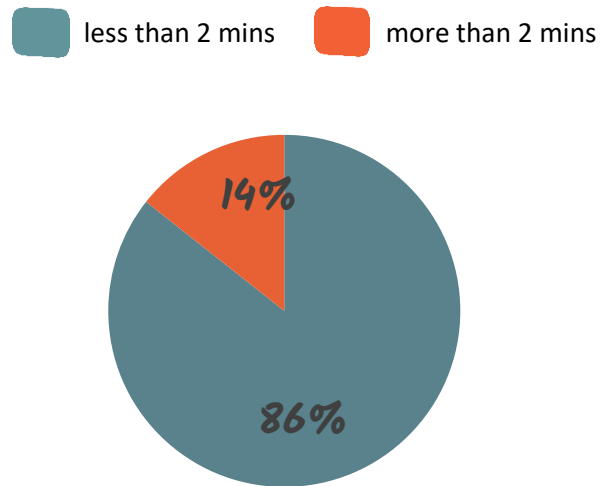
## Redress offer made after application

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



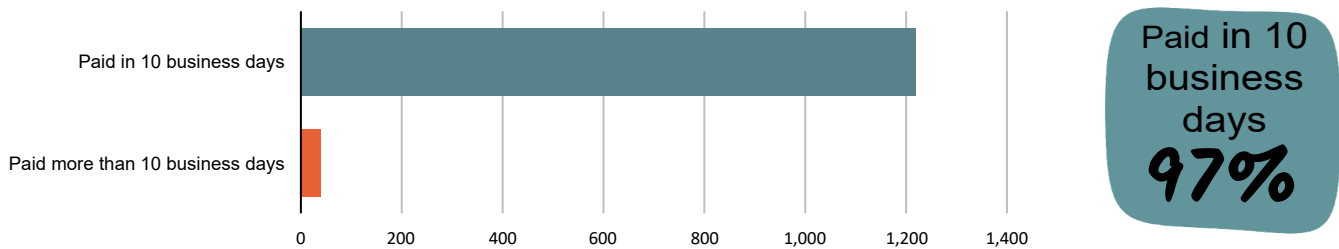
## Percent of incoming calls responded to within 2 minutes

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.



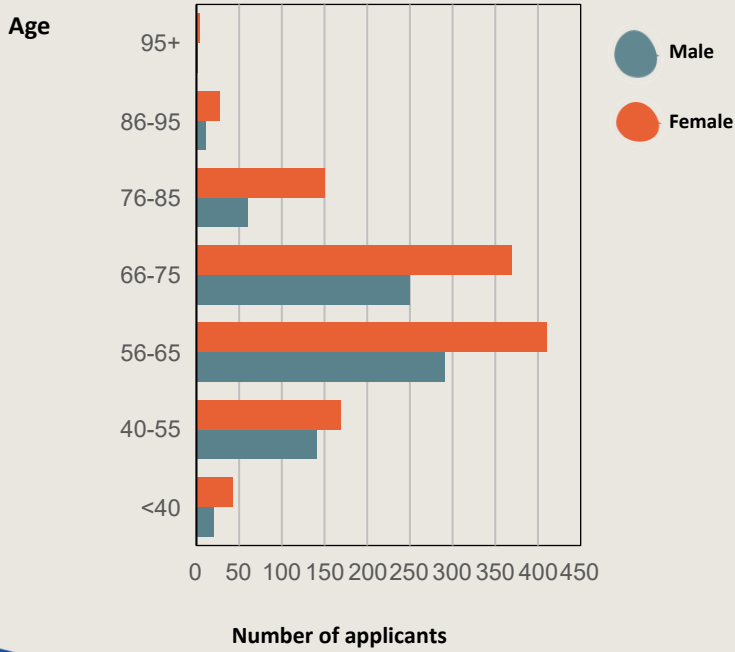
<sup>1</sup> Complete and signed application has been received and sufficient ID has been verified.

<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).

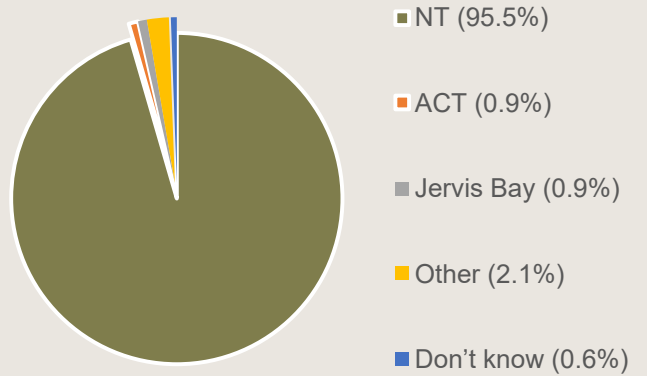


# Applicant demographics

## Demographic



## Territory removed from as indicated by the applicant



## Applicant's place of residence

