



Australian Government

National Indigenous Australians Agency

Territories Stolen Generations Redress Scheme Performance Report

03 June 2024



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	1643
Eligible Applications	907 55%
Applications on hand / in progress	498 30%
Withdrawn Applications	177 11%
Ineligible Applications	61 4%
Applications on hand / In progress	498
Being actioned (including intake, research, waiting response from 3rd party on records)	236 47%
Assessment / determination underway (with Independent Assessor, Delegate or preparing deed)	47 9%
On hold (for reasons such as where further information is being sought from the applicant)	176 35%
Awaiting acceptance of offer (incl waiting for probate)	39 8%
Temporarily unable to be actioned (records inaccessible)	0 0%

Total applications

1643

Average processing time

18 Weeks

Personal Acknowledgements (PA)

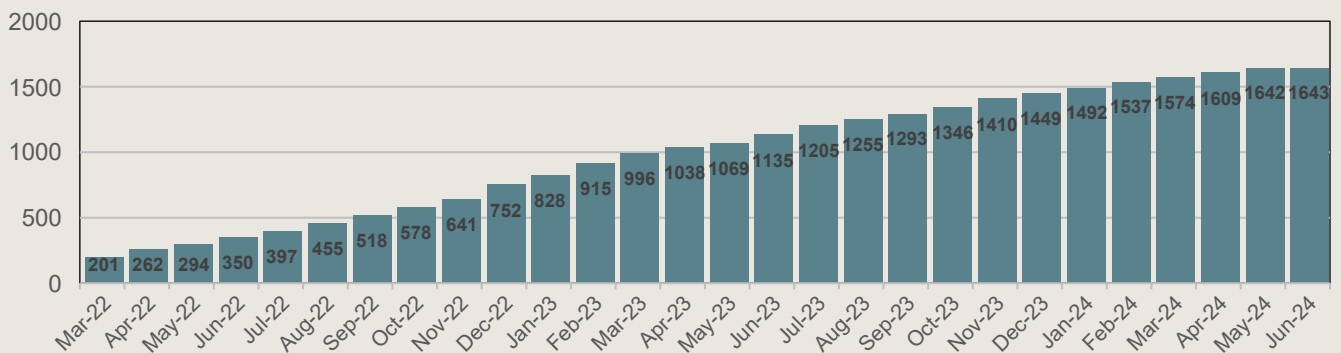
PA requested	780
PA acceptance rate	86%
PA initiated	105
PA delivered ¹	43
PA finalised ²	189

Payments

Total Paid	\$73,048,333
Paid Applicants	893



Applications received by Month (cumulative)



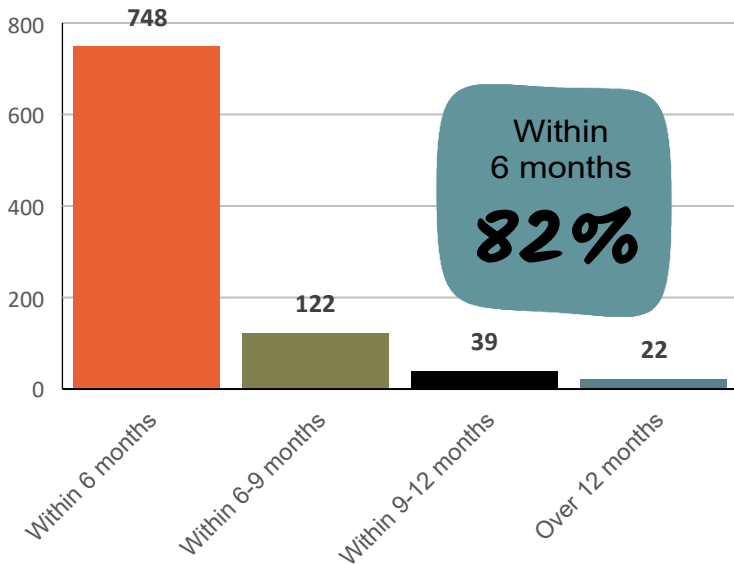
¹ Eligible applicant has received either a written PA, face-to-face PA or both.

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

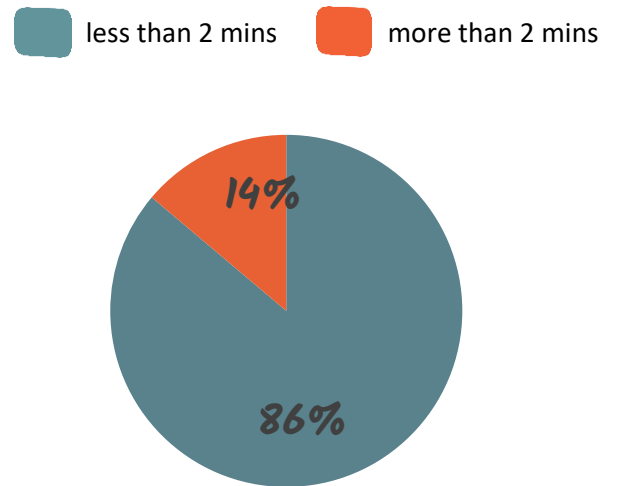
Redress offer made after application

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



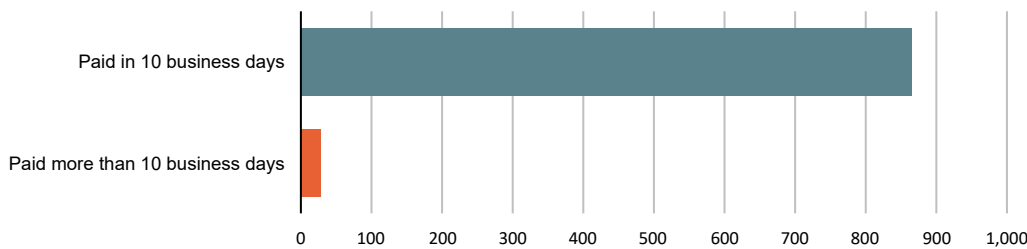
Percent of incoming calls responded to within 2 minutes

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: 97%

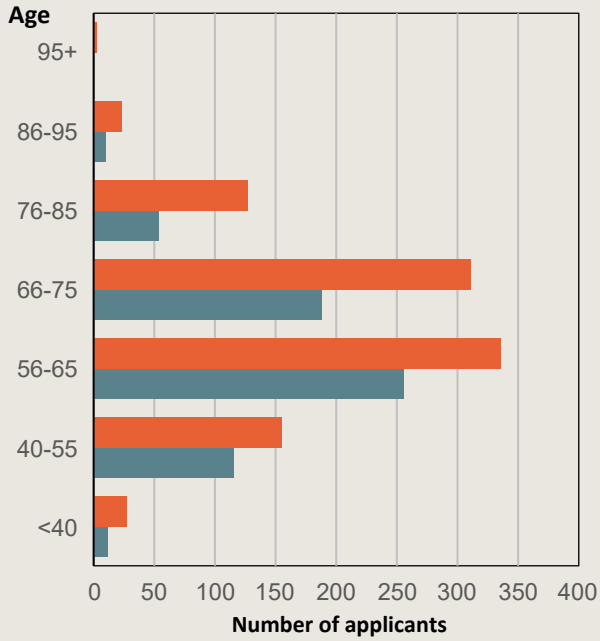
¹ Complete and signed application has been received and sufficient ID has been verified.

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



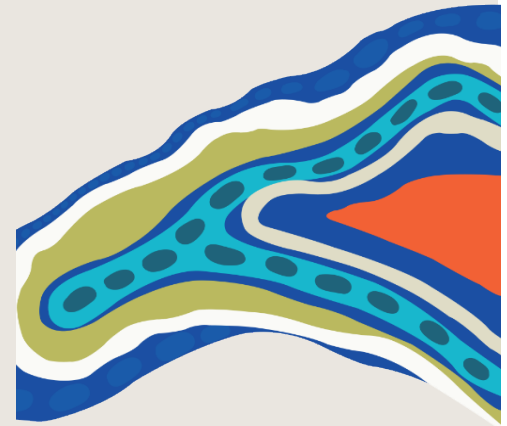
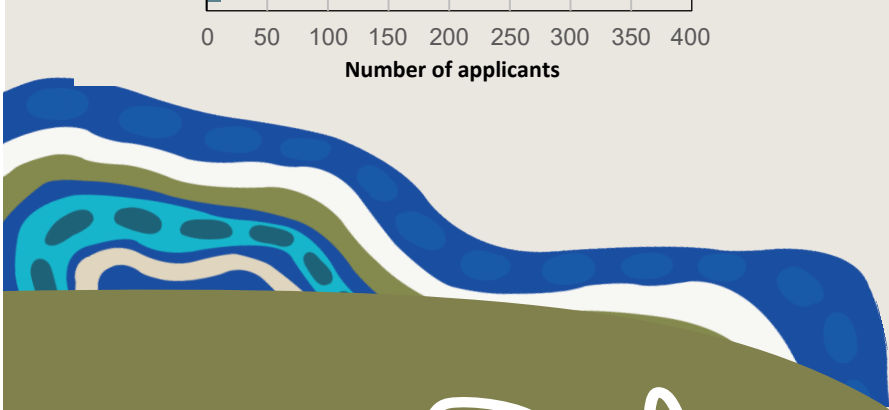
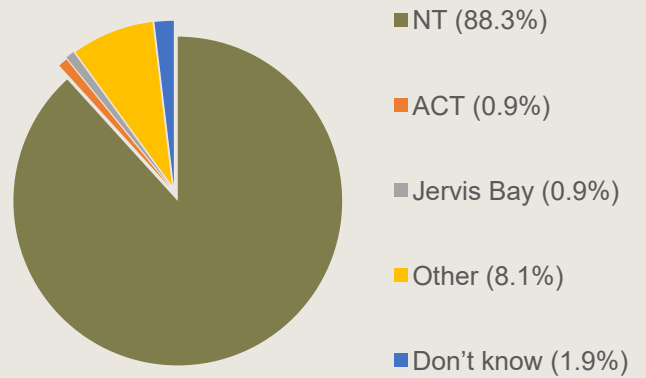
Applicant demographics

Demographics



Male
Female

Territory removed from as indicated by the applicant



Applicant's place of residence

- NT - 74.6%
- QLD - 7.6%
- SA - 6.2%
- WA - 4.7%
- NSW - 3.6%
- VIC - 2.3%
- ACT - 0.0%

