



Australian Government

National Indigenous Australians Agency

Territories Stolen Generations Redress Scheme Performance Report

05 September 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 | 1734 |
| Eligible Applications | 942 54% |
| Applications on hand / in progress | 502 29% |
| Withdrawn Applications | 210 12% |
| Ineligible Applications | 76 4% |
| Applications on hand / In progress | 502 |
| Being actioned (including intake, research, waiting response from 3rd party on records) | 168 33% |
| Assessment / determination underway (with Independent Assessor, Delegate or preparing deed) | 98 20% |
| On hold (for reasons such as where further information is being sought from the applicant) | 179 36% |
| Awaiting acceptance of offer (incl waiting for probate) | 57 11% |

Total applications

1734

Average processing time

19 Weeks

Personal Acknowledgements (PA)

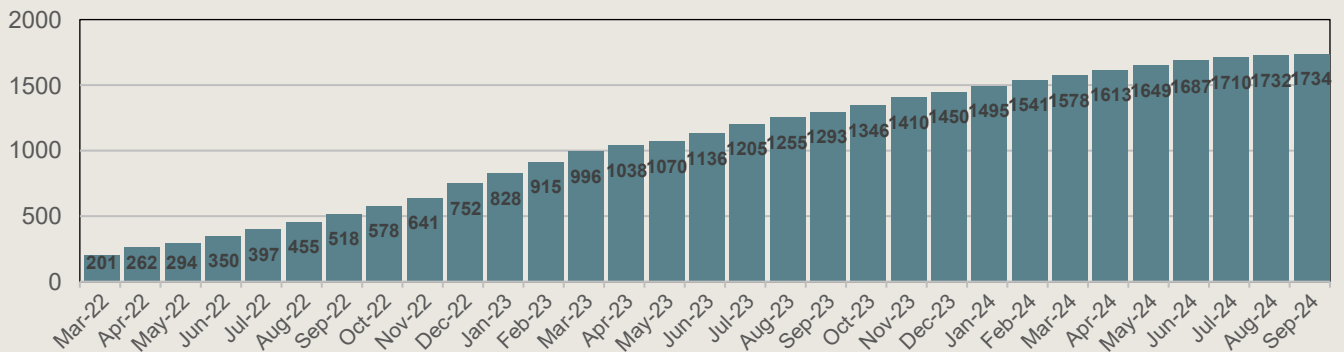
| | |
|---------------------------|-----|
| PA requested | 811 |
| PA acceptance rate | 86% |
| PA initiated | 109 |
| PA delivered ¹ | 53 |
| PA finalised ² | 208 |

Payments

| | |
|-----------------|--------------|
| Total Paid | \$76,567,500 |
| Paid Applicants | 936 |



Applications received by Month (cumulative)



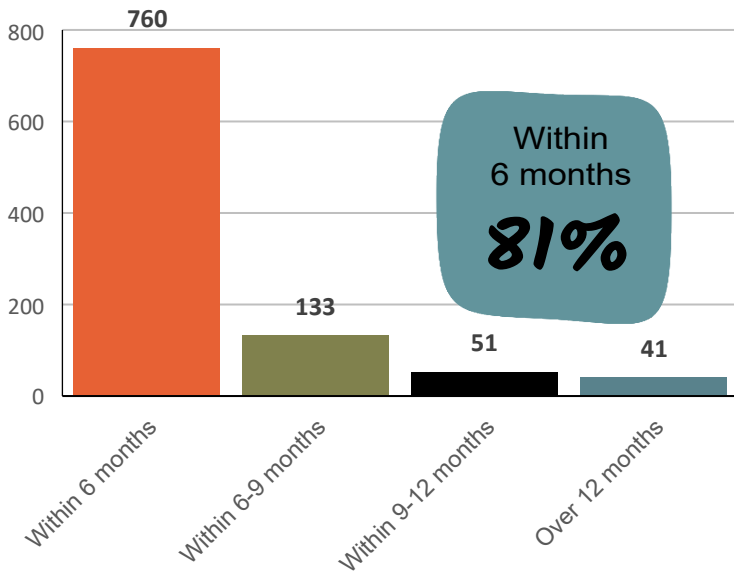
¹ Eligible applicant has received either a written PA, face-to-face PA or both.

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

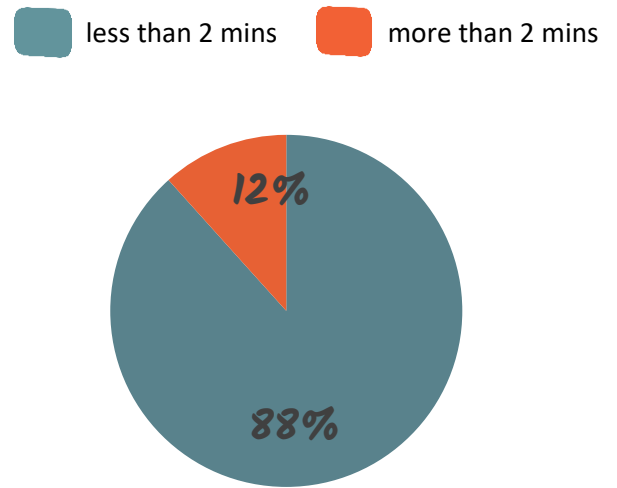
Redress offer made after application

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



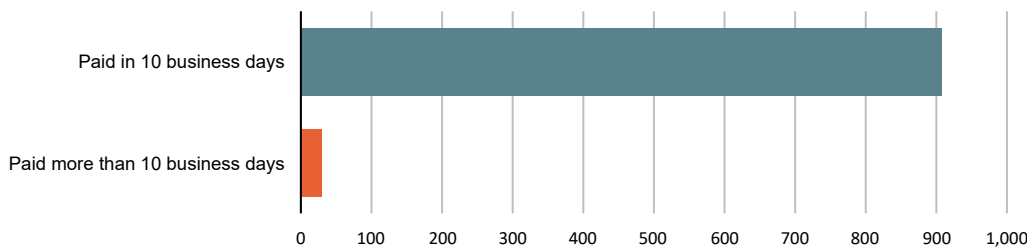
Percent of incoming calls responded to within 2 minutes

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%

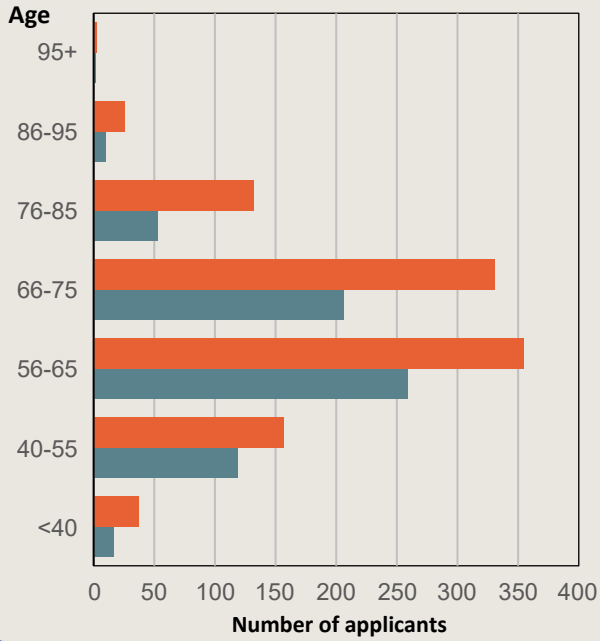
¹ Complete and signed application has been received and sufficient ID has been verified.

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



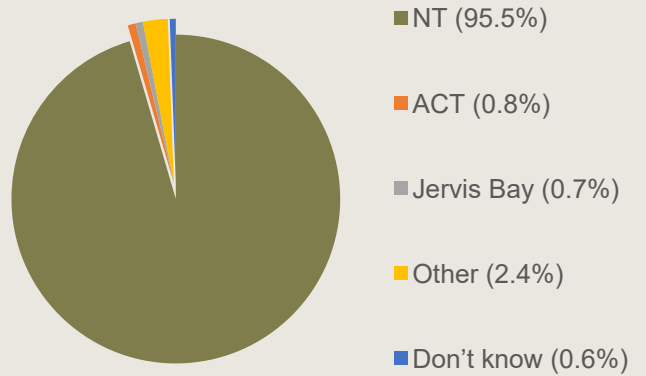
Applicant demographics

Demographics



Male
Female

Territory removed from as indicated by the applicant



Applicant's place of residence



- NT - 74.0%
- QLD - 7.9%
- SA - 6.0%
- WA - 4.6%
- NSW - 3.9%
- VIC - 2.5%
- ACT - 0.0%