



# Personal Acknowledgement

The Territories Stolen Generations Redress Scheme supports Stolen Generations survivors who were removed from their families or communities in the Northern Territory or the Australian Capital Territory before self-government, or from the Jervis Bay Territory.

As part of the redress offered by the Scheme you can choose to have a Personal Acknowledgement. It is an opportunity for your story about your removal from family or community and the impact it has had on you to be acknowledged by a senior government person and receive a personalised and genuine acknowledgement of the resulting harm and trauma. The Personal Acknowledgement can be a face-to-face meeting with a senior government person, a letter (written acknowledgement) from a senior government person, or it can be both.

## Choosing a Personal Acknowledgement

It is your choice whether you have a Personal Acknowledgement or not. If you would like to have a Personal Acknowledgement, you need to tick 'yes' in your Acceptance Deed when you receive your redress offer.

If you are not sure if you would like a Personal Acknowledgement yet, that's OK. You can still tick 'yes' in your Acceptance Deed so the option stays open for when, and if you are ready.

You do not have to have your Personal Acknowledgement straight away or even at all. It is your choice. If you tick 'yes', you can choose to have one any time before 30 June 2026.

If you choose to have a Personal Acknowledgement, it is important to remember:

- Our priority is your safety and wellbeing as well as everyone else involved in your Personal Acknowledgement.
- You are in control of how and when your Personal Acknowledgement will happen, what you would like to share and what you hope it will achieve.

If you tick 'no' to a Personal Acknowledgement in your Acceptance Deed you will not be able to change your mind later.

## Who will be involved?

You will be supported throughout your Personal Acknowledgement with a Personal Acknowledgement liaison officer and a facilitator. Both will work with you to understand your preferences and expectations. Our facilitators are independent of government and trained specifically to support and prepare everyone in a safe environment.

If you would like extra support you can choose to have a support person you know and trust with you throughout your Personal Acknowledgement.

If you need an interpreter at your face-to-face meetings and one is available, we can arrange one for you.

A senior government person will also have a role in your Personal Acknowledgement and will be selected on your personal preferences.



## *What is the process?*

We will contact you to find out whether you would like a face-to-face meeting, a letter, or both.

Generally, from the time we know you would like a Personal Acknowledgement, it can take up to 12 weeks to complete all the preparation steps. We will work with you at a pace that suits you. You can even ask us to put your Personal Acknowledgment arrangements on hold if you need to.

Your facilitator will work with you and your support person (if you have one) to make sure your Personal Acknowledgement runs smoothly and meets your needs and expectations. Your facilitator's role is to help you to tell your story and experiences in a way that you are comfortable with and to help create a safe space to focus on your healing—how much you share with your facilitator is your choice.

Further information about the types of Personal Acknowledgements are below.

### *Face-to-face meeting*

If you choose to have your Personal Acknowledgement as a face-to-face meeting with a senior government person it can take different forms, depending on what you are comfortable with. It is an opportunity for you to tell your story about your removal and the impact it has had, and may continue to have on you. You do not have to tell all of your story—you only need to share what you are comfortable with.

The senior government person will listen to you, acknowledge your experience, and discuss with you what you feel needs to change in order to improve wellbeing now and in the future for Stolen Generations survivors and descendants.

If it is possible, your face-to-face meeting can be held close to where you live or somewhere else meaningful to you. We will make all the arrangements for the meeting, including your and your support person's transport and accommodation.

Your face-to-face meeting will generally go for two to three hours, but this may vary. If you or your support person feel like you need a break during the meeting, you can take one at any time.

If you asked for a face-to-face meeting and a letter, your Personal Acknowledgement letter will be written by the senior government person that you met with. You can ask for your letter to include certain things, for example something you talked about during the meeting.

### *Personal letter*

You do not have to have a face-to-face meeting with a senior government person to receive a letter. You can ask for your Personal Acknowledgement to be a letter (written acknowledgement) of your removal and the impact it had on you.

Similar to the face-to-face meeting, you will have a facilitator who will work with you to support you through the process and make sure the letter meets your expectations.

The letter will be written by a senior government person, who will be selected based on your personal preferences.

### *Group Personal Acknowledgement*

You can choose to have a group Personal Acknowledgement with other survivors who received redress through the Scheme. If this is something you think you would like, you can discuss this with your Personal Acknowledgement liaison officer.



## Looking after yourself

Talking about your removal may bring up difficult memories and feelings. We will do all we can to make sure your Personal Acknowledgement is a positive experience. We will be in touch with you regularly to make sure you are OK to continue. Remember, you are in control of the process and you can choose the pace at which the planning proceeds.

Immediately after your face-to-face meeting, your facilitator will check in with you and your support person to make sure you both feel OK after the meeting. With your agreement, your facilitator will also check in with you around two weeks after your meeting and longer-term check-ins can also be arranged if you like. If you choose to receive a letter only, your facilitator can check in with you after you have received the letter.

## Link-Up services

Link-Up services provide free emotional support for Stolen Generations and their families. There are Link-Up organisations in most states and territories. To find the Link-up service in the state or territory where you currently live visit [territoriesredress.gov.au/support-services](https://territoriesredress.gov.au/support-services)

## 24/7 Support Services

Talking about your removal may bring up difficult memories and feelings. There is 24-hour support available if you need help managing the emotional aspects of a Personal Acknowledgment.

**If you or someone you know is in immediate danger, please call 000.**

### 13YARN

The first national crisis support line for mob who are feeling overwhelmed or having difficulty coping, **13 92 76** [13yarn.org.au](https://13yarn.org.au)

### Beyond Blue

Counselling for mental wellbeing, anxiety, depression and suicide prevention.  
**1300 224 636** [beyondblue.org.au](https://beyondblue.org.au)

### Lifeline

Confidential crisis support and suicide prevention services.  
**13 11 14** [lifeline.org.au](https://lifeline.org.au)

### Suicide Call Back Service

Professional counselling for people who are affected by suicide.  
**1300 659 467** [suicidecallbackservice.org.au](https://suicidecallbackservice.org.au)

## How can I get more information

We have a dedicated team to help you. You can:

- Speak to a Personal Acknowledgment liaison officer on **1800 566 111** between 9:00 am—5:00 pm, Australian Eastern Standard Time, Monday to Friday, excluding national and Canberra public holidays.
- Email us at [help@territoriesredress.gov.au](mailto:help@territoriesredress.gov.au)
- Write to us at Territories Stolen Generations Redress Scheme, Reply Paid 83394, Canberra ACT 2601.
- Visit [territoriesredress.gov.au/personal-acknowledgement](https://territoriesredress.gov.au/personal-acknowledgement)