



What is a Direct Personal Response?

If you have received a redress payment under the National Redress Scheme, you are eligible for a Direct Personal Response (DPR). Many survivors have found a DPR to be very important in helping them to achieve a sense of healing and to feel like something is being done to prevent such traumas happening to future generations.

A DPR is tailored to you. It could include:

- an apology from the institution/s, which acknowledges your personal experience and the impact the abuse has had on you
- the institution/s taking responsibility for what happened; and
- an explanation from the institution/s on what they have done, or will do, to stop abuse from happening again.

A DPR will usually involve some form of contact with the institution/s. You can get support to help with this.

How do I receive a Direct Personal Response and what can I expect?

The Uniting Church encourages people who may be eligible to apply for redress under the Scheme.

To receive a DPR, you will need to:

1. [accept the offer of a direct personal response](#)
2. [arrange the direct personal response](#)

The apology process will only take place when – and if – you want it to. But that means you need to contact us when you are ready.

In that first contact, you don't need to tell us your story – just let us know your name and that you are thinking about a DPR. We will arrange a time to talk to you where you can tell us what is important to you in a DPR, we can talk about some options for how and when the apology can happen and you can take your time to think about it.

Apologies can be done in writing, or in a face-to-face meeting, or both – and we can also think about other ways to offer an apology that are meaningful to you.

Our senior leaders are trained in providing DPRs.

We know that going through the DPR process can be very difficult. We will treat you with dignity and respect and honour your experiences. You only need to tell us about whatever you are comfortable with and would like us to know. We will listen to you.

Your initial contact person is Sarah Lim, who is the head of redress for the Uniting Church. [Here](#) is a video of Sarah talking about DPRs and what you can expect.

Fact Sheet

If needed, you can [delay or stop](#) this process at any time.

Who can I contact for more information?

When you are ready, or if you would like to know more, please contact us on 1800 411 739 or info@redress.uca.org.au.

The phone number is a call back service so we can make sure we have plenty of time to talk to you. Leave a message and the best time of day for us to call you back and we will be in touch.

