

National Redress Support Service (RSS) Feedback

Participant Feedback Report Jan to Aug 2023



NRS Support Service Evaluation – report summary 31-8-23

Between January and August 2023, 45 people who participated in the NRS Scheme with our support, completed a feedback survey - with feedback being overwhelmingly positive.

The first set of 8 questions related to how participants felt about the support provided by their Redress consultant throughout the whole process, including after the application was submitted: i.e., were they *provided with a safe space; accepted without judgement; helped to tell their full story; explained their legal rights; given accurate information about the scheme; helped to fill out the application form; asked if they wanted to speak to the NRS themselves or have the consultant speak on their behalf; provided support and information at all stages of the process*. There was an average of over 98.5% agreement with these statements with comments including, *“It’s the first time I’ve been in a place where I’ve felt comfortable.” “She kept me up to date with what was happening.” “They were top class.” “I’m still receiving on-going support”. “Just about every time I came in for any reason, she had a quick chat and updated me, even when nothing was happening, and it was just waiting. Even after I got the money, I got support as I struggled to know what to do with it.”*

When asked if they would recommend the Tuart Place Redress support service to others, all 45 respondents said they would, and an outstanding total of 38 people, gave additional positive comments including, *“I encouraged my family to also go through it here.” “Yes, I have already recommended it to 2 people.” “Definitely, I can’t imagine going anywhere else as Tuart Place is my safe place.”*

When asked how they found out about the Tuart Place NRS Support Service, 60% responded that they’d heard through *‘family, friends or neighbour’*.

Survey respondents were asked what other services and information they had accessed at Tuart Place apart from the intensive support received to engage with the NRS:

- 79% had also accessed the Support Group, face-to-face Counselling, and/or Phone Counselling/Support
- 61% had received help with financial, legal, housing issues and/or referrals to other services
- 58% had participated in Social Connection Activities (lunches, celebrations, social outings and events, drop-ins)
- 13% had accessed Lifeskills & Computer support (includes computer use, help with IT, health information sessions, haircuts, public speaking/writing skills development)

The overwhelming majority of respondents reported that they had also been given information about other concerns they had: 81% legal concerns, 60% financial; 21% accessing records; 7% housing; 40% social activities; 7% referrals to other services; 12% other concerns.

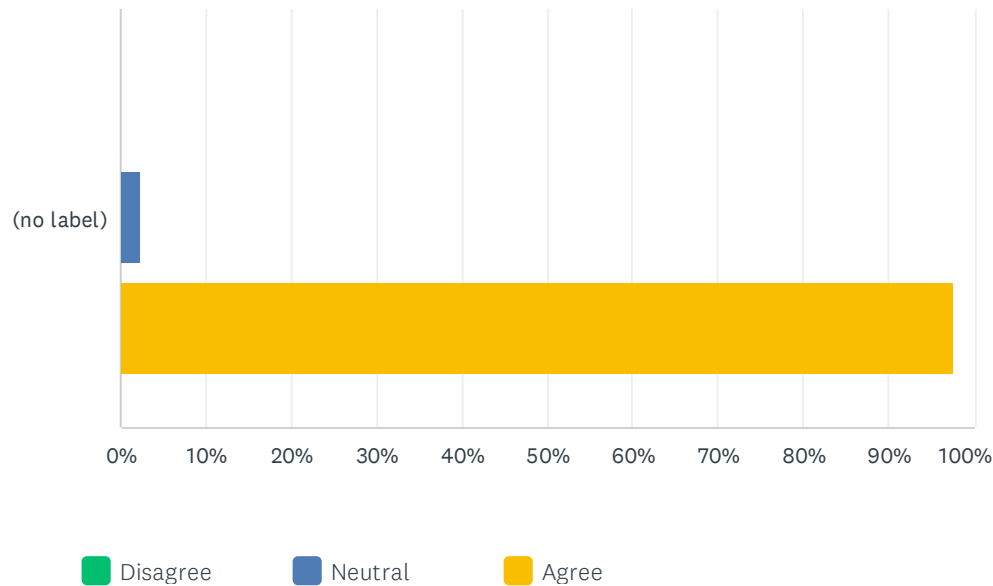
Evidence of positive outcomes achieved are demonstrated by an average of over 80% of respondents agreeing with the following statements: *As a result of attending the Tuart Place service: I feel more able to make changes in my life; ask for support when I need it; communicate with others; take steps towards working through my past; feel more socially connected; and have more hope for the future.*

The survey results clearly demonstrate how the Tuart Place ‘wrap-around’ service is a model of best practice in supporting a very disadvantaged cohort with multiple and complex needs.

Full survey overleaf

Q1 provided a safe and trusting environment

Answered: 44 Skipped: 1

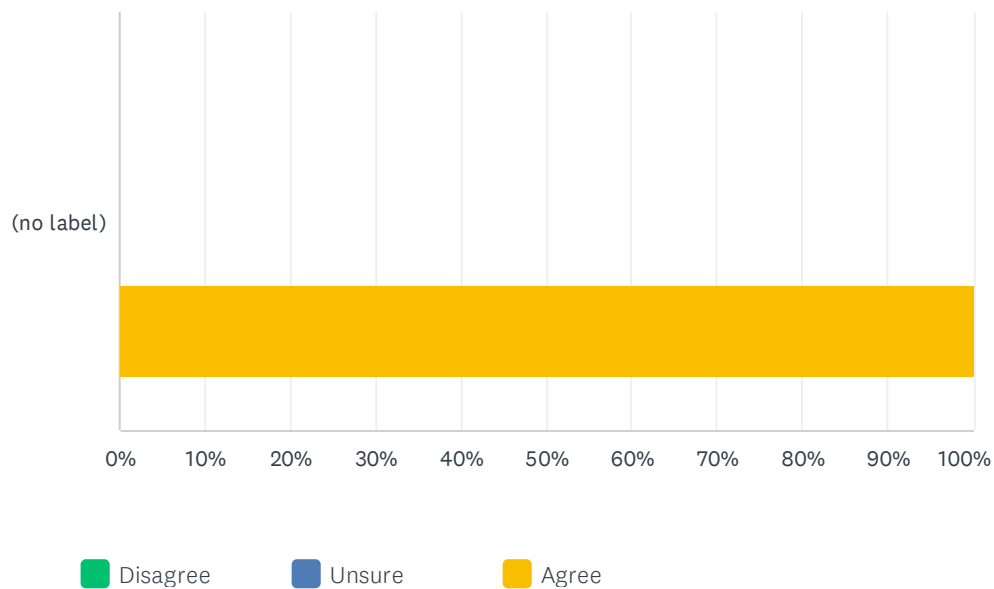


	DISAGREE	NEUTRAL	AGREE	TOTAL	WEIGHTED AVERAGE
(no label)	0.00%	2.27%	97.73%		
	0	1	43	44	3.98

#	COMMENTS	DATE
1	Absolutely	9/1/2023 9:46 AM
2	Strongly agree	8/31/2023 3:38 PM
3	Absolutely yes	5/22/2023 4:22 PM
4	They were very good	5/17/2023 3:23 PM
5	Yes, so far	5/17/2023 3:20 PM
6	Strongly agree, most welcoming	5/17/2023 3:17 PM
7	I haven't got much to say but it's all good	4/14/2023 10:03 AM
8	Strongly agree	4/6/2023 2:58 PM
9	I am forever grateful	4/6/2023 2:52 PM
10	They really cared	4/6/2023 2:51 PM
11	Totally agree	4/6/2023 2:50 PM
12	Yes absolutely	4/6/2023 2:49 PM
13	10 out of 10	3/24/2023 10:25 AM
14	It was all phone conversations as I live in Shark Bay and so it was difficult to feel safe in this way	3/22/2023 3:46 PM
15	She allowed me to focus, brought me back to what we were discussing	3/21/2023 8:51 AM
16	She made it so much easier for me to do something that I found very difficult	3/16/2023 3:13 PM

Q2 accepted what I said without judging me

Answered: 45 Skipped: 0

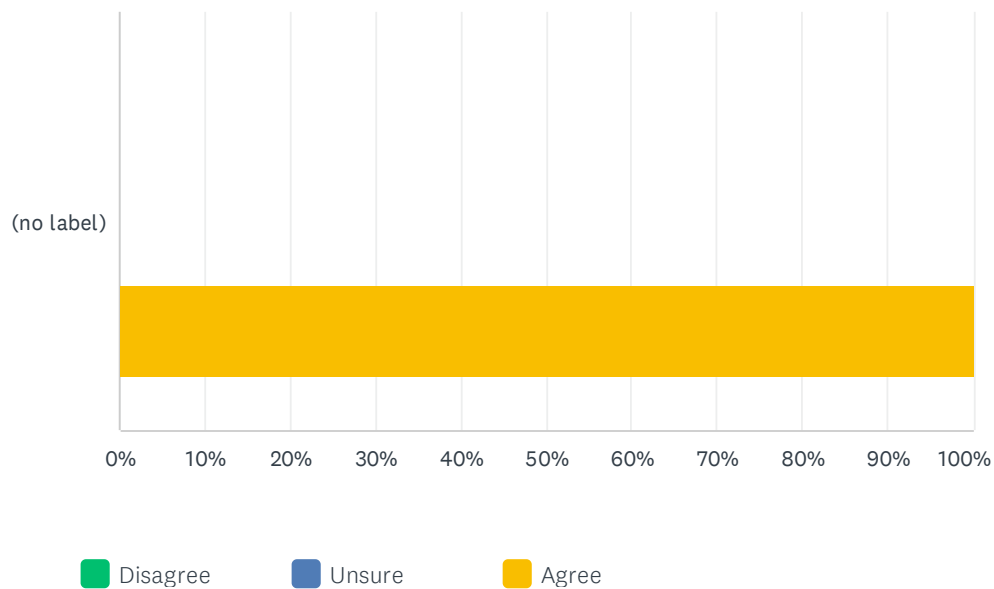


	DISAGREE	UNSURE	AGREE	TOTAL	WEIGHTED AVERAGE
(no label)	0.00%	0.00%	100.00%		
	0	0	45	45	4.00

#	COMMENTS	DATE
1	First time I have been in a place where I felt comfortable	9/1/2023 9:23 AM
2	A great help	5/22/2023 4:34 PM
3	I agree	5/17/2023 3:24 PM
4	Yes	5/17/2023 3:21 PM
5	Of course	5/1/2023 4:16 PM
6	I had the most wonderful experience	4/6/2023 2:49 PM
7	Yes	3/24/2023 10:25 AM
8	Yes	3/22/2023 3:46 PM
9	The counsellor was very patient and understanding	3/21/2023 8:52 AM
10	She definitely accepted me and that made it a much more pleasant experience than when I was thinking of doing it by myself	3/16/2023 3:13 PM

Q3 helped me tell my full story

Answered: 45 Skipped: 0

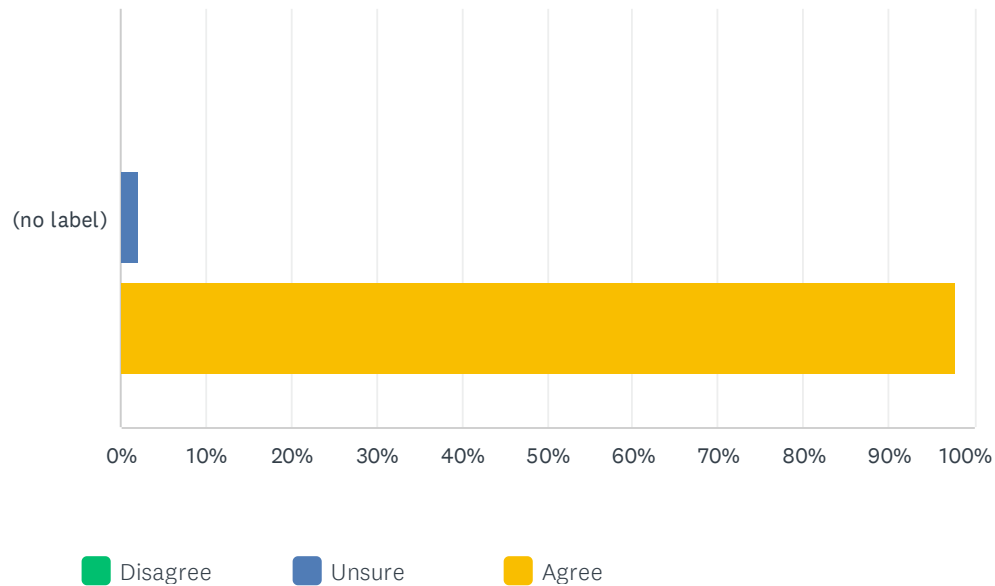


	DISAGREE	UNSURE	AGREE	TOTAL	WEIGHTED AVERAGE
(no label)	0.00%	0.00%	100.00%		
	0	0	45	45	4.00

#	COMMENTS	DATE
1	Yes	9/1/2023 9:23 AM
2	They were good - understanding and patient.	5/22/2023 4:34 PM
3	Yes Jan did	5/22/2023 4:31 PM
4	They tried their best	5/17/2023 3:20 PM
5	Agree	5/17/2023 3:17 PM
6	She was encouraging	5/1/2023 4:16 PM
7	I had it acknowledged by Tuart Place staff	4/6/2023 2:52 PM
8	Which helps me to help others	4/6/2023 2:49 PM
9	It worked out well	4/6/2023 2:48 PM
10	So supportive	3/24/2023 10:25 AM
11	There will always be things I can't talk about	3/22/2023 3:46 PM
12	Yes, this took a lot of time and trust	3/21/2023 8:52 AM
13	She encouraged me to talk about my experiences and I did	3/16/2023 3:13 PM

Q4 explained my legal rights and how to contact knowmore legal service

Answered: 45 Skipped: 0

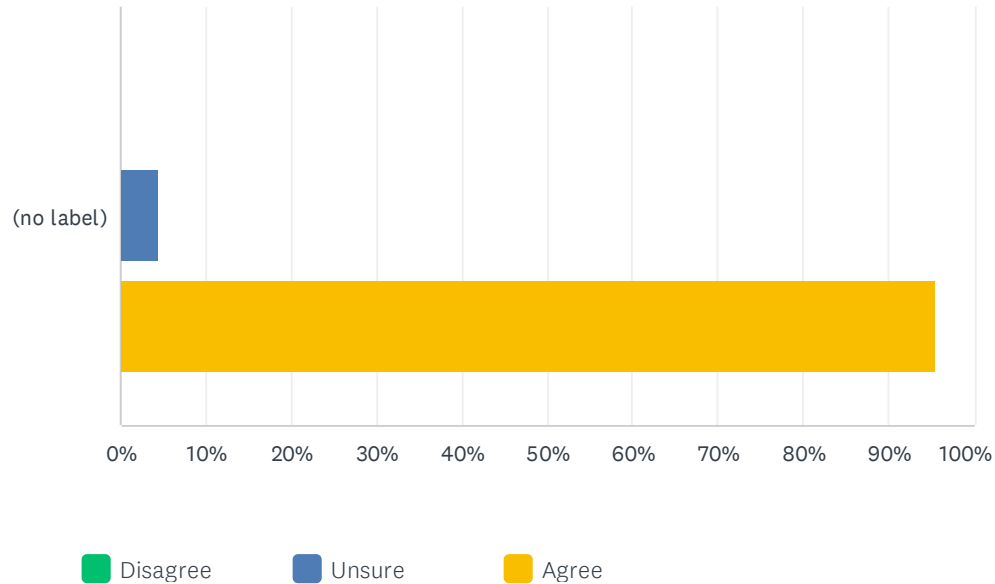


	DISAGREE	UNSURE	AGREE	TOTAL	WEIGHTED AVERAGE
(no label)	0.00%	2.22%	97.78%		
	0	1	44	45	3.98

#	COMMENTS	DATE
1	Very Clear	9/1/2023 9:34 AM
2	Yes, they did	9/1/2023 9:28 AM
3	Brilliant	9/1/2023 9:23 AM
4	strongly agree	8/31/2023 3:38 PM
5	That's a 12 - 18 month wait	5/22/2023 4:34 PM
6	Yes	5/17/2023 3:24 PM
7	Yes - real good	5/17/2023 3:23 PM
8	Yes, knowmore	5/17/2023 3:20 PM
9	Yes	4/6/2023 2:52 PM
10	You're very good at what you do here	4/6/2023 2:50 PM
11	It was so long ago that I can't remember	3/22/2023 3:46 PM
12	Yes	3/21/2023 8:52 AM
13	Gave the best explanation than from anyone else	3/21/2023 8:51 AM
14	Yes I knew I had a choice and did not want to do a court case	3/16/2023 3:13 PM

Q5 gave me accurate information about what to expect from the Redress scheme

Answered: 44 Skipped: 1

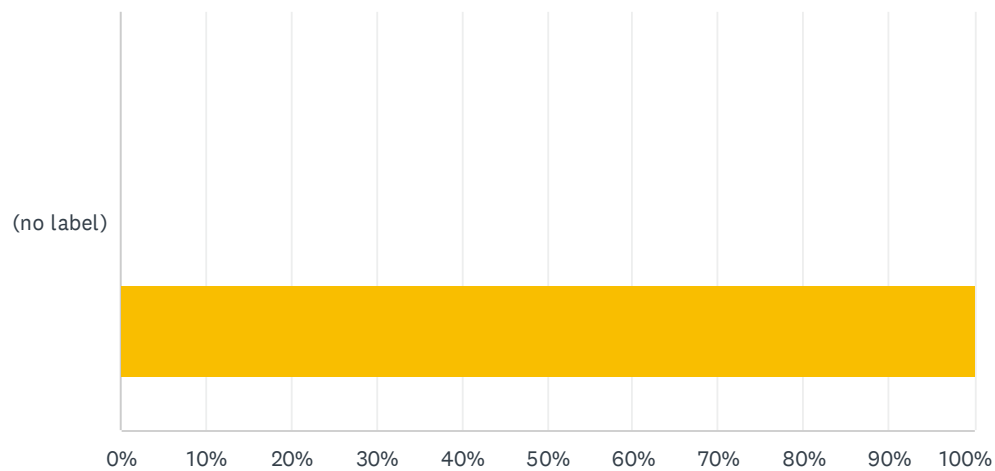


	DISAGREE	UNSURE	AGREE	TOTAL	WEIGHTED AVERAGE
(no label)	0.00%	4.55%	95.45%		
	0	2	42	44	3.95

#	COMMENTS	DATE
1	Very helpful!	9/1/2023 9:28 AM
2	That's right	5/1/2023 4:16 PM
3	Agree, yes.	4/6/2023 2:50 PM
4	Very well satisfied	4/6/2023 2:50 PM
5	Completely	4/6/2023 2:49 PM
6	I had unexpected lengthy delays from NRS which I was not prepared for	3/22/2023 3:46 PM
7	They were 'top class'	3/21/2023 8:55 AM
8	They were very thorough	3/21/2023 8:52 AM
9	Clear	3/21/2023 8:51 AM
10	She kept me up to date with what was happening	3/16/2023 3:13 PM

Q6 provided support to fill out the Redress form

Answered: 45 Skipped: 0



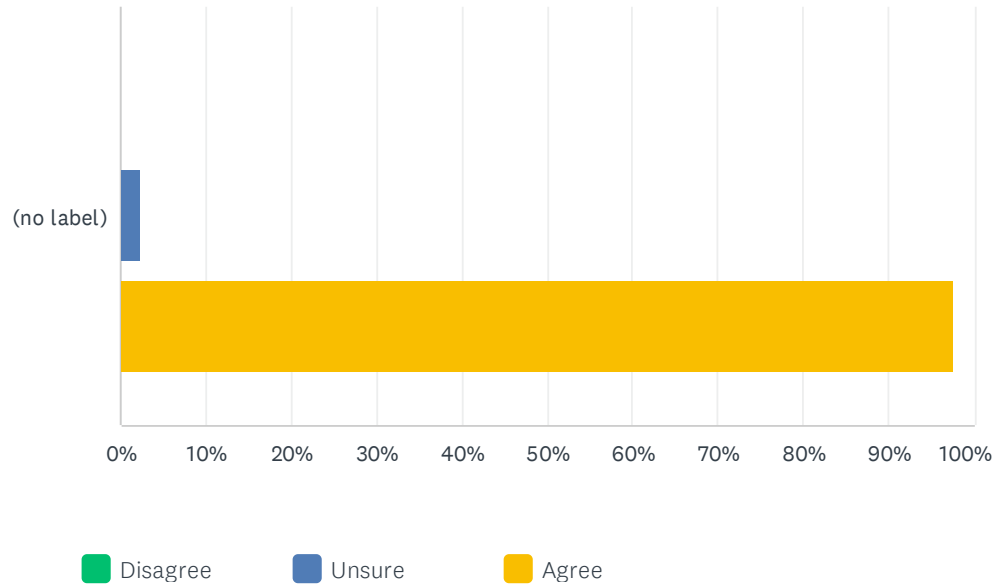
■ Disagree
 ■ Unsure
 ■ Agree

	DISAGREE	UNSURE	AGREE	TOTAL	WEIGHTED AVERAGE
(no label)	0.00%	0.00%	100.00%		
	0	0	45	45	4.00

#	COMMENTS	DATE
1	Jan helped me	9/1/2023 9:30 AM
2	Tuart Place took care of that for me	5/17/2023 3:17 PM
3	There's no way I could have done it by myself	5/1/2023 4:16 PM
4	Jan was brilliant	3/24/2023 10:25 AM
5	Yes they did all the work	3/21/2023 8:52 AM
6	She filled it out from my information and I'm glad I didn't have to write it out myself. She could do it much better	3/16/2023 3:13 PM

Q7 asked me if I wanted to speak to the NRS myself, or get them to speak on my behalf

Answered: 44 Skipped: 1

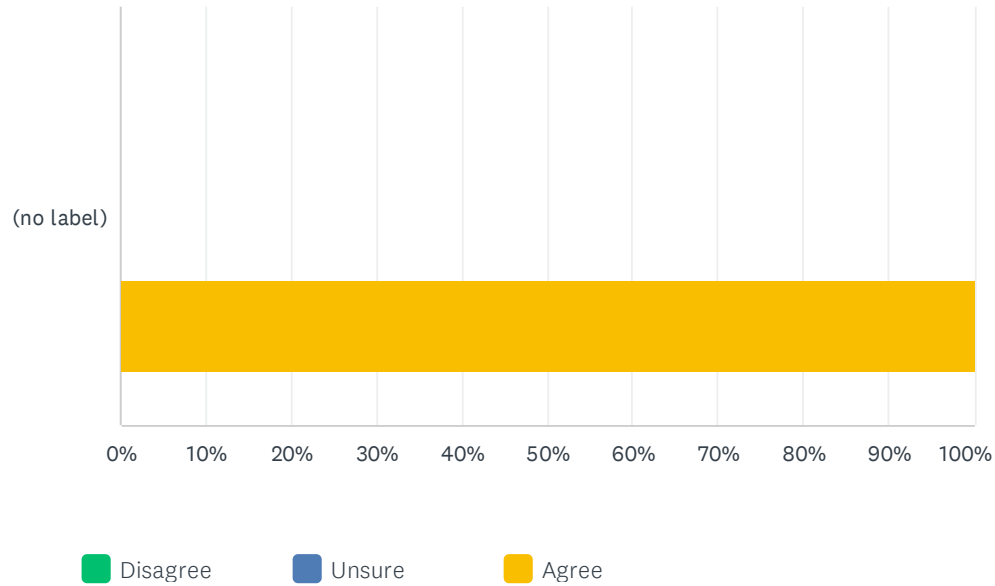


	DISAGREE	UNSURE	AGREE	TOTAL	WEIGHTED AVERAGE
(no label)	0.00%	2.27%	97.73%		
	0	1	43	44	3.98

#	COMMENTS	DATE
1	Very clear, precise	9/1/2023 9:46 AM
2	She provided good support	9/1/2023 9:37 AM
3	Good communication, supported me when I spoke to NRS	6/11/2023 10:38 AM
4	I said I'd rather she did it and when they rang up, I told them I wanted Sarah to speak to them and do it	5/1/2023 4:16 PM
5	We did it together. I chose this.	5/1/2023 4:15 PM
6	Yes - and we did it together	4/6/2023 3:00 PM
7	Absolutely	4/6/2023 2:50 PM
8	I can't remember - too long ago	3/22/2023 3:46 PM
9	There were times this was done	3/21/2023 8:52 AM
10	Yes and I wanted her to but NRS rang me once and said she'd 'pulled out' as my nominee and that was completely wrong! She hadn't and so I was confused	3/16/2023 3:13 PM

Q8 provided support and answered my questions at all stages of the process, (including after my application was submitted)

Answered: 44 Skipped: 1

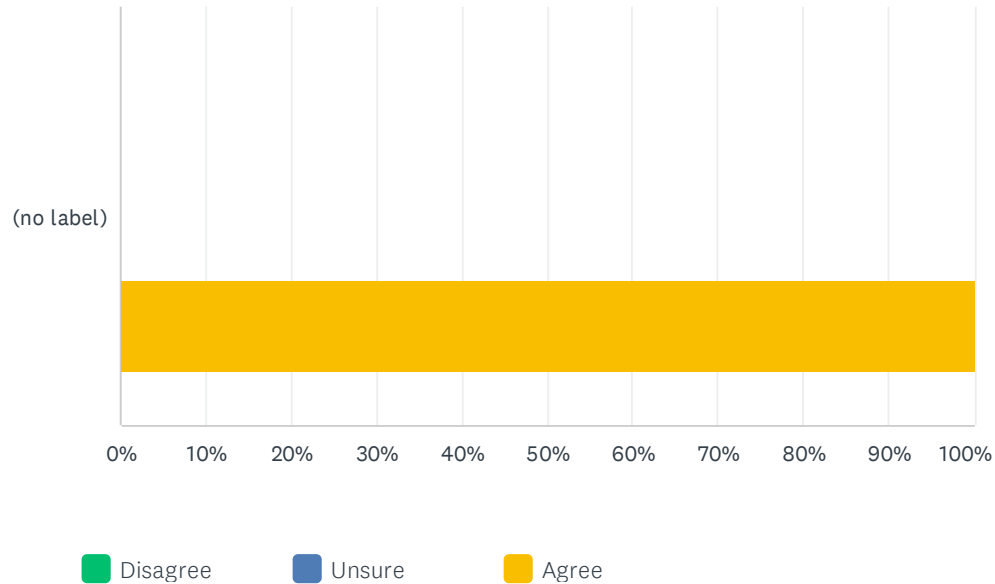


	DISAGREE	UNSURE	AGREE	TOTAL	WEIGHTED AVERAGE
(no label)	0.00%	0.00%	100.00%		
	0	0	44	44	4.00

#	COMMENTS	DATE
1	I had help from Rose	9/1/2023 9:39 AM
2	as above	9/1/2023 9:30 AM
3	Wonderful	9/1/2023 9:19 AM
4	When Sarah left, Mary-Ann supported me	6/11/2023 10:38 AM
5	All good	5/17/2023 3:23 PM
6	My brother got more (money) though and I don't understand why	4/6/2023 3:00 PM
7	Totally	4/6/2023 2:52 PM
8	I know I can continue to seek support in the future	3/22/2023 3:46 PM
9	I am still receiving ongoing support	3/21/2023 8:52 AM
10	She definitely did. Just about everytime I came in for any reason, she had a quick chat and updated me, even when nothing was happening and it was just waiting. Even after I got the money I got support as I struggled to know what to do with it	3/16/2023 3:13 PM

Q9 Based on my experience, I would recommend the Tuart Place Redress support service to others

Answered: 45 Skipped: 0



	DISAGREE	UNSURE	AGREE	TOTAL	WEIGHTED AVERAGE
(no label)	0.00%	0.00%	100.00%		
	0	0	45	45	4.00

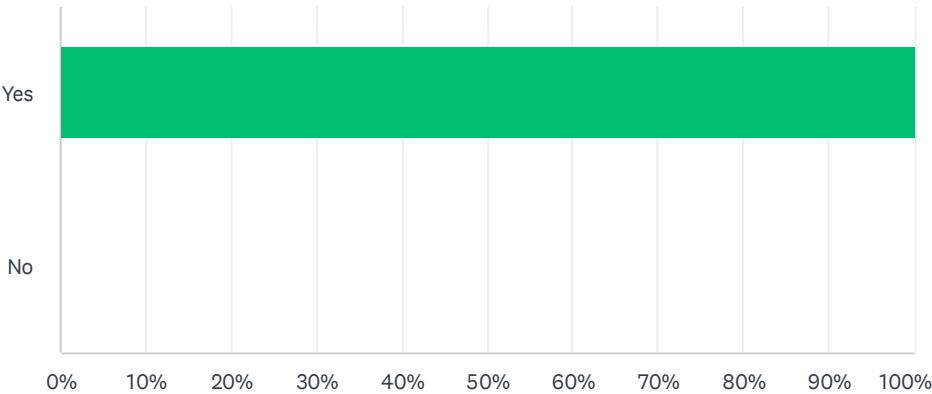
#	COMMENTS	DATE
1	Yes, recommended	9/1/2023 9:46 AM
2	Yes, I would	9/1/2023 9:43 AM
3	Yes, I have already recommended it to two people, one my sister	9/1/2023 9:41 AM
4	Yes I do refer people to Tuart Place	9/1/2023 9:39 AM
5	Definitely very helpful	9/1/2023 9:34 AM
6	Yes I would	9/1/2023 9:30 AM
7	Got a lot of good help and they helped me a lot	9/1/2023 9:28 AM
8	Yes, I would	9/1/2023 9:24 AM
9	Definitely	9/1/2023 9:23 AM
10	I have done this	9/1/2023 9:19 AM
11	Yes, I have done	8/31/2023 3:38 PM
12	Yes, I would	8/31/2023 3:20 PM
13	I've sent family members and others	5/22/2023 4:34 PM
14	Yes, of course	5/22/2023 4:31 PM
15	Yes, I have told people to go to Tuart Place	5/22/2023 4:22 PM
16	Absolutely, yes!	5/17/2023 3:24 PM

Tuart Place National Redress Support Service (RSS) Feedback 2023

17	Highly recommend	5/17/2023 3:23 PM
18	Yes completely	5/17/2023 3:21 PM
19	I would	5/17/2023 3:20 PM
20	100% I would	5/17/2023 3:17 PM
21	Yes I would and I do	5/1/2023 4:16 PM
22	Yes	4/14/2023 10:03 AM
23	Yes	4/6/2023 2:58 PM
24	Absolutely. Without Tuart Place, none of us would have had a safe haven to start with	4/6/2023 2:52 PM
25	Yes - mentioned it to others	4/6/2023 2:51 PM
26	Definitely	4/6/2023 2:50 PM
27	Yes, I prefer it done by you	4/6/2023 2:50 PM
28	Yes, I've sent others to Tuart Place	4/6/2023 2:49 PM
29	I encouraged my family also to go through it here	4/6/2023 2:48 PM
30	Yes they were very good to me, good people	3/24/2023 10:33 AM
31	Yes I would recommend it	3/24/2023 10:31 AM
32	I always recommend Tuart Place to others	3/24/2023 10:25 AM
33	This is the best way to go	3/22/2023 3:46 PM
34	Definitely	3/22/2023 3:43 PM
35	They helped me so much. Everything was good to me.	3/21/2023 8:55 AM
36	Not sure - I have doubts about some people's motives for applying	3/21/2023 8:52 AM
37	I already have	3/21/2023 8:51 AM
38	Definitely. I can't imagine going anywhere else as Tuart Place is my safe place	3/16/2023 3:13 PM

Q10 My Redress consultant was my Assistance Nominee

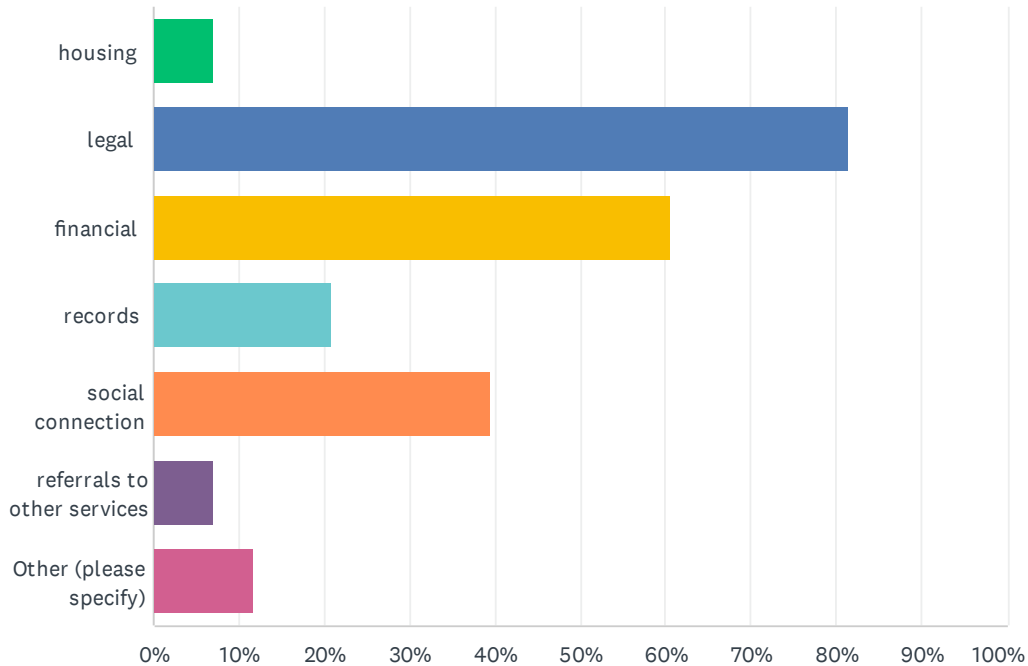
Answered: 45 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	100.00%	45
No	0.00%	0
Total Respondents: 45		

Q11 I was given information regarding other concerns I had (tick all that apply)

Answered: 43 Skipped: 2

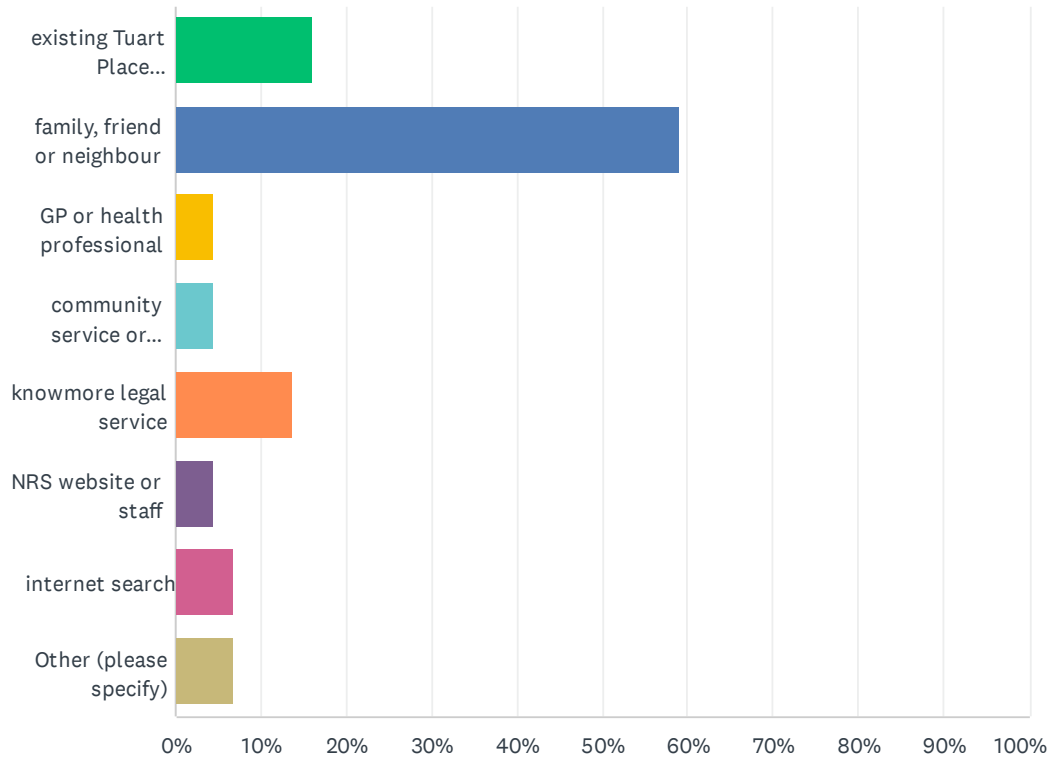


ANSWER CHOICES	RESPONSES
housing	6.98% 3
legal	81.40% 35
financial	60.47% 26
records	20.93% 9
social connection	39.53% 17
referrals to other services	6.98% 3
Other (please specify)	11.63% 5
Total Respondents: 43	

#	OTHER (PLEASE SPECIFY)	DATE
1	Forde Foundation	5/1/2023 4:16 PM
2	support letter regarding my housing	5/1/2023 4:15 PM
3	They did for my sister too	3/21/2023 8:58 AM
4	smiles	3/21/2023 8:51 AM
5	My Aged Care care finder	3/16/2023 3:13 PM

Q12 How did you find out about the Tuart Place National Redress Support Service?

Answered: 44 Skipped: 1

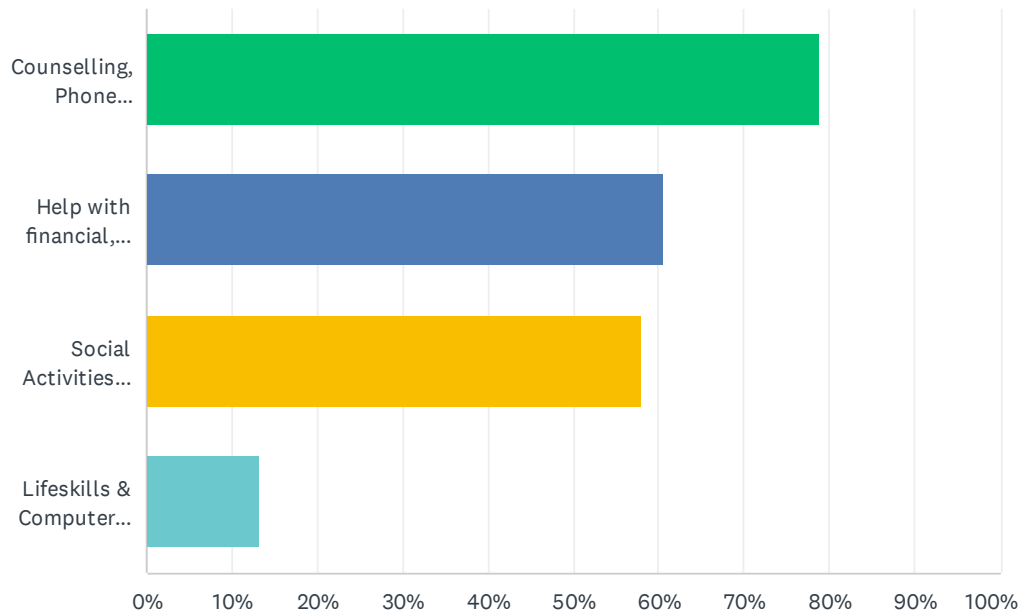


ANSWER CHOICES	RESPONSES	
existing Tuart Place participant	15.91%	7
family, friend or neighbour	59.09%	26
GP or health professional	4.55%	2
community service or agency	4.55%	2
knowmore legal service	13.64%	6
NRS website or staff	4.55%	2
internet search	6.82%	3
Other (please specify)	6.82%	3
Total Respondents: 44		

#	OTHER (PLEASE SPECIFY)	DATE
1	On TV	4/6/2023 2:52 PM
2	Newspaper	4/6/2023 2:49 PM
3	Find and connect	3/27/2023 4:32 PM

Q13 What other services have you used in the last twelve months (tick all that apply)

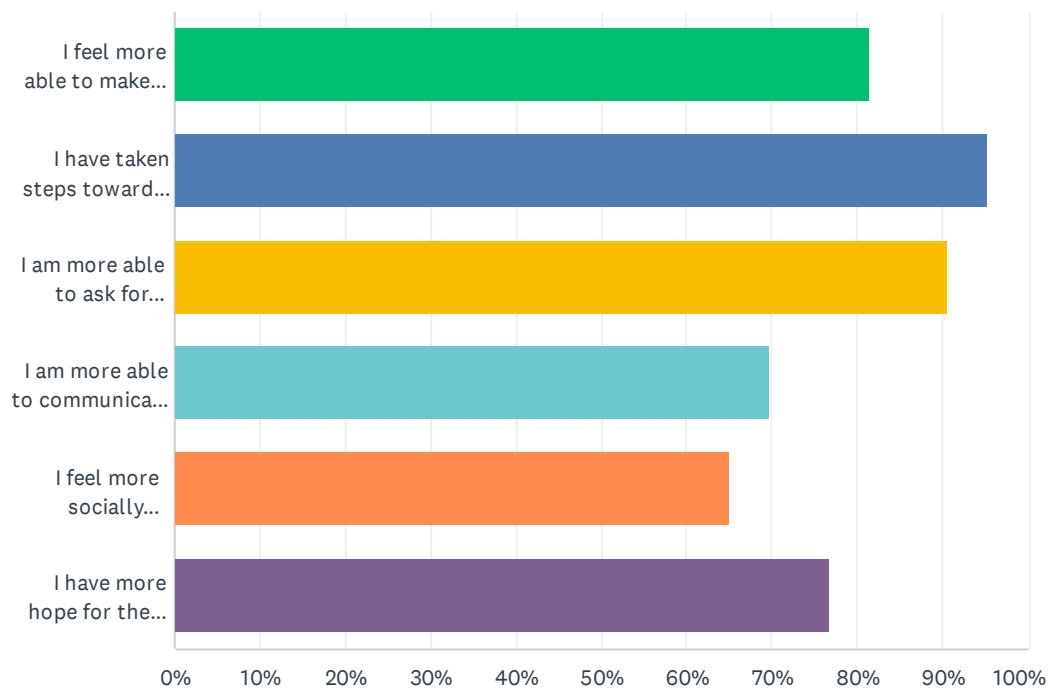
Answered: 38 Skipped: 7



ANSWER CHOICES	RESPONSES	
Counselling, Phone Counselling or Support Group	78.95%	30
Help with financial, legal, housing issues and/or referrals to other services	60.53%	23
Social Activities (includes Monday lunches, Wednesday lunches, social events, celebrations, drop-ins)	57.89%	22
Lifeskills & Computer (includes computer use, help with IT, health information sessions, haircuts, craft sessions)	13.16%	5
Total Respondents: 38		

Q14 As a result of attending this service: (tick all that apply)

Answered: 43 Skipped: 2



ANSWER CHOICES	RESPONSES	
I feel more able to make changes in my life	81.40%	35
I have taken steps towards working through my past	95.35%	41
I am more able to ask for support when I need it	90.70%	39
I am more able to communicate with others	69.77%	30
I feel more socially connected	65.12%	28
I have more hope for the future	76.74%	33
Total Respondents: 43		

Q15 Any other suggestions or comments?

Answered: 41 Skipped: 4

#	RESPONSES	DATE
1	I'm still working through this (my past). Everyone is friendly and positive. It makes me feel a bit better.	9/1/2023 5:44 PM
2	Tuart Place helped me to heal more than any psychologist	9/1/2023 9:46 AM
3	Yes I do have more hope for the future	9/1/2023 9:43 AM
4	Once I had spoken to Rose I felt better	9/1/2023 9:39 AM
5	I definitely have more hope for the future.	9/1/2023 9:37 AM
6	I have taken steps to working through my past after Tuart Place staff helped me so much and now I have hope for the future	9/1/2023 9:34 AM
7	I feel better about myself	9/1/2023 9:30 AM
8	I am a quiet person, but I found Tuart Place a safe place that I rely on for help.	9/1/2023 9:28 AM
9	Opened up a whole new world for me and walked me through it.	9/1/2023 9:23 AM
10	Now more social and caring for others	9/1/2023 9:19 AM
11	I have learned - I don't let my past define my future and me.	8/31/2023 3:38 PM
12	Yes, very hard to forget, but I do one day at a time. Tuart Place helped - they were great!	8/31/2023 3:20 PM
13	I've sent information to a place in Edinburgh that works like Tuart Place does as I want to share how helpful TP has been to me. I don't break down in tears any more. I was battling to manage but I cope well now.	6/11/2023 10:38 AM
14	Changes have been for the better. I'm seeing other medical professionals now - psych	5/22/2023 4:34 PM
15	I was disappointed that I didn't get lawyers for my claim as I heard that 'you got more money.'	5/22/2023 4:31 PM
16	All is better. I went on to do uni studies to help others after coming to Tuart Place.	5/22/2023 4:22 PM
17	I'm sort of getting there, and feeling more comfortable	5/17/2023 3:23 PM
18	No worries	5/17/2023 3:21 PM
19	Nothing changed	5/17/2023 3:20 PM
20	You've just been fantastic and I can't speak highly enough of TP. I haven't had help with financial and legal services yet but will need help with housing soon and also come for counselling	5/17/2023 3:17 PM
21	Because of the help I've had at Tuart Place, I was able to help my granddaughter who was on drugs. I had to give her some 'tough love' and change how I treated her .As a result she is now 'clean' and has been able to get her children out of care. All 3 are living with her now and I still see her and encourage her. I've helped my daughter too and she's been to rehab and is working two jobs and OK now.	5/1/2023 4:16 PM
22	Jan believed me and helped me speak up about it. There's been a big change for me, in a good way, since then. I want to express myself more, but my upbringing holds me back. I'm slowly changing.	5/1/2023 4:15 PM
23	Yes, I've made changes and can ask for support more. I now have my own place in Beaconsfield and am doing well.	4/14/2023 10:03 AM
24	Of course it has helped. I've now dealt with the problem and now I help others eg those in jail	4/6/2023 3:00 PM
25	I've been able to access other medical services now. I feel very welcome when I come here.	4/6/2023 2:58 PM

Tuart Place National Redress Support Service (RSS) Feedback 2023

	I've been able to put my past behind me.	
26	I've never been able to tell my story before, until I visited Tuart Place. Their understanding and support is beyond reproach. I had a wonderful counsellor and person, for NRS; group work with Susy; and a few 'light bulb' moments to wake me up.	4/6/2023 2:52 PM
27	They really cared about me. I'm able to get a decent car for my family including my grandchildren.	4/6/2023 2:51 PM
28	All the above, absolutely. I'm more connected with others. I totally support everything about the place. It's vital to me.	4/6/2023 2:50 PM
29	It certainly applies to me that I'm making changes.	4/6/2023 2:50 PM
30	Wonderful people. Removed fear. I'm now invited to talk to others and I help others with it too.	4/6/2023 2:49 PM
31	Susy is wonderful. Tuart Place is my rock They helped me connect with my family and it filled in the gaps in our lives. We are now able to move on from the past. Tuart Place is my 'hinge' to health.	4/6/2023 2:48 PM
32	I try not to think about it, put it behind me. We need to build trust to communicate. It helped me to trust more, talk more to people. I'm building self-esteem and self confidence. Have stopped drinking.	3/27/2023 4:32 PM
33	A very good 'family'. Good people. Yes I definitely felt welcome.	3/24/2023 10:33 AM
34	My future is looking OK	3/24/2023 10:31 AM
35	I attended Susy's group - which was a help for me. They are absolutely so supportive. I get full support from Tuart Place.	3/24/2023 10:25 AM
36	I live in Shark Bay (about 1100 kms away) and this is my first face-to-face contact. I felt alone during the Redress process. I may drop in here when I visit Perth in the future. I never knew this facility existed. I'll definitely refer people in the future.	3/22/2023 3:46 PM
37	I am usually a loner but coming here gives me connection. Hearing other people's stories helps me with my own childhood experiences. Through getting my records, I discovered things about my past that I hadn't known about. This was really difficult but now I'm finding common experiences with others.	3/22/2023 3:43 PM
38	I'm so happy in how I was treated personally. It definitely helped to clarify a lot of stuff. TP was a tremendous help to my sister.	3/21/2023 8:58 AM
39	She helped me get my life together. I didn't want to talk about it but they made it so much easier. I got direction in my life after going to Tuart Place	3/21/2023 8:55 AM
40	I feel unjudged here. The other customers and the workers are beautiful	3/21/2023 8:51 AM
41	I've learnt considerable skills to make the changes in my life that I need to. I'm definitely more able to ask for support as I realise now that I'm still OK even if I can't do everything, and it's normal to ask for help. I'm more able to communicate with others here and outside of Tuart Place. When I first came here I hid in the corner but my confidence grew and I've got 5 or 6 friendships from here now and they're my network outside. My new direction in life stems from here and what I've learnt about myself and others. I'm growing all the time.	3/16/2023 3:13 PM