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National Redress Support Service (RSS) Feedback

Participant Feedback Report 2024



The Tuart Place service model is firmly grounded in evidence-based practice in trauma informed support, tailored to the specific needs of older Care Leavers. Our commitment to ongoing evaluation and improvement is underpinned by the three Core Areas of Focus in our 2021-2025 Strategic Plan: *Participants; Leadership and Advocacy; and Sustainability*.

Since commencing data collection in January 2023, 78 people who participated in the National Redress Scheme with our support completed a feedback survey. Their feedback has been overwhelmingly positive.

The first set of eight questions relates to how well supported participants felt throughout the whole process, including after the application was submitted. Participants answered on a three points scale (disagree; unsure; agree). There was an average agreement of 99% with these statements. Importantly, participants overwhelmingly indicated that they:

- were provided with a safe and trusting environment (98%)
- accepted without judgement (100%)
- helped to tell their full story (100%)
- felt that their legal rights were accurately explained, including how to contact *knowmore* Legal Services (99%)
- provided information and support at all stages of the process (100%)

When asked if they would recommend Tuart Place Redress Support service to others, 100 % of respondents agreed that they would and 68 participants provided an additional comment for this question. Their comments included: *"I always recommend Tuart Place to others"*; *"This is the best way to go"*; *"They were very good to me, good people"*; and *"Yes – I do recommend them! Tuart Place is doing a great job – no-one gives a service like Tuart Place"*.

When asked about how they found out about the Tuart Place Redress Support service, 68% responded that they had heard about the services through 'family, friend or neighbour'.

Survey respondents were asked what other services and information they had accessed at Tuart Place, apart from engaging with the NRS:

- 78% has also accessed the Support Group, face to face counselling and phone counselling
- 71% has accessed help with financial , legal and housing issues (including referrals to other services)
- 44% had engaged in social activities
- 13% had accessed support with life-skills and digital literacy

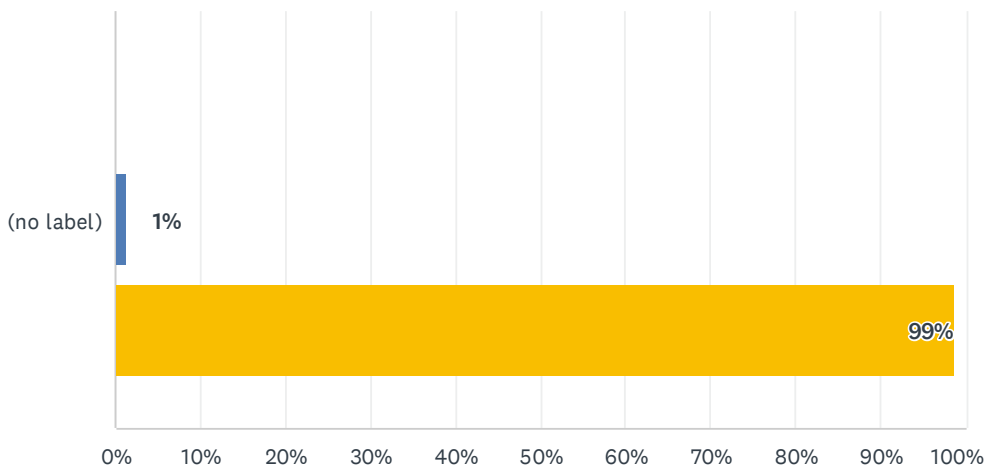
Evidence of positive outcomes achieved are demonstrated by the positive response to the following statements about what participants feel were the results of attending Tuart Place:

- I feel more able to make changes in my life (83%)
- I have taken steps towards working through my past (96%)
- I am more able to ask for support when I need it (90%)
- I am more able to communicate with others (77%)
- I feel more socially connected (70%)
- I have more hope for the future (80%)

The NRS Survey results clearly illustrate the ways in which Tuart Place's wrap-around service is a model of best practice for supporting survivors, particularly those with multiple and complex needs.

Q1 provided a safe and trusting environment

Answered: 77 Skipped: 1



■ Disagree
 ■ Neutral
 ■ Agree

	DISAGREE	NEUTRAL	AGREE	TOTAL	WEIGHTED AVERAGE
(no label)	0% 0	1% 1	99% 76	77	3.99

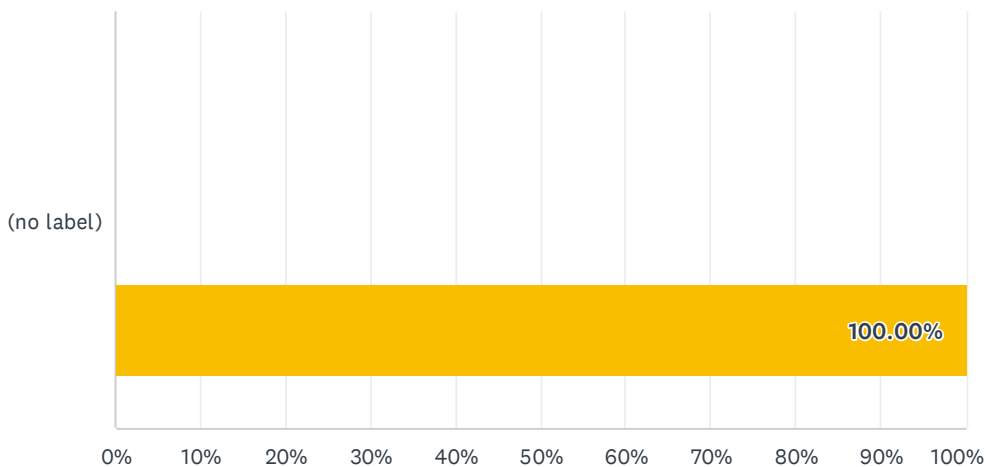
#	COMMENTS	DATE
1	Definitely (provided a safe and trusting environment)	9/26/2024 11:09 AM
2	Very happy with (safe and trusting environment)	9/26/2024 11:05 AM
3	Definitely	9/26/2024 11:04 AM
4	She did well (at providing a safe and trusting environment)	9/26/2024 11:02 AM
5	Wouldn't be able to do this without Tuart Place	4/24/2024 10:51 AM
6	Yes, very happy with everything Jan did for me	4/8/2024 10:11 AM
7	Very caring	4/8/2024 10:09 AM
8	Yes	4/8/2024 10:03 AM
9	certainly did	1/3/2024 1:44 PM
10	Strongly agree	12/20/2023 3:13 PM
11	I would be no-where without Cath	12/13/2023 12:15 PM
12	100%	10/16/2023 11:21 AM
13	Totally utterly agree	10/3/2023 2:59 PM
14	Definitely	9/21/2023 1:58 PM
15	Strongly agree	9/13/2023 11:39 AM
16	Absolutely	9/1/2023 9:46 AM
17	Strongly agree	8/31/2023 3:38 PM
18	Absolutely yes	5/22/2023 4:22 PM
19	They were very good	5/17/2023 3:23 PM

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20	Yes, so far	5/17/2023 3:20 PM
21	Strongly agree, most welcoming	5/17/2023 3:17 PM
22	I haven't got much to say but it's all good	4/14/2023 10:03 AM
23	Strongly agree	4/6/2023 2:58 PM
24	I am forever grateful	4/6/2023 2:52 PM
25	They really cared	4/6/2023 2:51 PM
26	Totally agree	4/6/2023 2:50 PM
27	Yes absolutely	4/6/2023 2:49 PM
28	10 out of 10	3/24/2023 10:25 AM
29	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
30	She allowed me to focus, brought me back to what we were discussing	3/21/2023 8:51 AM
31	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: 78 Skipped: 0



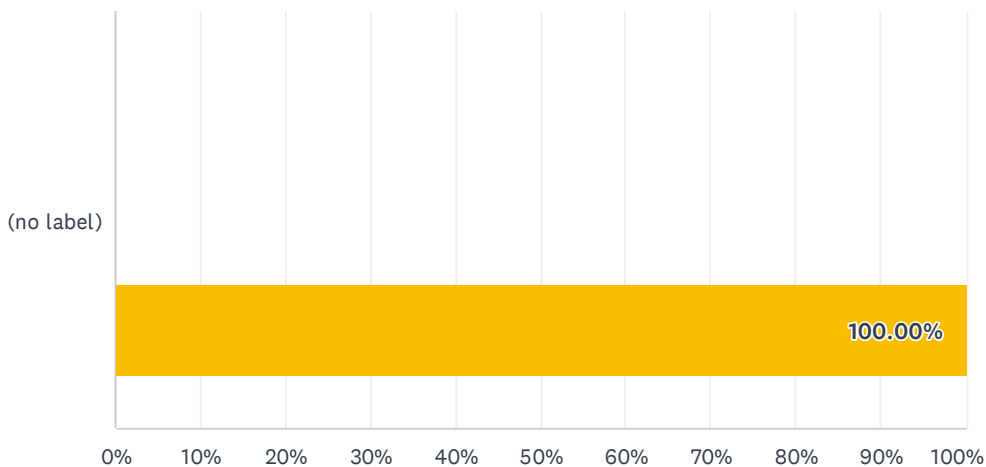
■ Disagree
 ■ Unsure
 ■ Agree

	DISAGREE	UNSURE	AGREE	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	100.00% 78	78	4.00

#	COMMENTS	DATE
1	Totally agree	9/26/2024 11:11 AM
2	She helped me a lot	4/8/2024 10:09 AM
3	she did	1/3/2024 1:44 PM
4	100%	10/16/2023 11:21 AM
5	Now a different person after Tuart Place. Tuart Place is unique.	10/3/2023 3:06 PM
6	Definitely	9/21/2023 1:58 PM
7	First time I have been in a place where I felt comfortable	9/1/2023 9:23 AM
8	A great help	5/22/2023 4:34 PM
9	I agree	5/17/2023 3:24 PM
10	Yes	5/17/2023 3:21 PM
11	Of course	5/1/2023 4:16 PM
12	I had the most wonderful experience	4/6/2023 2:49 PM
13	Yes	3/24/2023 10:25 AM
14	Yes	3/22/2023 3:46 PM
15	The counsellor was very patient and understanding	3/21/2023 8:52 AM
16	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: 78 Skipped: 0



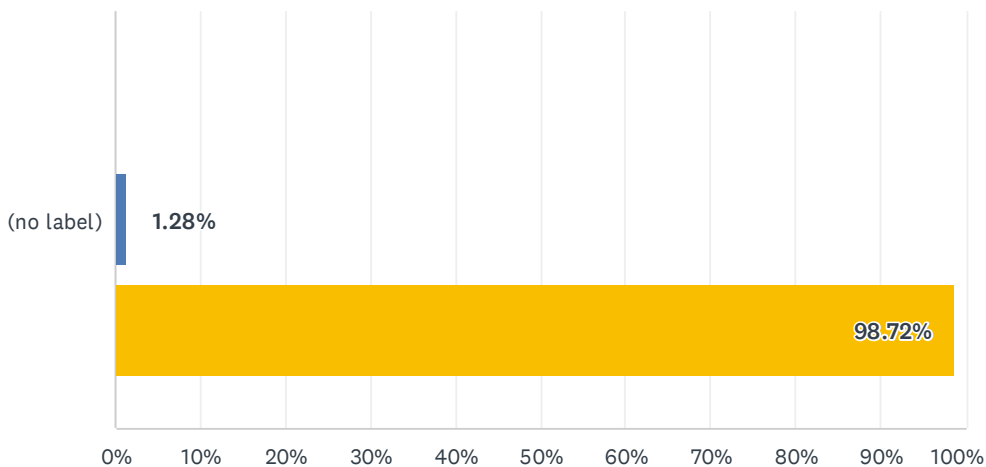
■ Disagree
 ■ Unsure
 ■ Agree

	DISAGREE	UNSURE	AGREE	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	100.00% 78	78	4.00

#	COMMENTS	DATE
1	Very good	9/26/2024 11:11 AM
2	Yes, very clear	9/26/2024 11:05 AM
3	Jan is a good person	9/26/2024 10:59 AM
4	All ears. She really cared.	4/8/2024 10:09 AM
5	yes	1/3/2024 1:44 PM
6	100%	10/16/2023 11:21 AM
7	Absolutely	9/12/2023 1:49 PM
8	Yes	9/1/2023 9:23 AM
9	They were good - understanding and patient.	5/22/2023 4:34 PM
10	Yes Jan did	5/22/2023 4:31 PM
11	They tried their best	5/17/2023 3:20 PM
12	Agree	5/17/2023 3:17 PM
13	She was encouraging	5/1/2023 4:16 PM
14	I had it acknowledged by Tuart Place staff	4/6/2023 2:52 PM
15	Which helps me to help others	4/6/2023 2:49 PM
16	It worked out well	4/6/2023 2:48 PM
17	So supportive	3/24/2023 10:25 AM
18	There will always be things I can't talk about	3/22/2023 3:46 PM
19	Yes, this took a lot of time and trust	3/21/2023 8:52 AM

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

Answered: 78 Skipped: 0



■ Disagree
 ■ Unsure
 ■ Agree

	DISAGREE	UNSURE	AGREE	TOTAL	WEIGHTED AVERAGE
(no label)	0.00%	1.28%	98.72%	78	3.99
	0	1	77		

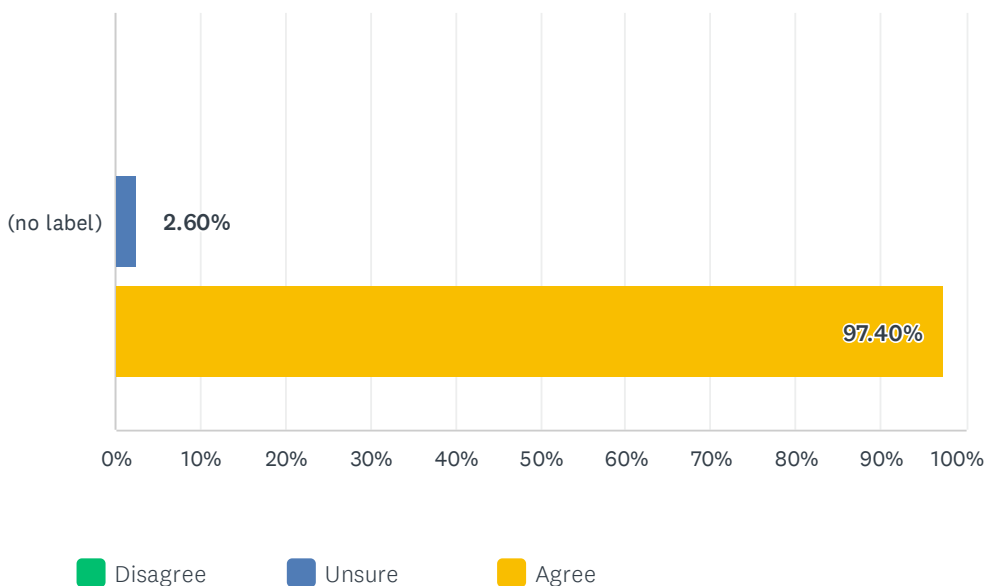
#	COMMENTS	DATE
1	Yes, very clear	9/26/2024 11:05 AM
2	Excellent	4/8/2024 10:11 AM
3	Yes they did	4/8/2024 10:03 AM
4	yes	1/3/2024 1:44 PM
5	contacted them for her	10/16/2023 11:21 AM
6	Awesome	10/16/2023 11:15 AM
7	Dealt with everything for me	10/3/2023 2:59 PM
8	Very Clear	9/1/2023 9:34 AM
9	Yes, they did	9/1/2023 9:28 AM
10	Brilliant	9/1/2023 9:23 AM
11	strongly agree	8/31/2023 3:38 PM
12	That's a 12 - 18 month wait	5/22/2023 4:34 PM
13	Yes	5/17/2023 3:24 PM
14	Yes - real good	5/17/2023 3:23 PM
15	Yes, knowmore	5/17/2023 3:20 PM
16	Yes	4/6/2023 2:52 PM
17	You're very good at what you do here	4/6/2023 2:50 PM
18	It was so long ago that I can't remember	3/22/2023 3:46 PM
19	Yes	3/21/2023 8:52 AM

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20	Gave the best explanation than from anyone else	3/21/2023 8:51 AM
21	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: 77 Skipped: 1

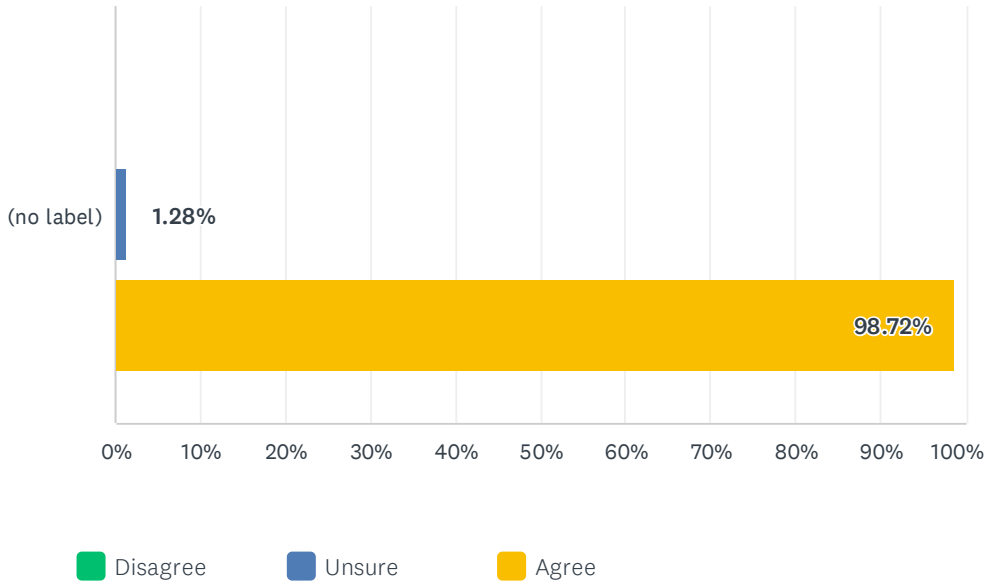


	DISAGREE	UNSURE	AGREE	TOTAL	WEIGHTED AVERAGE
(no label)	0.00%	2.60%	97.40%	77	3.97
	0	2	75		

#	COMMENTS	DATE
1	Mary-Ann is outstanding, and very professional	9/26/2024 11:11 AM
2	Very, very helpful	9/26/2024 11:04 AM
3	100%	9/26/2024 11:01 AM
4	Yes, they were helpful and very nice.	3/13/2024 3:53 PM
5	yes	1/3/2024 1:44 PM
6	100%	12/20/2023 3:13 PM
7	100%	10/16/2023 11:21 AM
8	Very helpful!	9/1/2023 9:28 AM
9	That's right	5/1/2023 4:16 PM
10	Agree, yes.	4/6/2023 2:50 PM
11	Very well satisfied	4/6/2023 2:50 PM
12	Completely	4/6/2023 2:49 PM
13	I had unexpected lengthy delays from NRS which I was not prepared for	3/22/2023 3:46 PM
14	They were 'top class'	3/21/2023 8:55 AM
15	They were very thorough	3/21/2023 8:52 AM
16	Clear	3/21/2023 8:51 AM
17	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: 78 Skipped: 0

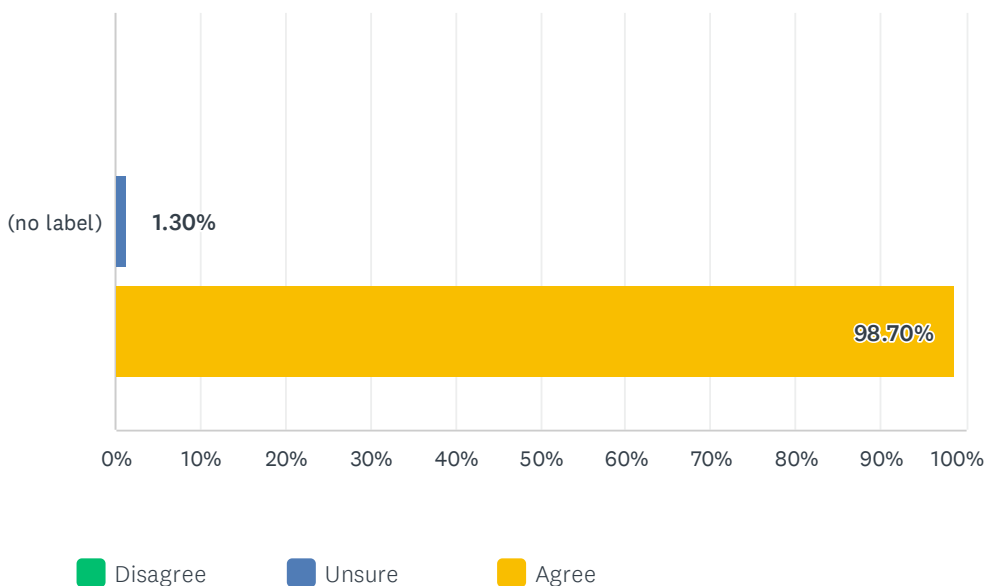


	DISAGREE	UNSURE	AGREE	TOTAL	WEIGHTED AVERAGE
(no label)	0.00%	1.28%	98.72%	78	3.99
	0	1	77		

#	COMMENTS	DATE
1	Very happy	9/26/2024 11:02 AM
2	Jan was really good	9/26/2024 11:01 AM
3	yes she did	1/3/2024 1:44 PM
4	500%	10/16/2023 11:21 AM
5	I did get help to do this	10/3/2023 2:57 PM
6	Jan helped me	9/1/2023 9:30 AM
7	Tuart Place took care of that for me	5/17/2023 3:17 PM
8	There's no way I could have done it by myself	5/1/2023 4:16 PM
9	Jan was brilliant	3/24/2023 10:25 AM
10	Yes they did all the work	3/21/2023 8:52 AM
11	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: 77 Skipped: 1

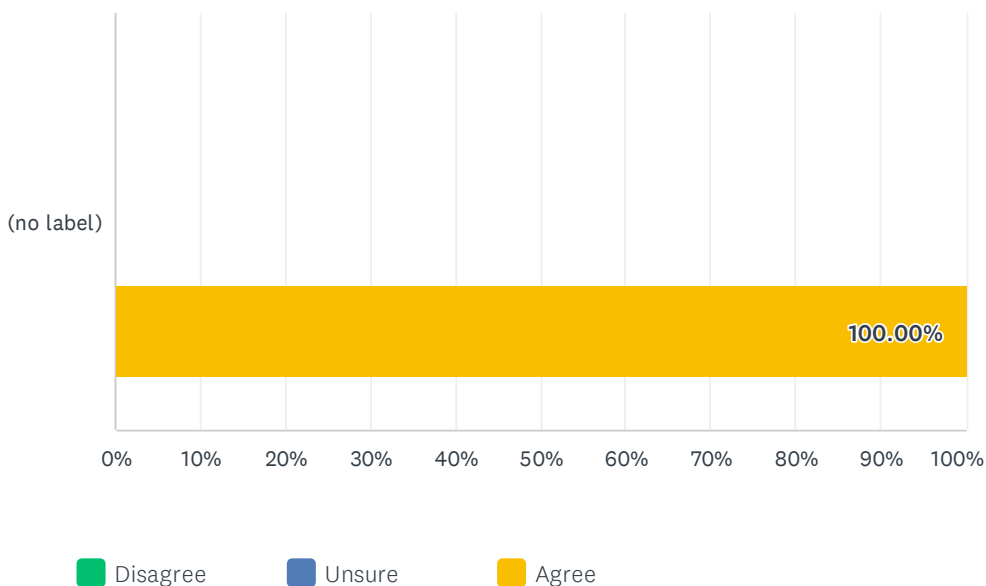


	DISAGREE	UNSURE	AGREE	TOTAL	WEIGHTED AVERAGE
(no label)	0.00%	1.30%	98.70%	77	3.99
	0	1	76		

#	COMMENTS	DATE
1	Very good	9/26/2024 11:09 AM
2	Made me feel welcome and comfortable	9/26/2024 11:02 AM
3	helped me with everything	4/24/2024 10:51 AM
4	I asked if she could speak on my behalf	1/3/2024 1:44 PM
5	Very Helpful	12/19/2023 9:57 AM
6	Let her speak on my behalf	10/16/2023 11:21 AM
7	Absolutely	9/21/2023 1:58 PM
8	Very clear, precise	9/1/2023 9:46 AM
9	She provided good support	9/1/2023 9:37 AM
10	Good communication, supported me when I spoke to NRS	6/11/2023 10:38 AM
11	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
12	We did it together. I chose this.	5/1/2023 4:15 PM
13	Yes - and we did it together	4/6/2023 3:00 PM
14	Absolutely	4/6/2023 2:50 PM
15	I can't remember - too long ago	3/22/2023 3:46 PM
16	There were times this was done	3/21/2023 8:52 AM
17	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: 77 Skipped: 1

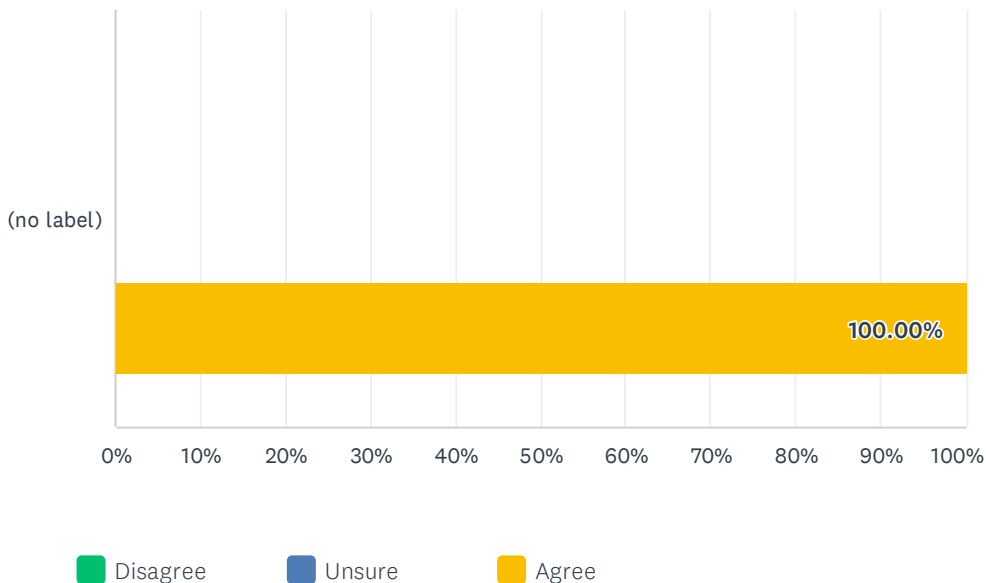


	DISAGREE	UNSURE	AGREE	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	100.00% 77	77	4.00

#	COMMENTS	DATE
1	A lot of help	9/26/2024 11:09 AM
2	Made things more easier	9/26/2024 11:04 AM
3	Yes, always available to answer questions	1/3/2024 1:44 PM
4	100%	10/16/2023 11:21 AM
5	I had help from Rose	9/1/2023 9:39 AM
6	as above	9/1/2023 9:30 AM
7	Wonderful	9/1/2023 9:19 AM
8	When Sarah left, Mary-Ann supported me	6/11/2023 10:38 AM
9	All good	5/17/2023 3:23 PM
10	My brother got more (money) though and I don't understand why	4/6/2023 3:00 PM
11	Totally	4/6/2023 2:52 PM
12	I know I can continue to seek support in the future	3/22/2023 3:46 PM
13	I am still receiving ongoing support	3/21/2023 8:52 AM
14	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: 78 Skipped: 0



	DISAGREE	UNSURE	AGREE	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	100.00% 78	78	4.00

#	COMMENTS	DATE
1	Absolutely, the service was excellent	9/26/2024 11:11 AM
2	Yes, definitely	9/26/2024 11:09 AM
3	Yes, definately	9/26/2024 11:05 AM
4	Yes, I do (recommend Tuart Place Redress support service to others)	9/26/2024 11:04 AM
5	Absolutely	9/26/2024 11:02 AM
6	Definitely recommend	9/26/2024 11:01 AM
7	I would recommend, very quick	9/26/2024 10:59 AM
8	most definitely	4/24/2024 10:51 AM
9	Definitely!	4/15/2024 2:45 PM
10	Already have recommended	4/8/2024 10:11 AM
11	Definitely! 100%	4/8/2024 10:09 AM
12	100%	4/8/2024 10:03 AM
13	Yes, I have	3/13/2024 4:09 PM
14	Yes I would	3/13/2024 3:53 PM
15	Yes I would	2/20/2024 10:35 AM
16	Yes I would	2/20/2024 10:31 AM
17	I will definitiely be recommending that others come to Tuart Place	1/3/2024 1:44 PM
18	Definitely encourage others to go through TP	12/20/2023 3:13 PM

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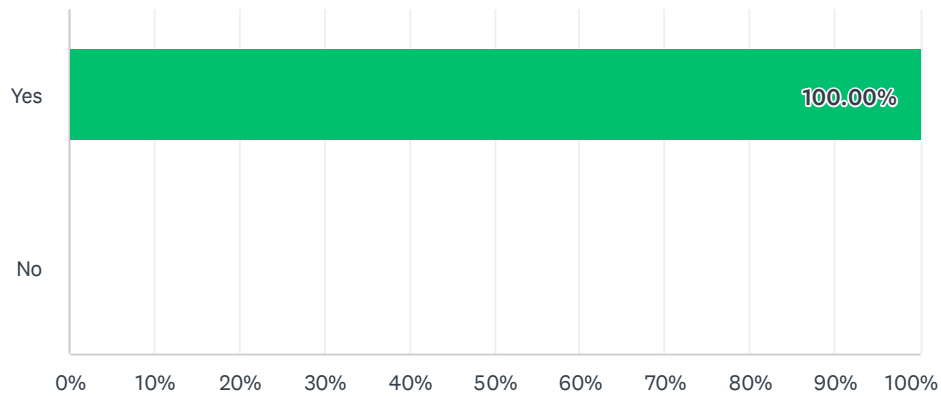
19	Yes, I do. Tuart Place is doing a great job - no-one gives a service like Tuart Place	12/19/2023 9:57 AM
20	Definitely! Helped tremendously, Cath is great	12/18/2023 1:46 PM
21	Absolutely	12/13/2023 12:15 PM
22	Yes	10/25/2023 3:53 PM
23	100% I love you all - everyone is friendly and nice	10/16/2023 11:21 AM
24	Yes, I have done	10/16/2023 11:15 AM
25	Yes I would	10/16/2023 11:08 AM
26	I tell everybody about Tuart Place	10/3/2023 3:06 PM
27	I have many times	10/3/2023 2:59 PM
28	Absolutely	10/3/2023 2:57 PM
29	Definitely	9/21/2023 1:58 PM
30	Strongly agree	9/13/2023 11:39 AM
31	Yes, recommended	9/1/2023 9:46 AM
32	Yes, I would	9/1/2023 9:43 AM
33	Yes, I have already recommended it to two people, one my sister	9/1/2023 9:41 AM
34	Yes I do refer people to Tuart Place	9/1/2023 9:39 AM
35	Definitely very helpful	9/1/2023 9:34 AM
36	Yes I would	9/1/2023 9:30 AM
37	Got a lot of good help and they helped me a lot	9/1/2023 9:28 AM
38	Yes, I would	9/1/2023 9:24 AM
39	Definitely	9/1/2023 9:23 AM
40	I have done this	9/1/2023 9:19 AM
41	Yes, I have done	8/31/2023 3:38 PM
42	Yes, I would	8/31/2023 3:20 PM
43	I've sent family members and others	5/22/2023 4:34 PM
44	Yes, of course	5/22/2023 4:31 PM
45	Yes, I have told people to go to Tuart Place	5/22/2023 4:22 PM
46	Absolutely, yes!	5/17/2023 3:24 PM
47	Highly recommend	5/17/2023 3:23 PM
48	Yes completely	5/17/2023 3:21 PM
49	I would	5/17/2023 3:20 PM
50	100% I would	5/17/2023 3:17 PM
51	Yes I would and I do	5/1/2023 4:16 PM
52	Yes	4/14/2023 10:03 AM
53	Yes	4/6/2023 2:58 PM
54	Absolutely. Without Tuart Place, none of us would have had a safe haven to start with	4/6/2023 2:52 PM
55	Yes - mentioned it to others	4/6/2023 2:51 PM
56	Definitely	4/6/2023 2:50 PM
57	Yes, I prefer it done by you	4/6/2023 2:50 PM
58	Yes, I've sent others to Tuart Place	4/6/2023 2:49 PM
59	I encouraged my family also to go through it here	4/6/2023 2:48 PM

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60	Yes they were very good to me, good people	3/24/2023 10:33 AM
61	Yes I would recommend it	3/24/2023 10:31 AM
62	I always recommend Tuart Place to others	3/24/2023 10:25 AM
63	This is the best way to go	3/22/2023 3:46 PM
64	Definitely	3/22/2023 3:43 PM
65	They helped me so much. Everything was good to me.	3/21/2023 8:55 AM
66	Not sure - I have doubts about some people's motives for applying	3/21/2023 8:52 AM
67	I already have	3/21/2023 8:51 AM
68	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

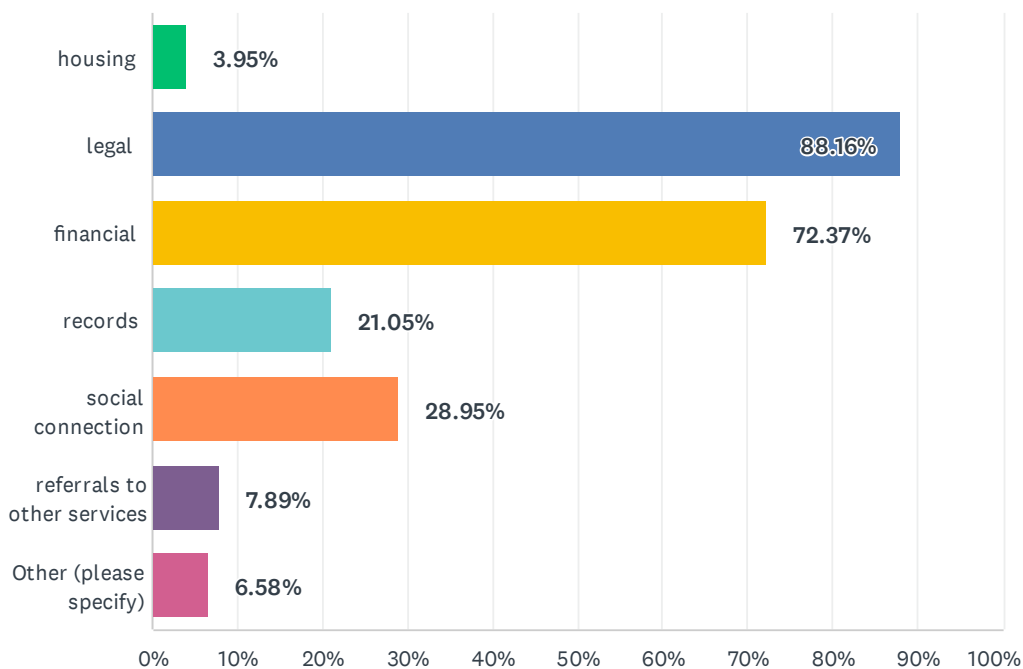
Answered: 78 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	100.00%	78
No	0.00%	0
Total Respondents: 78		

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

Answered: 76 Skipped: 2

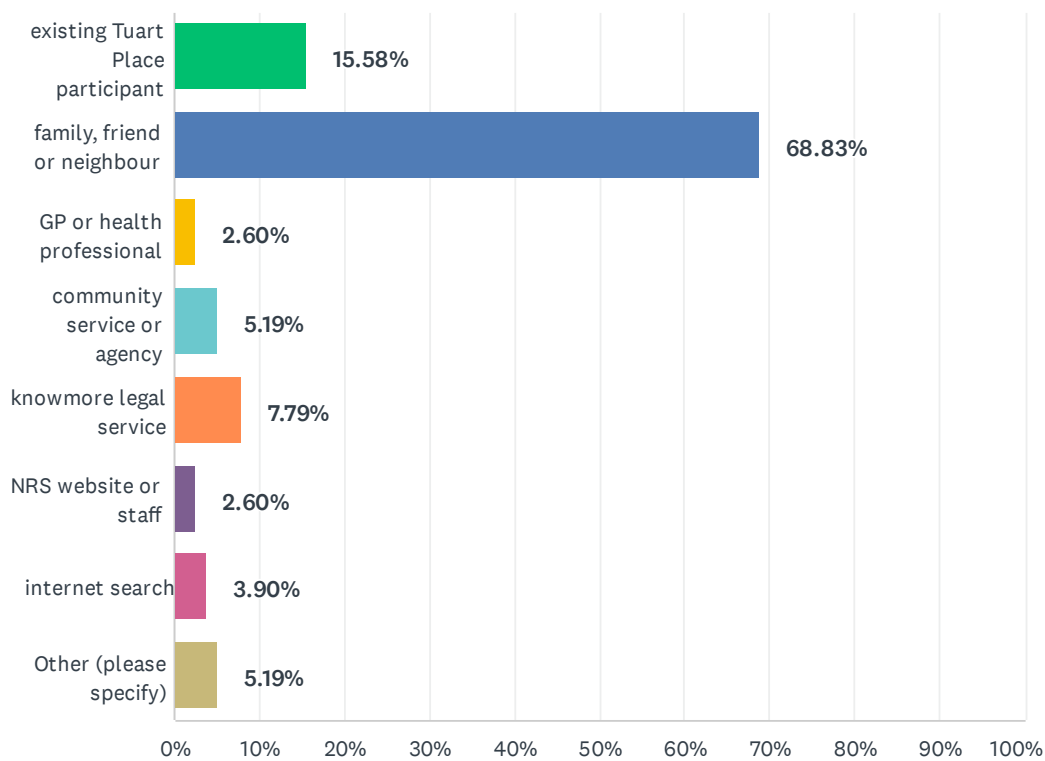


ANSWER CHOICES	RESPONSES	
housing	3.95%	3
legal	88.16%	67
financial	72.37%	55
records	21.05%	16
social connection	28.95%	22
referrals to other services	7.89%	6
Other (please specify)	6.58%	5
Total Respondents: 76		

#	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: 77 Skipped: 1

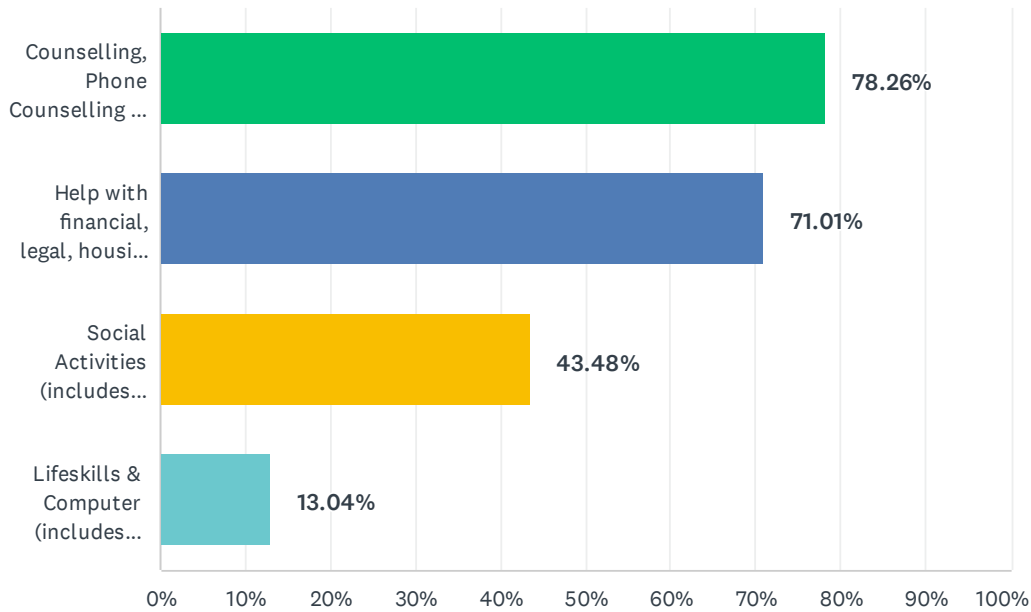


ANSWER CHOICES	RESPONSES	
existing Tuart Place participant	15.58%	12
family, friend or neighbour	68.83%	53
GP or health professional	2.60%	2
community service or agency	5.19%	4
knowmore legal service	7.79%	6
NRS website or staff	2.60%	2
internet search	3.90%	3
Other (please specify)	5.19%	4
Total Respondents: 77		

#	OTHER (PLEASE SPECIFY)	DATE
1	Can't remember exactly	10/3/2023 3:06 PM
2	On TV	4/6/2023 2:52 PM
3	Newspaper	4/6/2023 2:49 PM
4	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)

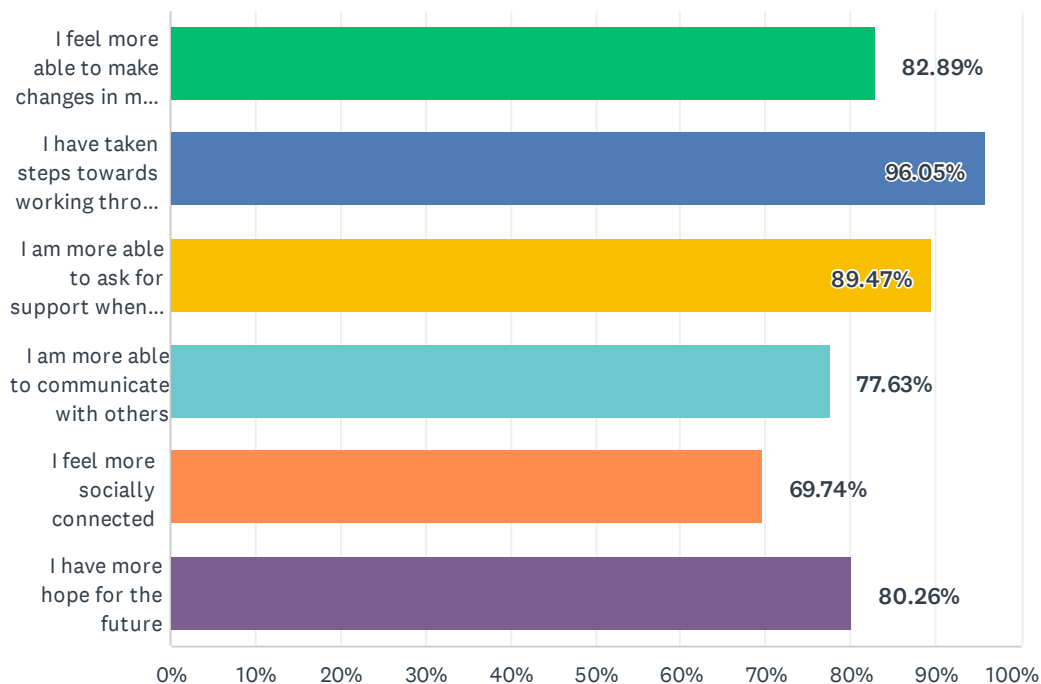
Answered: 69 Skipped: 9



ANSWER CHOICES	RESPONSES	
Counselling, Phone Counselling or Support Group	78.26%	54
Help with financial, legal, housing issues and/or referrals to other services	71.01%	49
Social Activities (includes Monday lunches, Wednesday lunches, social events, celebrations, drop-ins)	43.48%	30
Lifeskills & Computer (includes computer use, help with IT, health information sessions, haircuts, craft sessions)	13.04%	9
Total Respondents: 69		

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

Answered: 76 Skipped: 2



ANSWER CHOICES	RESPONSES	
I feel more able to make changes in my life	82.89%	63
I have taken steps towards working through my past	96.05%	73
I am more able to ask for support when I need it	89.47%	68
I am more able to communicate with others	77.63%	59
I feel more socially connected	69.74%	53
I have more hope for the future	80.26%	61
Total Respondents: 76		

Q15 Any other suggestions or comments?

Answered: 68 Skipped: 10

#	RESPONSES	DATE
1	Tuart Place helped me to regain my confidence. Wonderful environment.	9/26/2024 11:11 AM
2	Very helpful and I am very grateful	9/26/2024 11:09 AM
3	Also support with my age	9/26/2024 11:09 AM
4	I am really glad I came to Tuart Place	9/26/2024 11:01 AM
5	Without Tuart Place I would still be in the same (bad) situation	4/24/2024 10:51 AM
6	I can really talk about my pas which I couldn't before. Now I can talk about it with my family.	4/8/2024 10:11 AM
7	I am aware of the process that Tuart Place have helped me go through.	4/8/2024 10:09 AM
8	Definitely so! Without you guys where else can I go and get this quality service. It is so convenient and friendly.	4/8/2024 10:03 AM
9	Feel more relaxed about talking about it and can now talk to my family.	3/13/2024 4:09 PM
10	Now I know where to go for help	3/13/2024 3:53 PM
11	Definitely taken a step forward since coming to Tuart Place	2/20/2024 10:35 AM
12	Staff let me know about all the services so that I can get the help when I need it	2/20/2024 10:31 AM
13	I feel more relaxed and can ask for support more easily now. I will definitely refer people to Tuart Place. I won't forget that staff at Tuart Place will support me if I need help.	1/3/2024 1:44 PM
14	Understanding all NRS made it easier for me - thanks Catherine	12/20/2023 3:13 PM
15	It helped emotionally to talk freely. Having Tuart Place makes a big difference to my life	12/19/2023 9:57 AM
16	I have taken more steps to work through my past as Tuart Place has opened my eyes. Now I look forward to the future. My daughter is rapt too.	12/18/2023 1:46 PM
17	Meet nice people like Cathy at Tuart Place and a beautiful person.	12/13/2023 12:15 PM
18	Had therapy here for 13 years and they have helped me so much. "Am overwhelmed" "Thank you very much".	12/1/2023 10:17 AM
19	All good	10/25/2023 3:53 PM
20	I feel like a part of one big family, I've never had support like that before. If I lived closer I'd be in to see you all. Services are above and beyond. With counselling I was able to move through the redress process	10/16/2023 11:21 AM
21	Very happy with all of the above results	10/16/2023 11:15 AM
22	I now live a different life after 50 years.... thanks to Tuart Place	10/3/2023 3:06 PM
23	The above all applies for me	10/3/2023 2:59 PM
24	I opened up ad I've never done that ever (before)	10/3/2023 2:57 PM
25	It's changed my life in a lot of ways. Coming here is a breath of fresh air. I used to keep to myself and now come in and socialize with everyone and can talk with anyone.	9/21/2023 1:58 PM
26	All these results apply	9/13/2023 11:39 AM
27	Extremely pleased with the support my counsellor has given me in both the preparation of paperwork and in the time given to me to tell my story. I felt free and easy to talk to her.	9/12/2023 1:49 PM
28	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
29	Tuart Place helped me to heal more than any psychologist	9/1/2023 9:46 AM
30	Yes I do have more hope for the future	9/1/2023 9:43 AM

Tuart Place National Redress Support Service (RSS) Feedback 2023

31	Once I had spoken to Rose I felt better	9/1/2023 9:39 AM
32	I definitely have more hope for the future.	9/1/2023 9:37 AM
33	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
34	I feel better about myself	9/1/2023 9:30 AM
35	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
36	Opened up a whole new world for me and walked me through it.	9/1/2023 9:23 AM
37	Now more social and caring for others	9/1/2023 9:19 AM
38	I have learned - I don't let my past define my future and me.	8/31/2023 3:38 PM
39	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
40	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
41	Changes have been for the better. I'm seeing other medical professionals now - psych	5/22/2023 4:34 PM
42	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
43	All is better. I went on to do uni studies to help others after coming to Tuart Place.	5/22/2023 4:22 PM
44	I'm sort of getting there, and feeling more comfortable	5/17/2023 3:23 PM
45	No worries	5/17/2023 3:21 PM
46	Nothing changed	5/17/2023 3:20 PM
47	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
48	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
49	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
50	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
51	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
52	I've been able to access other medical services now. I feel very welcome when I come here. I've been able to put my past behind me.	4/6/2023 2:58 PM
53	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
54	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
55	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
56	It certainly applies to me that I'm making changes.	4/6/2023 2:50 PM
57	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
58	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

Tuart Place National Redress Support Service (RSS) Feedback 2023

59	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
60	A very good 'family'. Good people. Yes I definitely felt welcome.	3/24/2023 10:33 AM
61	My future is looking OK	3/24/2023 10:31 AM
62	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
63	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
64	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
65	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
66	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
67	I feel unjudged here. The other customers and the workers are beautiful	3/21/2023 8:51 AM
68	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