



Stolen Generations Reparations Package

Requesting a Review of your Application Outcome

The Victorian Government has established the Stolen Generations Reparations Package (Package) to help address the trauma and suffering caused by the forced removal of Aboriginal and Torres Strait Islander children from their families, culture and Country.

How to ask for a review

If you do not agree with your outcome, you (or your Nominated Support Person or Organisation) can ask for a review.

To ask for a review, complete the *Request for a Review* form sent to you with the outcome letter, and return it to the Department.

You may provide new information to support your application. This information can be provided with your *Request for a Review* or **by contacting us**.

Your *Request for a Review* form must be received by the Department before the application close date for the Package on 31 March 2027.

If you need a copy of the *Request for a Review* form, please call us on 1800 566 071.

Once the form is received, the Review Panel will review your application. The Review Panel will have different members to the Independent Assessment Panel that decided your outcome.

Please note: *If you are not satisfied with our service, please see below for information on how to provide feedback or make a complaint.*

What happens after I request a review?

The Review Panel will review your application and supporting documentation and decide if you meet the eligibility criteria for the Package.

The Review Panel may request further information before making a finding about your review application. We may gather this information by:

- conducting a further search of your records and, with your consent, public records

- requesting information from you, including on behalf of the Review Panel.

You are not required to provide the information requested but providing it may support your application.

The Review Panel may keep the original outcome or make a different decision. This means you may be found ineligible or eligible for the Package.

The Department will write to you to tell you the outcome of the review.

What are the eligibility criteria?

You are eligible to receive a Package if you:

- are an Aboriginal and/or Torres Strait Islander person **and**
- were first removed from your family by a government or non-government agency before 31 December 1976, while under the age of 18 years **and**
- were first removed in Victoria **and**
- were separated from your family for a period of time that resulted in the experience of loss of family, community, culture, identity, and language **and**
- are living at the time of lodging your Application Form and have lodged a valid application with all necessary supporting identification documents.

Support to complete a Request for Review

Support to request a review is available by contacting us.

If you appointed a Nominated Support Person or Organisation on your application, they can assist you to request a review. If you would like to appoint a new Nominated Support Person or Organisation, please complete a new *Form Two: Nomination of a Support Person or Organisation*.

If the applicant passed away after submitting their application for the Package, you may apply for a review of their outcome if you:

- were nominated as the Next of Kin on their application form **or**
- are the executor of their estate.

You cannot apply on behalf of someone who has passed.

What supports are available?

You can still access some supports if you are ineligible.

If you are ineligible because you were first removed from your family outside Victoria, you can contact us about support services available to you in another State or Territory.

If you are ineligible because you were not separated from family for a period of time that resulted in the experience of loss of family, community, culture, identity and language, you may be able to access counselling funded by the Department. Please contact us for more information.

What if you have feedback about our service?

If you are not satisfied with the service we provided during your application or review process, you can provide feedback or make a complaint by contacting us:

- 1800 566 071
- stolen_generations@justice.vic.gov.au
- www.vic.gov.au/stolen-generations-reparations-package
- Reply Paid 93288
PO Box 24053 Melbourne VIC 3001

Please note: Providing feedback or making a complaint will not impact the outcome of your review.