National Redress Scheme Statement

Accordwest acknowledges that the National Redress Scheme is a significant response and acknowledgement of child abuse in Australian institutions, necessitating holding institutions accountable for this abuse. We also acknowledge that the Scheme provides a very important avenue of support by way of counselling and other forms of help and redress for survivors of abuse.

Accordwest is committed to ensuring we take all necessary actions to join the National Redress Scheme. We will also ensure that we are responsive to any changes to the requirements of the National Redress Scheme.

We have a genuine concern for survivors, and we regret that there may have been times in the past when we failed to provide the highest standard of care to children and young people.

We also sincerely apologise to any child or young person who may have experienced sexual, physical, or psychological abuse while in our care.

We will respond to any complaints or allegations, whether they pertain to past wrongdoings or current concerns, in a sensitive, confidential, and timely manner.

We are resolute in our commitment to aiding survivors. We will work purposely to establish and maintain robust systems and procedures that demonstrate that we will not tolerate abuse of any kind occurring in our organisation.

For further information on Accordwest's registration with the Scheme, please call 1800 115 799 or email ea@accordwest.com.au.

Information on the National Redress Scheme is available at https://www.nationalredress.gov.au/ *Home | National Redress Scheme*