



Reference: RSC/04599
RP: 500552002014

Department of
Communities

3 September 2009

Mrs Diane Carpenter

REDACTED

Dear Mrs Carpenter

I am writing to inform you of the outcome of your application for a Level 2 ex-gratia payment under the Redress Scheme for former residents of Queensland children's institutions.

Assessment of Level 2 applications has been undertaken on a case by case basis by a panel of experts who have read and considered the stories and experiences of more than 5400 applicants. Payments have been determined based on relative levels of harm and the amount of funds available for Level 2.

After consideration of your application and supporting documents received by the due date of 27 February 2009, the panel is satisfied that you suffered more serious harm to the extent needed to qualify for a Level 2 payment. The panel has determined that a payment of \$22 000 be made to you.

In accordance with the Redress Scheme application guidelines, when assessing Level 2 applications, the panel considered a range of factors relating to the harm suffered in institutions covered by the scope of the scheme including:

- the nature and extent of the harm;
- the nature, frequency, duration and severity of the abuse or neglect;
- the length of time in institutional care;
- age of entry into and exit from institutional care;
- type of institution/s and findings of the Forde Inquiry in relation to the institution;
- number of institutional placements;
- period of time in which these placements occurred; and
- any other information relevant to the claim.

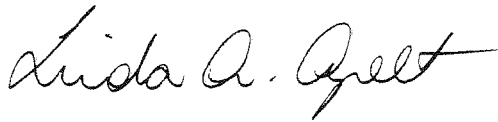
Your Level 2 payment is in addition to the Level 1 payment of \$7000 you have already received. Information is attached outlining the steps you need to take to access your payment.

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The scheme provides that the decision of the panel is final and no appeal lies from this decision under the scheme.

If you have any questions regarding this matter or would like assistance to access counselling and support services , please contact the Redress Scheme Information Line on 1300 769 291 (Monday to Friday 9.00am to 5.00pm excluding public holidays).

Yours sincerely

A handwritten signature in black ink, appearing to read "Linda A. Apelt". The signature is fluid and cursive, with a long horizontal stroke extending from the end of the name.

Linda A Apelt
Director-General

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