

# How knowmore can help

**knowmore provides free legal advice and support to survivors of institutional child sexual abuse. We can help you consider your options about compensation, redress and other legal issues.**

## What is knowmore?

knowmore is a legal service funded by the Australian Government to provide free advice, assistance and information to survivors of institutional child sexual abuse.

knowmore is here to act in your best interests.

## knowmore's specialist staff

We're a team of lawyers, counsellors, social workers, financial counsellors and Aboriginal and Torres Strait Islander engagement advisors. We are experienced in working with survivors of sexual abuse and people who have experienced trauma.

We deliver free services from our offices in Brisbane, Melbourne, Sydney and Perth and regularly visit other states and territories, including regional and remote areas.

## How knowmore can help

knowmore can:

- provide advice about your different legal options for compensation or redress

- help you with an application to the National Redress Scheme
- help you lodge complaints with police and find old records
- connect you with support services

We work closely with Redress Support Services who can help with completing a National Redress Scheme application. We may refer you to one of these services

## About the National Redress Scheme

The National Redress Scheme (NRS) was established by the Australian Government in response to the Royal Commission into Institutional Responses to Child Sexual Abuse.

The NRS acknowledges that many children were sexually abused in Australian institutions, holds institutions accountable for this abuse, and helps people who have experienced abuse gain access to justice and redress.

The Scheme began on 1 July 2018 and will remain open for 10 years. Applications can be made any time up to 30 June 2027.

**knowmore** free legal help  
for survivors

1800 605 762 | [knowmore.org.au](https://knowmore.org.au)

Image inspired by original artwork by Dean Bell depicting knowmore's connection to the towns, cities, missions and settlements within Australia.

knowmore acknowledges the Traditional Owners of the lands across Australia upon which we live and work. We pay our deep respects to Elders past, present and emerging.

## What can the Scheme offer?

The Scheme can offer survivors:

- a monetary payment up to \$150,000
- counselling and support services
- a direct personal response from the responsible institution(s)

## What is the payment for?

A National Redress Payment acknowledges that the abuse happened and that it shouldn't have. This payment will not include any amount for the impact that the abuse may have had e.g. loss of income or pain and suffering.

## Responsible institutions

To receive a payment from an institution through the Scheme the institution must have joined.

To check the list of participating institutions call the National Redress Line on 1800 737 377 or visit [www.nationalredress.gov.au](http://www.nationalredress.gov.au).

## Why it's important to get the right advice

Accepting an offer from the National Redress Scheme means giving up your right to continue or start any legal proceedings against the responsible institution(s). It is important that you consider this very carefully before you decide to proceed with an application.

knowmore lawyers can give you advice about any other legal options you might have.

## How to contact knowmore

- Visit: [www.knowmore.org.au](http://www.knowmore.org.au)
- Free call: 1800 605 762
- Email: [info@knowmore.org.au](mailto:info@knowmore.org.au)

## More help

Find out more about the support services provided by the National Redress Scheme by phoning 1800 737 377 or visiting [www.nationalredress.gov.au/support](http://www.nationalredress.gov.au/support).

\*\* Disclaimer: The information provided in this fact sheet is for information only. It must not be relied on as legal advice. You should seek legal advice about your own particular circumstances. | Last updated October 2020 ©knowmore \*\*

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### Sydney

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Sydney NSW 2000  
t 02 8267 7400

### Perth

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