

# Working with knowmore

## Understanding your journey with us

The knowmore staff are here to help you and to act in your best interests. Here's what to expect when you contact us:

- First, you'll speak to our intake team – they will get your personal details
- Next, our legal team will be in touch – they will talk to you about your options
- If you need extra support, our counsellors/social workers, financial counsellors and Aboriginal and Torres Strait Islander engagement staff can help

### How knowmore can help

Staff at knowmore can give you information and advice about your options as a survivor of institutional child sexual abuse, including:

- making a claim under the National Redress Scheme
- giving you details about payments available through other schemes
- giving you details about a possible civil litigation claim and giving you the names of specialist personal injury lawyers who could help you

The information and advice is provided within a multidisciplinary practice, which means you can work with the lawyers, counsellors/social workers, financial counsellors and with members of the Aboriginal and Torres Strait Islander engagement team, at any point during the process.

### The intake team

The first step is to speak with a member of our intake team on **1800 605 762**.

We will ask for your relevant personal information. Even if you have spoken to knowmore before, we will need to check that your details are correct and up to date.

When the intake process has been finished, you will be referred to one of the legal teams. There are four legal teams, one in each of our offices (Brisbane, Melbourne, Perth and Sydney).

Within six to eight weeks of finishing intake, you will receive a call from someone in your allocated legal team. In this call, we will arrange an appointment time for you to speak to your knowmore lawyer.

## The legal team

You'll have an appointment with your knowmore lawyer either over the phone or face to face. Your lawyer will talk to you about the options available to you.

### Working with a knowmore lawyer

If you ask your knowmore lawyer to help you with an application for redress, they will send you a 'client agreement'.

This letter is very long but it is very important. This letter sets out very important rights and responsibilities that you have. The letter will describe the work knowmore will do for you.

Because knowmore will be acting on your behalf, we are required by law to set out this information. knowmore cannot start work on your application until you sign the client agreement and return it to us.

As the client agreement is very long, we encourage you to read it a heading at a time. If you have questions about the client agreement please contact your knowmore lawyer. If you have a support person, you and your support person could speak to your knowmore lawyer together.

### Working with a specialist personal injury lawyer

You might decide to work with a specialist personal injury lawyer instead of a knowmore lawyer. Or in some cases we might recommend that you do so.

Your knowmore lawyer can give you the names of specialist personal injury lawyers and can help you to contact them if necessary.

## Important

It is really important that you have all of the information you need before you make a decision about what legal action to take.

Your knowmore lawyer will give you this information and will send you a detailed letter explaining the options available to you.

If you choose to make an application for redress and you decide to accept the offer, you will be asked to sign a statutory release or deed of release. This will mean you cannot bring any action against the institution responsible for your abuse. If you have started an action against the institution already, you will need to stop that action. Your lawyer will explain this in more detail.

## Extra support

For many people, going through the legal advice and completing an application for redress can be very difficult.

knowmore has counsellors/social workers, financial counsellors and Aboriginal and Torres Strait Islander engagement staff who can support you through this process.

Please let your knowmore lawyer know if you would like help from other knowmore staff at any time.

## 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)

### Brisbane

Level 20, 144 Edward Street  
Brisbane QLD 4000  
t 07 3218 4500

### Melbourne

Level 15, 607 Bourke Street  
Melbourne VIC 3000  
t 03 8663 7400

### Sydney

Level 7, 26 College Street  
Sydney NSW 2000  
t 02 8267 7400

### Perth

Level 5, 5 Mill Street  
Perth WA 6000  
t: 08 6117 7244