

# The National Redress Scheme & knowmore

## What you need to know – for allied health professionals

### What is knowmore?

knowmore is a **free legal service** funded by the Australian Government to help survivors of institutional child sexual abuse. We provide free information and legal advice about options available, including claims under the National Redress Scheme (the NRS).

We're a team of specialist lawyers, counsellors/social workers, financial counsellors, and Aboriginal and Torres Strait Islander engagement advisors – all experienced and trained to work with survivors of sexual abuse and trauma.

We have offices in Brisbane, Melbourne, Perth and Sydney and make regular visits to other states and territories.

### About the NRS

The NRS was established in 2018 by the Australian Government in response to one of the key recommendations of the Royal Commission into Institutional Responses to Child Sexual Abuse.

The NRS holds accountable institutions in which children were sexually abused, and helps people who have experienced abuse gain access to justice and redress.

### The Scheme can offer:

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

An institution must have joined the Scheme for a person

to be eligible. Check the list of participating institutions at [www.nationalredress.gov.au/institutions/joined-scheme](http://www.nationalredress.gov.au/institutions/joined-scheme) or call the National Redress Line on 1800 737 377.

The 10-year Scheme began on 1 July 2018. Applications can be made any time before 30 June 2027.

### Priority clients

Elderly survivors and people suffering from life-threatening illnesses are considered 'priority clients'. We prioritise such cases to ensure that their applications are submitted prior to them passing away or losing capacity.

If a client passes away before their application has been lodged their claim dies with them. Applications lodged **before** a person's death will still be processed if they later die, with any payment awarded passed to the person(s) named in the applicant's Will.

**For this reason it is important for us to know how much time we have to complete and lodge redress applications.**

### 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

Support services and information about the NRS can be found at [www.nationalredress.gov.au](http://www.nationalredress.gov.au) or on 1800 737 377.