

# Your journey with knowmore

**knowmore can give you information and advice about your options as a survivor of child sexual abuse. Our staff are here to help you and act in your best interests.**

## What should I expect?

When you contact us you will:

- speak to a member of our intake team
- be scheduled for an appointment with our legal team.

If appropriate you may be offered extra support from our team of counsellors/social workers, financial counsellors, and Aboriginal and Torres Strait Islander engagement staff.

We may refer you to a more appropriate service or lawyer if we cannot assist you.

## How do I start?

The first step is to call 1800 605 762.

We will ask you for some initial information. Even if you have spoken to knowmore before we will need to check that your details are up-to-date.

After this phone call you will be given an appointment with our legal team.

## Your legal appointment

In your appointment our lawyers can:

- provide you with information about making a claim to the National Redress Scheme if you are eligible
- give you advice if you receive a National Redress Scheme offer
- discuss the option of making a civil claim
- provide information about the payments available through other schemes
- refer you on to an appropriate service or lawyer.

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**knowmore** free legal help  
for survivors

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

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

knowmore acknowledges the Traditional Owners of the lands and waters across Australia upon which we live and work. We pay our deep respects to Elders past and present for their ongoing leadership and advocacy.

## Redress Support Services

A knowmore lawyer may refer you to a Redress Support Service for help completing your application to the National Redress Scheme. Redress Support Services are specially trained to help survivors.

If you fill in a redress application with the help of a Redress Support Service we recommend that you provide your draft application to knowmore for review. This is a free service.

## Working with a civil claims lawyer

You might decide to work with a lawyer to make a civil claim.

A knowmore lawyer can give you the names of civil claims lawyers and help you to contact them if necessary. knowmore lawyers are unable to give advice on civil claims.

## Helping you decide

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

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

## Providing extra support

Survivors of child sexual abuse may find the process of speaking about their abuse difficult.

knowmore has counsellors/social workers, financial counsellors and Aboriginal and Torres Strait Islander engagement staff who can support your journey with knowmore.

Please let us know at any time if you would like additional support.

## 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)

**\*\* 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 June 2023  
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