

Your journey with knowmore

About knowmore

knowmore is a free legal service. We provide services all across Australia.

We give legal advice to people who have survived institutional child sexual abuse.

We are separate to government and the National Redress Scheme. We will keep your information confidential.

knowmore is a safe place for you to tell us what happened.

How knowmore can help

We can help you with advice about:

- The National Redress Scheme (NRS)
- Victims of crime applications
- Other legal issues such as finding your records and referrals for civil law claims

Our team

We have a team of lawyers, counsellors, financial counsellors and Aboriginal and Torres Strait Islander workers to provide you with information, support and advice.

At knowmore, we are all experienced and trained in working with survivors of sexual abuse and people who have experienced trauma.

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

For many people, talking about what happened and going through a legal process, can be very upsetting.

When you call, please tell knowmore if you would like help from knowmore support staff.

National Redress Scheme

Your journey may involve making an application to the National Redress Scheme (NRS). The NRS was set up by government to provide recognition for people who were sexually abused as children in State care.

The NRS can provide:

- A payment of money up to \$150,000
- Counselling
- A personal response or apology from the institution that was responsible

The NRS is separate to knowmore.

See our factsheet about the National Redress Scheme for more information.

Your journey with knowmore

1. Call knowmore on 1800 605 762

During your phone call, a member of our team will take down your personal details. At any time you can ask for an Aboriginal and Torres Strait Islander worker or a support worker to be part of the meeting. You can also have a friend or family member with you.

After your phone call, a meeting will be arranged for you to speak with knowmore's legal team.

2. Meet with our legal team

Your meeting with the legal team will also take place over the phone. During the meeting, you will be asked to provide more details about what happened to you.

Your lawyer will then provide you with legal advice and may refer you to a partner organisation for further assistance.

3. Consider your options

Your lawyer will discuss all your options with you. They may refer you to a civil lawyer for more legal advice, or help you obtain your records. Another option may be to make an application for recognition with the National Redress Scheme (NRS).

4. Making a claim with the NRS

If you would like to make an application with the NRS, we may refer you to a Redress Support Service. They will help you make an application for recognition under the NRS.

5. The NRS makes a decision

When you receive your decision, from the NRS, please call knowmore for advice, support and/or financial counselling.

Original artwork by Dean Bell depicts knowmore's connection to the towns, cities, missions and settlements within Australia.

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

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**** 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 April 2021 ©knowmore **

Call our free advice line

 1800 605 762

 [knowmore.org.au](https://www.knowmore.org.au)

knowmore free legal help
for survivors