

Welcome

to our first edition of Knowmore's Newsletter

A Message from Our CEO: Walking with Survivors, Building a Better Future

Welcome to the first edition of Knowmore's newsletter. It is lovely to have you amongst our community.

At Knowmore, we believe justice should be a path to healing, not another source of trauma. Every day, our multidisciplinary teams provide free, trauma-informed, and culturally safe legal support to survivors of childhood abuse.

Since 2013, we have supported over 140,000 survivors of child sexual abuse and members of the Stolen Generations. Many survivors tell us we are the first place they've disclosed their abuse. We hold this trust with deep responsibility.

Demand for our services continues to grow, unsurprising given that more than 1.4 million Australians were sexually abused before the age of 15. We are working to better support young people, incarcerated clients, and those living with complex trauma.

Key highlights over recent months include the launch of our Strategic Plan and the opening of our Perth office after a move from the city out to East Perth.

Survivors are at the heart of everything we do, and that is why the opening of this new



office was such a meaningful milestone. It was officially opened by Stolen Generations survivor and retired magistrate, Sue Gordon AM, and child abuse survivor and advocate, Kirsty Pratt OAM. Their strength, leadership and advocacy continue to inspire us.

We launched our new Strategic Plan at the MCG in Melbourne. The plan reaffirms our commitment to placing survivors' voices at the centre of our work. Their lived experiences guide our services, shape our advocacy, and drive the change needed to prevent future abuse.

Thank you for your interest and support as we continue this vital work.

Warm regards,
Jackie Mead
Chief Executive Officer
Knowmore Legal Service

Yarning with Aunty

- Knowmore's Elder in Residence



Aunty Glendra (Gallindurra) Stubbs is a Wiradjuri woman. Her mob originates from the Mudgee/Dubbo and Narrandera area.

Generations. Aunty Glendra represented NSW's Stolen Generations. We asked her what witnessing the apology means to her.

The Stolen Generations said that they wanted an apology for what happened. They wanted to make sure that it didn't happen again. It was all about making sure that the kids of the next generation would have better opportunities.

It was a really profound thing to be part of. This is like someone walking on the moon. I started sobbing I am really not someone that cries. I thought that this would never happen in my lifetime.

The WA government recently introduced a Stolen Generations Redress Scheme for survivors. How significant is this for survivors from the Stolen Generations?

The Queensland Government is now the only state or territory to have not taken this important step. It's time. Redress cannot undo the harm that was done, but it can provide recognition, some measure of justice. At a national level there are 24,000 First Nations kids in the child protection system across the country. And I think oh my God, the transgenerational pain they are going through is beyond repair. It's no good saying sorry if it's still happening.

There are redress options for Stolen Generations survivors in some states and territories. If you're from the Stolen Generations, Knowmore is a free and confidential legal service. We are separate from government and will keep your information private. We have Aboriginal Engagement Advisors across the country to support you along the way.

Call us on **1800 566 966** to determine your eligibility.

Watch Aunty Glendra's full video [HERE](#)

Aunty Glendra has been with Knowmore Legal Service for more than ten years, and has been Knowmore's Elder in Residence since 2021. She supports the organisation to provide legal advice to the Stolen Generations and to those who have experienced childhood sexual abuse, in a culturally safe, trauma informed way. Aunty Glendra champions the rights and the voices of survivors every day.

For those who have not heard of an Elder in Residence, can you tell us what this position means?

When someone came up with the concept of an Elder in Residence, I thought, what an unusual concept, and now I find out there are Elders in Residence everywhere, so I am claiming to be the first Elder in Residence.

It's about honouring the knowledge we have as older people and the support we give to our young ones. No one is the expert on everything. To be an elder is to be somebody that people can talk to without being judged, and getting advice that is sometimes not what they want to hear. It's given with love and respect.

Aunty Glendra was instrumental in the advocating for an apology to the Stolen

Survivor Stories:

Strength in Truth, Healing in Justice

Every day at Knowmore, we support survivors of childhood abuse. They share their experiences of trauma with us, and we help start them on their journey toward justice.

We are honoured to share the powerful stories of Laura and Warren, two survivors who bravely reflect on the abuse they experienced as children and the lasting impact it continues to have on their lives.

They hope their experiences will inspire thoughtful change, guiding policymakers and communities toward a safer future for all children.

For Laura, seeking justice has been about reclaiming her sense of self.

"Justice, for me, looks more and more like that shame being stripped away and returned to the people it belongs to," she says.

Warren speaks of the emotional toll of abuse and the long road to peace.

"The major thing I lost when I was 11 years old was



emotions... and love." Years later, he found healing through time, the ocean, and inner strength.

We are deeply grateful to Laura and Warren.

Watch their stories on our website or YouTube channel [HERE](#)

Claim Farming – What You Need to Know

Claim farming is an exploitative practice targeting survivors of child abuse. It involves someone contacting a survivor, often without their consent, and passing on their details to a law firm in exchange for payment. The survivor is then locked into a legal agreement, sometimes without fully understanding the terms, and may be charged excessive fees that reduce their redress or compensation.

At Knowmore, we've supported many survivors who have been approached by claim farmers. They describe feeling pressured, confused, and taken advantage of. For many, the experience is deeply retraumatizing.

We believe survivors deserve respectful, transparent, and trauma-informed legal support, not coercion. That is why Knowmore has long called for a national response to stop claim farming and protect those affected by child abuse.

Some states and territories have introduced laws to crack down on this practice, but protections are still patchy across Australia. We urge governments without



safeguards in place to act quickly.

Over the coming months, we will seek your support as we advocate for state governments to introduce new laws to protect survivors from claim farming in every state and territory in Australia.

To learn more, watch our short video where members of the Knowmore team explain what claim farming is and the need for government to take action link to advocacy video [HERE](#).



Since our establishment in 2013, Knowmore has stood alongside survivors, ensuring their voices are heard and their rights upheld. We believe justice should be accessible to everyone—regardless of where they live or the barriers they face.

Our Outreach Program plays a vital role in connecting with victim survivors of child abuse and members of the Stolen Generations in ways that are respectful, culturally safe, and grounded in trust.

Our teams travel across the country—into metropolitan areas, remote regions, and onto Country—to meet people wherever they feel most comfortable.

Every pin on the map below represents more than a place—it reflects our commitment to showing up, listening deeply, and walking alongside people on their journey toward healing.

We're proud of the ground we've covered, and we remain committed to reaching more communities, because everyone deserves support that truly meets them where they are.

What can Knowmore help with?

Knowmore is a free legal service for people who have experienced child abuse, including those from the Stolen Generations.

We were established in 2013 to support people giving evidence to the Royal Commission into Responses to Child Sexual Abuse. Today, we continue to help victim survivors understand their legal rights and options in a safe and supportive way.

Our team can talk with you about:

- Your options for compensation or support
- How to apply to the **National Redress Scheme** or respond to an offer
- Free referrals to trusted lawyers for **civil claims**
- Payments available through **victims support schemes** or other state programs

Our service is free, confidential, and trauma-informed. We listen, we explain your options clearly, and we support your decisions—every step of the way.

Call us on 1800 605 702 – Free legal advice and practical support in a confidential environment.

What Do These Words Mean?

- **Civil law claim:** A legal process where someone seeks money (compensation) for harm they've experienced. This often involves hiring a lawyer.
- **Redress:** A formal way of recognising and responding to harm. Some government schemes offer redress without going to court.
- **Victim survivor:** A person who has experienced trauma, such as child abuse.
- **Victims support:** Government programs that provide help—such as counselling, financial support, or recognition payments—to people affected by crime.
- **Redress Support Services (RSS):** Community organisations that can support you emotionally and practically before, during and after applying for redress.

Support Is Available – Hearing about child abuse can be distressing—especially if it brings up your own experiences. If you need someone to talk to, reach out:

- **Lifeline** – 13 11 14
- **Blue Knot Helpline** – 1300 657 380
- **SANE Australia** – 1800 187 263

Jasmine Ramsey celebrates a Milestone with Knowmore

An Aboriginal and Torres Strait Islander Engagement Advisor, Darwin Office.

Knowmore is proud of the achievements of our staff, and dedicated to helping them improve their skills. We understand that many of our staff balance work/life commitments, and in the case of our First Nations staff, this includes cultural commitments as well. We continue to grow our First Nations employees, and are grateful for the work the team does in the community on our behalf. We are pleased to announce that one of First Nations staff in Darwin was recently named finalist for Trainee of the Year with GTNT Group. The training, coupled with on-the-job experience, has helped Jasmine to

engage with Knowmore's clients more effectively.

Jasmine stated she is, "Incredibly proud to share that I was recently named a finalist for Trainee of the Year with GTNT, and that I've officially completed my Certificate III in Community Services!

This achievement wouldn't have been possible without the amazing support from Knowmore. The flexibility to study online and take study leave made it so much easier to balance work and study commitments. I'm especially grateful for Knowmore's ongoing encouragement and commitment to professional growth.

My studies were deeply enriched by the hands-on experience I gained at Knowmore. Supporting clients day-to-day gave me the chance to put theory into practice—especially around trauma-informed care and de-escalation techniques that ensure we don't do further harm to those we're trying to help.



A heartfelt thank you to Danelle, the Intake team, and the Darwin team for your support and encouragement throughout my learning journey. You helped me believe I could do it—and I did!

Now as part of the Aboriginal and Torres Strait Islander Engagement Team, I'm looking forward to continuing to grow, build strong connections, and contribute to the important work we do every day."

Thank You, Knowmore –
Jasmine Ramsey

Unbelievable.

That some survivors of child abuse are never believed.

Knowmore
Free legal service

1 in 3 girls and 1 in 5 boys in Australia have experienced child abuse.

What's truly unbelievable is how common child abuse is and how rarely we talk about it.

Every survivor deserves to be heard.

For thousands of victim survivors of child abuse, free legal services are their only path to justice, safety, and healing.

Since July 2018, Knowmore has helped over 118,000 survivors navigate complex legal systems, free of charge.

SIGN THE PETITION to secure continued funding.



Knowmore

Legal Service

Free call 1800 605 762

Hours: Mon – Fri 9am to 5pm



We recognise First Nations peoples across Australia as owners and custodians of the lands and waterways upon which we live and work. We pay our deep respects to Elders past and present and acknowledge that sovereignty was never ceded.

We recognise those who paved the way for survivors of childhood abuse to find their voice and seek justice. We stand in solidarity with those who continue to speak up, and those who are no longer with us, whose voices were silenced and never heard.

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The information on this newsletter must not be relied upon as legal advice. Seek legal advice about your own particular circumstances.