

Financial counselling at Knowmore

Knowmore financial counsellors provide support to survivors of child sexual abuse or the Stolen Generations. This includes help with financial difficulties and protecting your redress payment .

What do financial counsellors do?

Financial counsellors are qualified professionals who provide information, advice and advocacy to people experiencing financial difficulty.

A Knowmore financial counsellor can also help you to understand how a National Redress Scheme, Territories or Western Australian Stolen Generations Redress payment may affect your situation.

"The financial counsellor helped me organise my finances before I received the National Redress Scheme payment. They gave me time to think and decide for myself. They also discussed with me what I wanted to do with the money, gave me ideas, were encouraging, and never judged."

How can Knowmore's financial counsellors help you?

There are 3 ways a Knowmore financial counsellor can help you.

- 1. Our financial counsellors can discuss your current financial situation with you, including if you are worried about your debts or financial difficulties.** The financial counsellors will provide information about your options. They may also negotiate with your creditors or provide a referral to an appropriate service for help.
- 2. Our financial counsellors can help you to understand how payments will affect your situation.** The financial counsellors can explain how payments from the National Redress Scheme, Territories or Western Australian Stolen Generations may affect your Centrelink, housing or other financial circumstances.

Knowmore
Legal Service

1800 605 762 | knowmore.org.au

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.

Knowmore Legal Service Limited | ABN 34 639 490 912 | ACN 639 490 912. Knowmore is funded by the Commonwealth Government, represented by the Attorney-General's Department, the Department of Social Services, the National Indigenous Australians Agency, the Financial Counselling Industry Fund, and the Department of the Premier and Cabinet, WA Stolen Generations Redress Scheme.

3. Our financial counsellors provide a safe space for you to discuss what you could do with the payment.

They can talk to you about how to protect the money. They can help you to think through your goals and objectives for the money. They can also talk to you about having an updated and valid will.

Who is eligible for financial counselling?

Financial counsellors at Knowmore can work with:

- All survivors of child sexual abuse, including those considering or applying to the National Redress Scheme.
- People who are considering

applying or have applied to the Territories Stolen Generation Scheme.

- People who have applied to the Western Australian Stolen Generations Payment.

How to prepare for a financial counselling appointment

- Think about any financial issues you may wish to discuss, e.g. housing, rent, tax, Centrelink, bills.
- Think of any questions you would like to ask regarding financial matters. Make a list if this is helpful to you.
- Find information or letters you have on any debts and bring these to your appointment, e.g. bills, fines, loan contracts.

Knowmore financial counsellors help to maximise the benefits of receiving a payment by:

- **Helping reduce debt levels**
- **Providing information on how a payment will affect someone's situation**
- **Discussing ideas on how to protect and manage the money.**

Contact us

Our financial counselling service is free, independent and confidential. We are here to listen and provide you with support in the choices that you make.

Phone us on 1800 605 762.



** 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 2026 ©Knowmore **

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