

Spring edition 2026

CEO Welcome.

As this newsletter reaches you, it feels like Knowmore is at an important moment.

On 1 July, Knowmore turned 13. For thirteen years we've stood alongside people with lived experience, supported them to seek justice in their own way, and worked toward a future where children are safe from abuse. It is work that matters deeply, and I am incredibly proud of what we have built together.

The anniversary is also a chance to recognise someone who has been part of that journey from the beginning. Our Elder in Residence, Aunty Glendra, has been with Knowmore for all thirteen years. I have had the privilege of working alongside her for much of that time and have seen firsthand the wisdom, compassion and strength she brings to our organisation every day. Her commitment to keeping children safe and supporting survivors has shaped Knowmore in countless ways.

The urgency of our work has never felt more real. The National Redress Scheme will close in less than a year, and we are doing everything we can to make sure people know there is still time to apply.

At the same time, important national conversations are underway about what



support for survivors should look like in the future. The reviews of the Second National Action Plan to Prevent and Respond to Child Sexual Abuse and the Second Action Plan under the National Plan to End Violence against Women and Children are critical opportunities to ensure the voices of people with lived experience shape future policy and investment. These reviews will influence how governments respond to prevention, justice, healing and recovery for years to come. They matter because survivors deserve more than short-term programs and limited pathways. They deserve a system that listens, responds and remains available throughout their lives.

The independent eight-year review of the National Redress Scheme is equally significant. While redress has provided an important pathway for many survivors, we know there is still much to learn about what has worked, what has not, and where people continue to face barriers.



For many survivors, justice is not a single outcome or payment. It is a lifelong journey that may involve legal advice, counselling, financial support, advocacy and practical assistance at different points in their lives.

This is why Knowmore is working not only to help people access existing schemes, but also to influence what comes next. We are advocating strongly for a future where survivors are not left behind when programs end or governments move on to other priorities. Childhood abuse has lifelong impacts, and support systems must recognise that reality. Our vision is for Australia to have enduring national services that provide legal assistance, advocacy and wraparound support whenever survivors need it, not only while a particular scheme remains open. We believe Knowmore has an important role to play in that future as a national specialist legal service for survivors of child abuse, including child sexual abuse.

Our advocacy team, led by Sean Bowes, has been working tirelessly in Parliament and across the media, including appearances on ABC News, ABC Radio National and WIN News, to make the case that survivors cannot be forgotten as the National Redress Scheme draws to a close. Their work is focused not only on encouraging people to apply before the deadline, but also on ensuring governments understand the need for ongoing support beyond the life of the scheme. If you know someone who has been wondering whether to apply, please encourage them to get in touch. Our service is free and confidential, and there is no pressure to make any decisions when they first contact us.

This month has also been full of opportunities to learn, connect and celebrate. Our financial counselling team attended the 2026 Momentum Financial Counselling Conference, and we were delighted to see Eliana Negri receive not one, but two prestigious scholarships. It was wonderful recognition of her talent and commitment, and we are incredibly proud of her achievement.

In this edition, you'll meet Emma, Acting Manager of our Intake Services Team, and hear from Johanna, one of our intake officers. Intake is often the front door to Knowmore and one of the most critical services we provide. For many people, reaching out for help is the first time they have spoken about their experiences, sometimes after carrying them alone for decades. The first conversation can determine whether someone feels heard, believed and safe enough to take the next step. Our intake team



does far more than answer calls. They provide information, guidance, reassurance and connection at what is often a deeply vulnerable moment. Their care, compassion and skill help transform a difficult phone call into the beginning of a pathway toward support, justice and healing. Johanna's support of a client recently reminded all of us just how important those first moments can be.

Looking ahead, we are excited to launch Knowmore's inaugural Host One Conversation campaign as part of National Child Protection Week. One in four Australians has experienced childhood sexual abuse. Too often, silence protects those who cause harm and leaves survivors carrying their experiences alone. This campaign is a simple invitation to communities, workplaces, families and individuals across Australia: start one conversation. Because every conversation has the power to challenge silence, increase understanding and help keep children safe.

Thank you for being part of the Knowmore community. Thank you for reading, sharing our work and standing with the people we exist to serve.

Jackie Mead

Chief Executive Officer
Knowmore Legal Service

Yarning with Aunty 2026 Spring Edition

– Knowmore's Elder in Residence

Written by Jason Lawler (Gumbaynggirr)



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



A Time of Reflection as We Move into Child Protection Week

Written by Jason Lawler (Gumbaynggirr/Kamilaroi)

The 1st of July 2026 marked 13 years of Knowmore Legal Service supporting survivors and offering advice and support through some of the most difficult, challenging times of their lives. This milestone also coincides with the celebration of Aunty Glendra's 13 years of dedicated service. Her honesty, love and ready ear for listening have been a huge support to those brave enough to come forward.

Aunty Glendra has been involved with redress since the Royal Commission Days. She took countless statements, and following the Commission's conclusion, Aunty G was asked to take her expertise to a fledgling Knowmore.

Her interview with the then CEO, Warren Strange, turned into a discussion on why **she** should work at Knowmore. Only our Aunty Glendra could reverse a job interview and resoundingly prove her worth at the same time!

A national breakfast celebration was held in Aunty's honour at the Gadigal Conference Room in Sydney, broadcast live for those who couldn't join in person. Balloons and her favourite yellow wattle and fruits were laid out. She had no idea. She walked in to water the plants and asked whose birthday it was: She hadn't realised it was for her until halfway through CEO, Jackie Mead's, speech.

Knowmore staff and clients thank you, Aunty, for all that you do.

Commissioner Kiss' 'A Fair and Just Future for First Peoples' Launch, was attended by Aunty Glendra and Gary Oliver

On the 26th of June, Aboriginal and Torres Strait Islander Social Justice Commissioner, Katie Kiss, launched 'A Fair and Just Future for First Peoples: Social Justice Report'. Executive Director of First

Nations Engagement, Gary Oliver, and, Aunty Glendra, were invited to attend the launch day of the report.

Commissioner Kiss called for urgent structural reform in confronting inequality. Drawing on over 1,600 First Nation voices, the report utilises lived experience to urge Governments to further embrace community-led and developed processes in addressing systematic racism and inequality. The commission found reoccurring cries for long-term investment as opposed to “*short-term, fragmented funding approaches*” from the consultations.

The report supplies a ‘blueprint for a fair and just future’, centred around five foundational priorities:

1. **Promoting the full enjoyment of rights**
2. **Strengthening accountability and integrity in government systems**
3. **Increasing First Peoples’ participation in decision making**
4. **Ensuring access to justice**
5. **Rebuilding strong, self-determining communities.**

As we move into Child Protection Week, it’s important to consider the significance and applicability of Commissioner Kiss’ report. As countless amounts of advocacy and justice agreements have proven, addressing the ongoing problems that our communities face requires engagement and codesign by Aboriginal Communities, not **decisions made without consultation on their behalf**.

Continually forcing First Nations communities to inherit colonially developed, broken systems shifts responsibility and turns our communities into a political football on a diminishing field. Once the community inevitably fails to efficiently run and maintain an already broken system, they’re unfairly depicted as a case study of the incompatibility of First Nations Communities and colonial systems of ‘support’.

It’s important to reflect and consider the efficiency of First Nations community-led initiatives during this Child Protection Week, scrutinise the timing of Government interventions or ‘supports’, and challenge the narrative of so-called epidemics and social crises that arise after community incidents. Early intervention and involvement **led** by First Nations Communities upholds self-determination whilst countering the social and political noise that surrounds post-crisis responses.

“Ask Us What We Want” – Tom Thompson, Clancy Roberts, and Davis Daniels





CHILD PROTECTION WEEK 2026

This Child Protection Week, host one conversation, and break the silence.

Knowmore is asking communities, workplaces and individuals across Australia to host just one conversation to help break the silence around childhood sexual abuse.

Child sexual abuse affects one in four Australians. Yet for most of us, it remains something that we are uncomfortable to speak about. That silence has a cost. It protects

abusers, isolates people with lived experience, and leaves children without the language to name what is happening to them.

This Child Protection Week, Knowmore's **Host One Conversation** campaign encourages the community to start a conversation. Share what you know. Amplify the voices of those who have lived it.

"I grew up constantly hearing about stranger danger. But no-one ever taught me what to do when the danger was sitting at the dining room table with me."

— Barb, lived experience of familial childhood sexual abuse, Knowmore Communications Manager

That quote is from Barb, who alongside Knowmore's Lived Experience Lead, Chris Coombes, has generously shared her truth in a brand-new web series at the heart of this campaign. Their honesty, humour and courage remind us that healing, connection and joy are very much part of this story.

Did you know?

- 1 in 4 Australians have experienced childhood sexual abuse
- 96% of abusers are already known to the child. They are not strangers
- On average it takes 24 years for a person to speak up
- 1 in 3 adults say they would not believe a child who disclosed abuse.

Watch our web series and share it to amplify the voices of survivors

Across seven videos, Barb and Chris cover three journeys. That is, the lived experience of childhood sexual abuse, justice-seeking through the legal system, and the ongoing impacts of childhood trauma, including where they find joy. These conversations are powerful, honest and sometimes funny. Watching is one of the most meaningful things you can do. Sharing them is how we amplify lived experience voices and break the silence that protects abuse.

"Healing is not a linear journey. There are tricky bits, hard bits — but there are also moments of deep joy and connection."

— Chris Coombes, Lived Experience Lead, Knowmore

Four ways to take part



Amplify Survivor Voices

Watch & Share Knowmore's Child Protection Week Web Series.

[Check our Web Series for Child Protection Week](#)



Take the quiz

Bust the myths. Perfect conversation starter for a team or community.

[Take the quiz](#)



Host one conversation

Host a morning tea, watch or share a video with your team, share a social media post. One conversation is a start to breaking the silence.

[Check our Toolkit](#)



Raise vital funds

Help ensure that people with lived experience have access to the free and confidential legal assistance they deserve.

[Donate now](#)

Barb and Chris chose to share their lived experiences publicly because they believe silence has a cost to survivors. They are hopeful that their words might help someone feel less alone, or ready to take a step they've been putting off for years. Let's make space for those words to be heard.

"Don't hold it alone. It is not your responsibility to hold alone. That's why Knowmore exists."

— Chris Coombes, Lived Experience Lead, Knowmore

Believe. Support. Speak up.



‘Every Conversation Matters. Shifting Conversation to Action.’

This year’s theme for National Child Protection Week speaks to the importance of conversations and the power of every one of us to make a difference for child safety.

Those insights underpin much of Knowmore’s advocacy and the law reform work we do to change the systems that have enabled harm and continue to create barriers to justice.

Every Conversation Matters.

This is an important reminder when we come up against systems that are resistant to change, whether it’s institutions that have not learnt the lessons of the Royal Commission into Institutional Responses to Child Sexual Abuse, or legal systems that continue to fall short of what’s needed to keep children safe from harm.

Shifting Conversation to Action.

When we advocate, we shift from conversation to action and challenge governments to do the same.

Our approach is constructive. We examine the evidence and press for specific reforms to laws, policies and practices that impact the lives of children.

We have welcomed the recent attention of Australian governments to the safety of children in early childhood education and care centres, but we know that the problem is not isolated to one industry. Much more is needed to ensure that children are safe in all places.

We need the Australian Government to lead a coordinated, nation-wide approach to child safety, with the cooperation of all states and territories. Knowmore will continue to advocate for a society and legal system that puts child safety first.

Recent highlights

Our recent advocacy has included a strong focus on the National Redress Scheme for survivors of institutional child sexual abuse, with the deadline for applications on 30 June 2027 and the end of the scheme on 1 July 2028.

The ABC News published [an article](#) featuring Knowmore’s CEO Jackie Mead and Lived Experience Lead Chris Coombes. Interviews with Knowmore spokespeople were also featured on ABC Radio National, and [WIN News](#).

Knowmore’s Manager of Advocacy and Law Reform, Sean Bowes (pictured), spoke to Ros Childs on the *ABC News at Noon news desk*.

We were eager to get the word out that there is still time to apply for the National Redress Scheme, that it’s important to seek legal advice, and that free legal advice is available from Knowmore.

We have also engaged with the eighth-year review of the National Redress Scheme, focusing on the end of the scheme and the future of redress. We published an [information page](#) on our website to assist victims and survivors to have their say.

Support Knowmore’s advocacy and help us keep pushing for safer, fairer systems for survivors.

Our Second Lived Expertise Meeting

- Chris Coombes

There's always crumbs on the table at the end of these meetings, like little ants spread over agendas and briefing papers. Noting that food always brings people together, they are evidence of a deepening relationship between the survivor community and Knowmore. There are more empty coffee cups than people, again evidence of the fuel behind our thoughtful, truth-telling work.

Flying in from the lands of Lutruwita, Boorloo, Yuwibara, Gadigal, and Meanjin, we gather for this second meeting in Naarm (Melbourne). Our Co-Chair, Aunty Glendra Stubbs AO, leads us in a powerful acknowledgement that sets the tone for the day.

The Panel know this isn't about disclosing the graphic, or the hardest bits, of our experience. Instead, the brief is to use our experience of justice-seeking, truth-telling and healing to improve options for survivors and victims who come after us, and to improve Knowmore.

The day is a collaboration of Lived Experts, board members, executive and staff members. This sharpens both the applicability of our advice to Knowmore and the evidence base behind it. The advice we prepare for the board and the exec is as unapologetic, as it is generous and pragmatic. It's animated not only by our own experience and expertise, but also by the experiences trusted to us by survivors who haven't had the same experiences as ourselves. With the words spoken today, we deliver to the executive and the board, recommendations about improving justice and healing options for staff who are survivors at Knowmore, improving the recruitment processes for workers with lived expertise, using survivor-led communications to let people know about our justice options, and improving fact sheets for survivors and victims. Critically, this work deepens relationships of trust and reciprocity.

We are excited to continue this work with Knowmore.





Meet Emma

the Acting Manager of Knowmore's Intake Services Team

I am currently acting in the managing role for the Intake Service Team until the end of May, when I will be moving back into my senior position. I have two kids, a lovely husband and a crazy dog. I've worked at Knowmore for four years and love working with our clients, our wonderful intake team and all of my Knowmore colleagues across the country.

The Intake Team are the first people to speak with new callers. We explain the process of becoming a client, get their details into the system and get an appointment booked in. We are part of the first step in the redress journey for clients who choose to engage with us, and we strive to make it as

trauma-informed as possible. Even when Knowmore cannot assist, we find the services that will be able to assist with the help of our triage teams.

When you call or drop into a Knowmore office, you can expect to speak to someone who genuinely cares and knows that you are telling the truth. We understand that this is not an easy step to take, but we are here to provide the space and safety for you to provide your information. You will be asked for your name, date of birth, address etc. The only difficult questions we ask at Intake are: are you calling in relation to childhood sexual abuse and, if applicable, the name of the institution related to the abuse, and, if you have the information, the name of the person or people that harmed you. We are aware that not everyone knows this, and that is okay.

Our intake team will never ask you to disclose the details of your abuse. We are also happy to complete intake with an Aboriginal & Torres Strait Islander Engagement Advisor on the line if you would like that support. We will try our hardest to make other changes we can to the process to make it easier for each individual.

The Intake Team receive many calls, emails and text messages every day. We also complete intake face-to-face in our offices if clients prefer. We spend our time answering the phone line, getting back to clients, updating contact information when necessary, getting appointments booked in and working with our other teams at Knowmore to make sure each client has the support they need. Most importantly, we speak with our wonderful clients and work to make them feel seen and understood.

Our clients are the best part of my job! While I wish we lived in a world where no one ever hurt another human, I feel humbled every day by the kindness, grace, humility, spark, intelligence, resilience, insight, wisdom and humour that I witness in our clients. Intake is only a small part of a person's experience at Knowmore, but if I can make that experience feel safe and as comfortable as possible for every person I speak with, I go home happy.

It is hard to quantify the difference Knowmore makes for clients, but feedback from a lot of our clients often reveals that they dreaded making that initial call, but the team member they spoke with made them feel at ease and intake was so much easier and less distressing than they anticipated. I hope that all our clients feel truly seen and believed and feel safe with us.



Johanna Musgrave

Intake Officer, Client Services

Johanna's client "E" made her day when she told her she was super grateful for her support.

The client's feedback was a lovely reminder of the impact that clear communication, compassion and timely support can have.

Johanna said, 'She expressed how grateful she was for the assistance she received, even referring to me as an "angel", which was both humbling and encouraging. While the work we do with survivors of childhood sexual abuse can often involve difficult conversations, this interaction felt positive. The client was open, easy to speak with and willing to share the information needed, allowing the process to move smoothly. It's encouraging to know that helping someone feel heard, supported and informed can make such a meaningful difference during what is often a very challenging time.'

We are so proud of Knowmore's Intake Team's dedication and care. They are the first point of contact on Knowmore's 1800 605 762 helpline. They are often the first person many survivors have ever disclosed to, and their unwavering support, consideration and understanding is often noted by clients.



Knowmore staff stay up to date at the 2026 Momentum Financial Counselling Conference in May

The Financial Counselling Conference 2026 was held on May 7-8th, with almost 900 attendees. Delegates included financial counsellors from around the country and banking, insurance, debt collection, community services industries, along with government departments.

Knowmore's Financial Counselling team are dedicated to helping survivors navigate financial situations, so the learnings from the Conference will be applied in the field. Some of the team attended pre-conference activities, gaining insight and inspiration from the work others are doing in communities. Workshops included training from disaster relief specialists, and a First Nations forum that brings together Mob and workers who prominently support First Nations Peoples from across the country to connect. Our Financial Counselling Manager, Jenna Conway-Jones attended the managers' forum, where insights into funding, pathways into financial counselling and gaps in service delivery were explored.

This year's conference theme was momentum and highlighted the critical role and adaptability

of the Financial Counselling sector in addressing Australia's evolving economic challenges. Minister Tanya Plibersek and Governor-General Sam Mostyn shared evidence proving that individuals who engage with financial

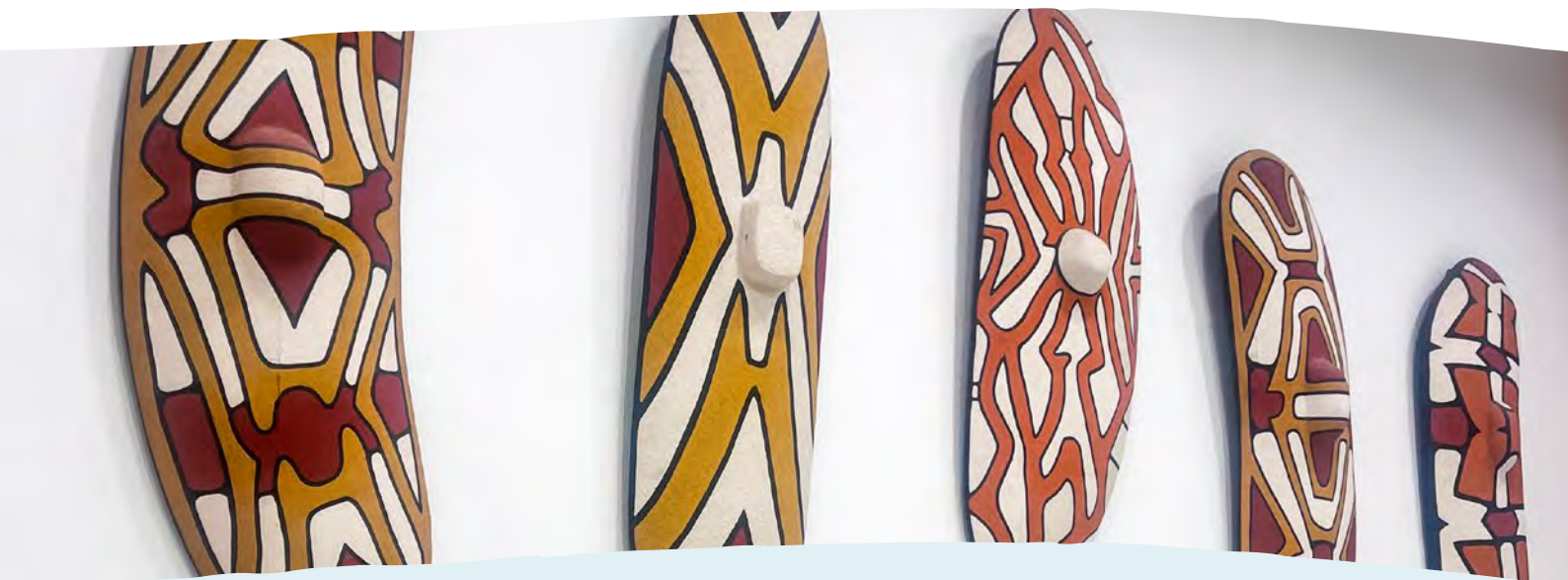


counselling achieve significantly better financial outcomes, while ASIC Chair Joe Longo credited the sector's frontline work for enabling major enforcement actions against predatory lenders. The conference celebrated the industry's flexibility, particularly its rapid response to emerging threats like sophisticated scams, gambling harm and disaster relief responses.

Speakers also addressed the systemic gaps affecting First Nations communities, incarcerated individuals, and culturally diverse populations, calling for community-led solutions and regulatory reforms that hold large corporations accountable.

On the Thursday night of the conference, we were fortunate enough to see Knowmore's Eliana Negri receive her Jan Pentland Scholarship award. Eliana is also the inaugural winner of the Yarra Valley Water Sue Fraser scholarship. In addition to the scholarship, she will be mentored by Sue Fraser OAM for the next 12 months.

Overall, the conference helped our Knowmore Financial Counselling team gain additional insights and skills to help survivors navigate their financial situation. Knowmore's Financial Counsellors can help survivors of childhood sexual abuse understand their rights and obligations in relation to debt and discuss how lump sum payments may affect Centrelink and other entitlements.



Check out our new Learning & Events Calendar!



As we move into the second half of the year, we're excited to share what's coming up in Knowmore's new Learning and Events Calendar — and why this work matters more than ever.

With the National Redress Scheme entering its later stages, workers supporting victim-survivors across the community and legal sectors are on the frontline of that journey. We want to make sure you feel equipped, confident, and supported in that role.

Our vision is to build a more connected, informed and responsive workforce that can best support survivors of child abuse with dignity, compassion and respect.

Our Learning and Events professional development offering is grounded in Knowmore's multidisciplinary model of practice,

drawing on the expertise of our lawyers, counsellors, social workers, financial counsellors, and Aboriginal and/or Torres Strait Islander Engagement Advisors.

Our calendar includes webinars, workshops, forums and other learning opportunities informed by practical knowledge, research, lived experience insights and real-world practice perspectives.

Here is a snapshot of our upcoming offerings.

**Know more
about Knowmore**

**Trauma-Informed &
culturally safe legal
Practice**

**Understanding
Mandatory Reporting
of Child Sexual Abuse
in Australia**

**Implications of
accepting a
redress payment**

**Impacts of lump
sum payments on
Aged Care services &
packages**

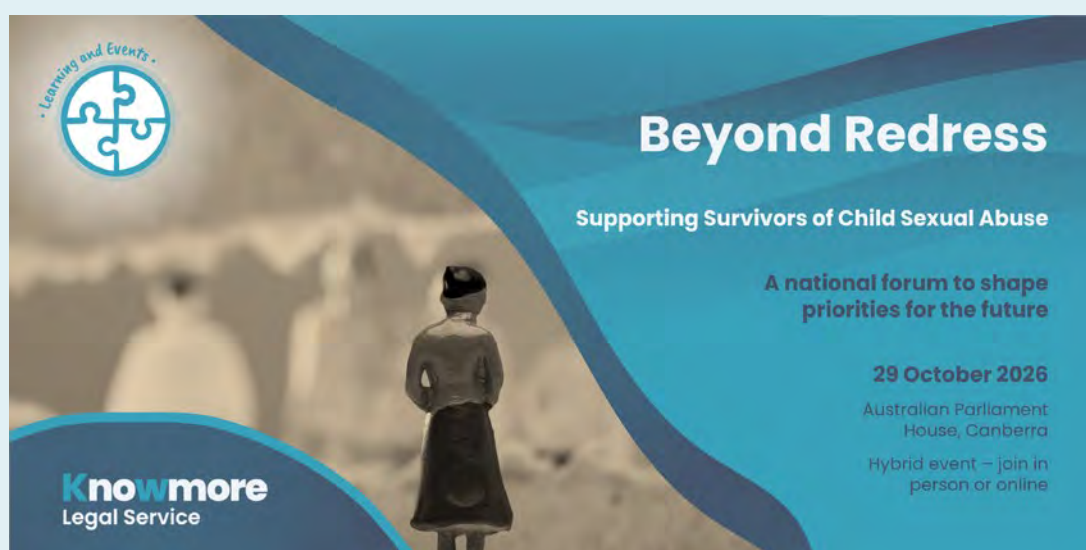
**Completing a National
Redress Scheme
Application: What you
need to know**

You can browse the full calendar on the Knowmore website and register seamlessly for upcoming sessions through Humanitix.

Join us for the 2026 Knowmore Forum

This year, we are proud to launch our new flagship event, the 2026 Knowmore forum. As the National Redress Scheme enters its final phase, this one-day Forum will provide an opportunity to reflect on the progress achieved over the past decade, and to consider the work that remains ahead.

Early Bird pricing available until 30 September!



On 29 October, we will bring together survivors, sector leaders, policymakers, international guests and Australian experts to explore the legacy and ongoing relevance of the Royal Commission into Institutional Responses to Child Sexual Abuse, and its recommendations. The day will consist of a series of keynote presentations and expert panels that will explore the extent to which the Royal Commission's vision has been realised, the lessons learned through the operation of the National Redress Scheme, and most importantly, the priorities that should guide future reform to ensure survivors continue to receive access to justice, support and recognition beyond the life of the Scheme.

The forum will be a hybrid event, allowing people from all over the country to join online, or be part of our face-to-face gathering in Parliament House. We invite you to join us for this important event.

For more information, or to register for the 2026 Knowmore Forum, [visit our Learning and Events page](#).

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