

Client Charter

Our Purpose

Knowmore Legal Service is a free, independent, national community legal centre. We provide high-quality, trauma-informed, multi-disciplinary legal and financial counselling assistance to victim-survivors of child sexual abuse and members of the Stolen Generations.

This Client Charter outlines what you can expect from us and what we ask in return, so that together we can achieve the best possible outcomes.

Our Service Standards

We commit to delivering our services in accordance with the following principles:

1. Respect and Dignity

- We will treat you with courtesy, empathy and without judgement
- We will listen to your story and experiences with sensitivity and respect.

2. Safety and Trauma-Informed Practice

- We will provide services in a way that prioritises your emotional, psychological and physical safety
- You have control over how and when you engage with us
- We will work collaboratively across legal, social work, financial counselling and other disciplines to support your broader wellbeing
- We will refer you to appropriate external services when further assistance may be supportive or where we cannot assist you.

3. Quality Advice

- We will provide independent, confidential and accurate advice tailored to your needs
- We will explain options in plain language, checking that you understand our advice

4. Cultural Safety

- We are committed to delivering culturally safe services for Aboriginal and Torres Strait Islander peoples, acknowledging the impacts of colonisation, systemic injustice and intergenerational trauma
- We will seek guidance from Aboriginal and Torres Strait Islander staff, partners and communities to ensure our services remain culturally informed and accountable.

5. Privacy and Confidentiality

- We will need some information about you for our records and because our funders require some of the information. No identifying information is ever provided to our funders
- All Knowmore staff and volunteers are required by law and our own policies and procedures to keep your information confidential, unless we are legally required to disclose it or you provide permission
- We may be legally required to disclose your information if something you tell us could give rise to a risk to yourself or others, we are required under mandatory reporting laws or if we are required to by a court, we will always inform you (where possible) if we need to breach your confidentiality under these requirements
- Our privacy policy covers our treatment of your information and is available on our website: [Knowmore Privacy Policy](#)

7. Accessibility and Inclusion

- Our services are free of charge
- We will make our services accessible to people with disability, people from culturally and linguistically diverse backgrounds, people from the LGBTQIA+ community, neurodiverse people and people in remote or regional areas
- We will provide interpreters where needed
- We will be responsive to your needs and can meet with you in person, by phone or video link.

What we ask from you

To help us provide effective and respectful services, we ask that you:

- Treat our staff and other clients with respect
- Provide honest and accurate information to assist us in supporting you
- Let us know if your circumstances change, including your health circumstances, or if you need to reschedule appointments
- Let us know if you change your address or phone number
- Ask questions if you do not understand something – we are not doing our job properly if you don't understand something.

Feedback and Complaints

We are interested in your feedback about our service. If you have a complaint, we would like to know about it. If you are pleased with our service or have suggestions for improvement, we would like to hear about that too.

You can make a complaint or provide feedback by calling **02 8267 7400** or emailing one of our Principal Lawyers on Principal.Lawyer@knowmore.org.au.

We will:

- Handle any feedback or complaints fairly, efficiently and effectively
- Treat it seriously, fairly and without negative consequences
- Use what we learn to improve how we work
- More detail about our complaints and feedback procedure can be found on our website – <https://knowmore.org.au/contact-knowmore/feedback-and-complaints/>