



# IMPACT REPORT

2024-2025

**Knowmore** Legal Service

## ACKNOWLEDGEMENTS

At Knowmore Legal Service, we acknowledge Aboriginal and Torres Strait Islander peoples as the Traditional Owners and Custodians of the lands on which we live and work. We pay our deepest respects to Elders past and present, and to emerging leaders. We recognise that sovereignty was never ceded—these lands always were, and always will be, Aboriginal and Torres Strait Islander land.

We honour the enduring connection of First Nations peoples to Country and thank them for their care of land, waters, and culture over more than 2,600 generations. We are privileged to support many Aboriginal and Torres Strait Islander clients and communities, and we deeply value the cultural knowledge, lived experience, and commitment of our Aboriginal and Torres Strait Islander staff.

We recognise Aboriginal and Torres Strait Islander cultures as the oldest continuing cultures in the world. We honour their strength, resilience, and survivorship in the face of colonisation, dispossession, and intergenerational trauma. We stand in solidarity with the call for Makarrata—a process of truth-telling, justice, and healing—and are committed to walking alongside First Nations peoples on the path to genuine reconciliation, grounded in truth, voice, treaty, and accountability.

We also acknowledge and honour all survivors of childhood abuse and trauma. We recognise the immense courage it takes to speak out, seek justice, and advocate for change—not

only for themselves, but for future generations. We see the lifelong impacts of trauma, and we also see the extraordinary resilience of those who come to us. We pay tribute to those whose voices were never heard and those who are no longer with us.

We understand that the journey to justice can be long and painful, and that many survivors continue to carry the burden of being unheard. Their persistence has led to systemic change, and we stand with them in their ongoing calls for accountability, safety, and healing.

We recognise the diversity of survivors and the richness of lived experience within our staff. We are committed to ensuring that intersectionality—in identity, culture, and background—is respected and embedded in all we do.

To our Board, staff, and volunteers, thank you for your unwavering dedication. This report reflects your commitment to justice, compassion, and meaningful change. It is only with your continued efforts that we can address the wrongs of the past and seek a brighter future.



\* Makarrata is a word in the Yolngu language meaning a coming together after a struggle, facing the facts of wrongs and living again in peace.





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# WELCOME

## Shining Light on Hidden Harm: The Context in which we strive to deliver impact.

Child sexual abuse remains one of the most silenced and stigmatised issues in Australian society. It is rarely spoken about, yet its impact is widespread and enduring.

Knowmore Legal Service was established in response to the Royal Commission into Institutional Responses to Child Sexual Abuse. Using a multidisciplinary, trauma informed, culturally safe approach we seek to support survivors through justice making processes, focussing on their holistic needs rather than just the legal concerns.

When knowmore began, many of our clients were older survivors, finally being heard after decades of silence, but the landscape is shifting. Increasingly, survivors are coming forward earlier in life, seeking justice, support, and healing. This change reflects growing awareness, improved referral pathways, and a broader societal willingness to confront the realities of abuse.

Knowmore is seeing a rise in referrals from general practitioners, sexual violence services, and women's support organisations—indicating that survivors are accessing help through more diverse and trusted channels.

The service's work has also expanded into prisons, where many survivors are incarcerated and face compounded trauma and systemic barriers to justice. In remote communities across Australia, Knowmore continues to provide culturally safe and trauma-informed legal support, recognising the unique challenges faced by Aboriginal and Torres Strait Islander survivors and the importance of community-led approaches.

However, alongside these positive developments, new threats have emerged. Claim farming—where third parties exploit survivors by pressuring them into legal claims for profit—has become a serious concern. Knowmore has been vocal in condemning this practice, which re-traumatises survivors and undermines the integrity of justice systems. Legislative responses, such as the Claim Farming Practices





Prohibition Act in New South Wales, are a step forward, but national consistency is urgently needed.

Through these shifts, Knowmore remains committed to walking alongside survivors with

compassion, integrity, and respect. The organisation's multidisciplinary model—combining legal advice with social work and cultural support—ensures that survivors are not just heard but truly supported. As the

dynamics of disclosure and justice-seeking evolve, Knowmore continues to adapt, advocate, and amplify the voices of those who have been silenced for too long.

### Unbelievable.

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

### Unbelievable.

1 in 3 Australians say they would not believe a child who disclosed abuse. Children are speaking — but we're not listening.

### Unbelievable.

Over 85% of first incidents of child sexual abuse are not reported to police (ABS 2023).

### Unbelievable.

There is a growing group of adolescents experiencing sexual harm from another young person.

### Unbelievable.

95% of survivors of child sexual assault report experiencing significant mental health issues.

### Unbelievable.

Systems to protect children are failing — working with children checks, child protection systems. Survivors are being targeted and taken advantage of.



# UNDERSTANDING OUR IMPACT



As a multidisciplinary service, our impact can be seen across our five domains of justice-making. These impacts were developed with input from survivors and the Knowmore team. They aim to move us beyond reporting on throughputs and short-term outcomes and to keep us focussed on the real value of the work that is a key part of Redress and justice-making.

Measuring impact is never easy, particularly when we engage with our clients for a short moment during their lives. We do not have the benefit of longitudinal studies to help us see changes as a result of seeking Redress. We do however hear evidence of our impact in many ways. This report highlights the impact we have had over the course of this year.

In 2025/26 our new Lived Experience Committee will help ensure that survivors' voices – all survivors' voices – continue to be at the heart of everything we do.





# Knowmore's Evolving Practice in Supporting Survivors of Child Abuse

Knowmore delivers services to survivors using a trauma-informed approach that recognises the profound and lasting impacts of child abuse. Every aspect of its service delivery is designed to prioritise safety, choice, and empowerment for survivors. Staff are trained to understand trauma responses and to create environments where clients feel heard, respected, and supported. This approach helps reduce the risk of re-traumatisation and ensures that survivors are met with compassion and dignity, regardless of where they are in their healing journey.

Cultural safety is central to Knowmore's work, particularly in supporting Aboriginal and Torres Strait Islander clients. The organisation acknowledges the historical

and ongoing impacts of colonisation, institutional harm, and intergenerational trauma. Knowmore's Aboriginal and Torres Strait Islander Engagement Team plays a vital role in ensuring services are culturally responsive, community-informed, and grounded in respect for First Nations knowledge and experience. Whether working in remote communities, prisons, or urban centres, Knowmore strives to build trust and deliver services that honour cultural identity and lived experience.

Knowmore's multidisciplinary model brings together lawyers, social workers, financial counsellors, and Aboriginal engagement advisors to provide holistic support. This integrated approach ensures that

survivors receive not only legal advice, but also emotional, practical, and cultural support tailored to their needs. It allows the service to respond to complex situations—such as navigating the National Redress Scheme, addressing financial hardship, or managing the impacts of claim farming—with coordinated care. By working collaboratively across disciplines, Knowmore ensures that survivors are supported in every aspect of their journey toward justice and recovery.



Of practice staff have engaged in training to support our multidisciplinary work in the last 12 months.

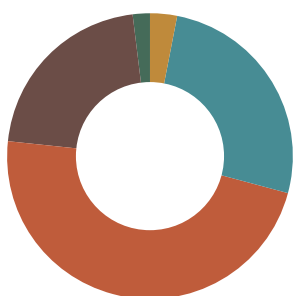


## TOTAL CALLS AND CLIENTS SINCE JULY 2018

 219,650  22,660

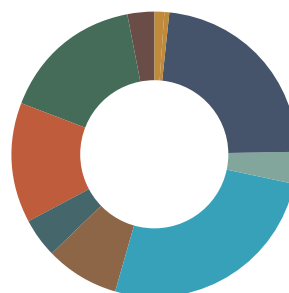
(101,001 client calls in FY24-25)

### AGE



0-25	3.3%
26-45	26%
46-65	47.5%
66+	21%
unknown	1.91%

### CLIENTS CAME FROM

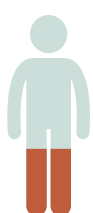


NSW	23.2%	SA	8.12%
QLD	26.18%	TAS	4.53%
VIC	13.53%	ACT	1.25%
WA	6.18%	NT	3.54%
International/Other	3.46%		

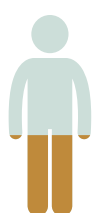
### OUR CLIENTS



**28.22%**  
priority clients



**39.03%**  
identify as Aboriginal  
and Torres Strait  
Islander



**43%**  
identified  
as female



**56%**  
identified  
as male



## DOMAIN 1. Legal Justice

**Impact 1:** People are empowered to understand their options and seek justice in the way that is best for them.

**Impact 2:** People get a better outcome than if they had not come to us.

**Impact 3:** We reach people who would otherwise not get help.

## DOMAIN 2. Cultural Connection

**Impact 1:** People experience us as a culturally safe service.

**Impact 2:** People experience an increase in their sense of connection to culture and cultural healing through the process of working with Knowmore.

**Impact 3:** Growing relationships with First Nations Communities and Elders guide the way we undertake our work.

## DOMAIN 3. Healing and Recovery

**Impact 1:** People experience less re-traumatisation in navigating legal processes because we helped them.

**Impact 2:** People report healing and recovery as part of justice-making.

**Impact 3:** People are connected with supports that can help them.

**Impact 4:** People's sense of safety, trust and connection is improved.

## DOMAIN 4. Financial Wellbeing

**Impact 1:** People's financial situation is improved.

**Impact 2:** People's money is protected.

**Impact 3:** People's quality of life is improved as a result of receiving a Redress payment.

**Impact 4:** People have improved their financial literacy.

## DOMAIN 5. Improving Systems and Preventing Harm

**Impact 1:** Our contributions result in change to existing systems that impact survivors and protect children from harm.

**Impact 2:** We increase the capability of others to support survivors.

**Impact 3:** We are acknowledged across the sector as a valued and effective service system partner.



## DOMAIN 1 – Legal Justice

Justice-making for survivors of child abuse is at the heart of Knowmore's purpose. For over a decade, we have walked alongside survivors of child sexual abuse and the Stolen Generations, helping them seek remedy for the harms they experienced as children. Engaging with the law can be daunting and, at times, re-traumatising, especially

for those with past negative experiences of the justice system. Yet, when survivors access the law in a safe and supported way, outcomes can be transformative.

Our trauma-informed, culturally safe, person-centred model recognises that while legal expertise is vital, so too is access to cultural, wellbeing,

and financial support. We also provide supported referrals to trusted civil lawyers on a no-win, no-fee basis. Redress means more than a scheme—it is a process of truth-telling, acknowledgement, financial restitution, healing, or closure. Justice looks different for everyone, but it begins, always, with listening.

### Impact 1

*People are empowered to understand their options and seek justice in the way that is best for them*

“

*“The person I spoke with took time to understand my issue and tailor a need specific response. I felt listened to, understood, validated and supported. I was able to make an informed decision after talking with Knowmore – before the call I had been confused and unsure of my rights or the best path forward. very impressed with Know More. Thank you I loved how the service provided legal advice but also other types of support. I was also referred to an RSS and the support I received from them was perfect too. Knowmore has been so helpful to me.”*

*– Client survey response*



## Evidence

1,200

We gave legal advice to more than 1,200 people about the National Redress Scheme and over 400 people about non-institutional abuse.

73

We supported 73 new clients through the Territories Stolen Generations Redress Scheme.

32

We referred survivors to 32 trusted civil law firms, making almost 1,400 referrals – including nearly 200 warm referrals, so survivors didn't have to repeat their stories.

97.5%

Almost all clients (97.5%) felt heard, and 9 in 10 said we helped them understand their legal problem.



## Impact 2

*People get a better outcome than if they had not come to us*

### Reviews and revocations – chasing the best outcomes possible.

Coming to Knowmore means more than a financial outcome – survivors tell us that being supported and not going through the process alone is equally important.

“

“Could not recommend this service enough. Staff were patient and explained things well. They let me make my own decisions.”

“There was a caring tone when I was spoken to, and I felt believed and accepted. My story wasn't challenged, I felt as though you were here to actually help. I felt like you were on my side after the initial call.”

“Kind, wrap-around service, provides it all.”

“Overall, really helpful and knew the system well. High quality.”

“The people I spoke to were really helpful, approachable and delicate with everything that was happening in my situation. Knowmore went out of their way to provide extra care. They put my needs first when I had concerns and specific needs. I have been in the mental health system since I was a child and spoken to a lot of services and this is the first time I felt that my needs were met, and I was treated like a human.”

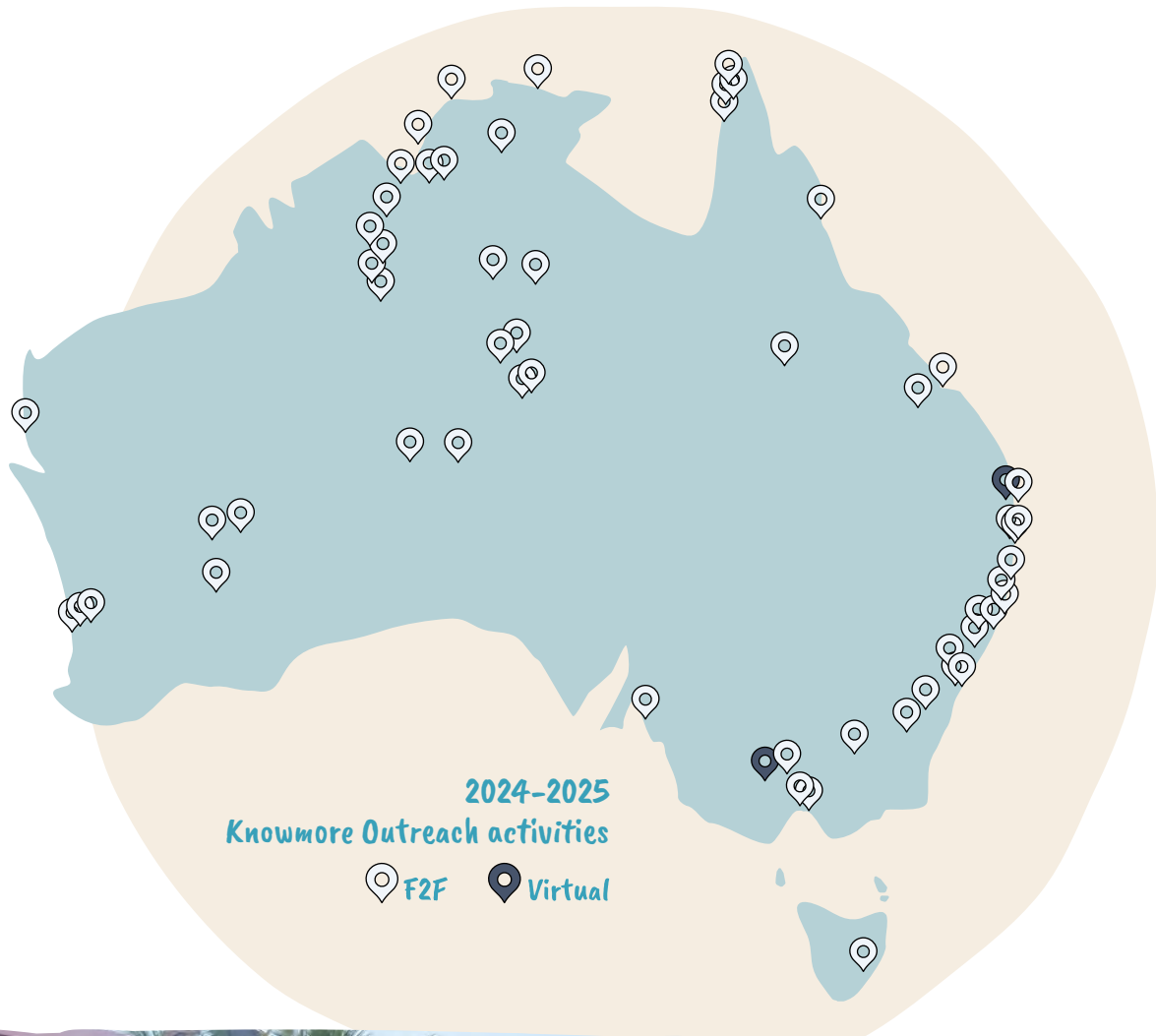
## Impact 3

*We reach people who would otherwise not get help*

43%

In 2024–25, 260 clients received face-to-face support — a 43% increase on the previous year

This growth reflects both the expansion of legal clinics during outreach and the success of Our Doors are Open campaign.







## DOMAIN 2 - Cultural Connection

Knowmore is committed to providing culturally safe, trauma-informed legal services for First Nations Peoples and Communities. Guided by the leadership of Director of Strategy and First Nations Engagement, Gary Oliver, and Elder in Residence, Aunty Glendra Stubbs, our work is further strengthened by a national team of Aboriginal and Torres Strait Islander Engagement

Advisors across six offices.

Their cultural expertise and on-the-ground engagement are central to ensuring every First Nations person can access Redress and other legal options.

We acknowledge the devastating legacy of forced child removals and assimilation policies, which caused deep suffering, loss, and mistrust in institutions.

For many Stolen Generations survivors, cultural support from First Nations staff is what makes Knowmore a safe service. Building trust, empowerment, and cultural respect remains our priority.

We strive to offer not only legal support, but also connection to culture, truth-telling, and healing—essential components of justice for First Nations clients.

### Impact 1

*People experience us as a culturally safe service*



80%

Stolen Generations survivors said Knowmore helped them



90%

Stolen Generations survivors said they would tell others to come to Knowmore



## Impact 2

*People experience an increase in their sense of connection to culture and cultural healing as a result of their interactions with Knowmore*

### Building Trust in Wadeye

In early 2025, Knowmore's financial counsellors were approached by a key stakeholder seeking support for several men in Wadeye who were due to receive National Redress Scheme payments. Recognising the opportunity to provide culturally safe, trauma-informed financial support in a remote community, Knowmore responded—bringing together our Financial Counselling team, Aboriginal Engagement Advisors and local Elders and stakeholders to plan the visit.

With strong community collaboration, a successful outreach trip took place in April 2025, engaging multiple clients—particularly young men—through respectful, face-to-face conversations about their financial futures. The trust and interest generated during this visit laid the groundwork for a follow-up trip in June 2025, and now August 2025.

When our Financial Counsellor returned to Wadeye in June,

the impact of the initial engagement was clear. He was welcomed back with a new nickname: "The Money Man." Clients actively sought him out—some even travelling in from remote outstations—eager to access his support.

Importantly, this positive engagement extended beyond NRS clients. Several community members came forward as participants in the Territory Stolen Generations Repatriation Scheme, seeking financial and legal assistance. Thanks to the presence of the Aboriginal Engagement Advisor, new Territories Stolen Generation Redress Scheme clients were supported with initial intake and referred for further services.

This community-driven momentum has led to planning for a third multidisciplinary clinic in Wadeye, bringing together Knowmore's legal, financial counselling, and Aboriginal engagement teams to provide wraparound support—specifically including Territories Stolen Generation Redress Scheme clients.

### Providing culturally safe services to Anangu communities.

Providing safe, culturally informed services to the APY Lands requires a deep understanding of Anangu customs, languages, and social structures. From the outset, Elders were actively involved in the planning stages to ensure cultural protocols were respected and appropriately followed. To support clear and respectful communication, both male and female interpreters were engaged, allowing community members to interact in ways that align with cultural norms.

Additionally, key materials such as posters were translated into local languages to ensure accessibility and inclusivity. This collaborative and respectful approach has helped build trust and deliver services that truly reflect the values and needs of APY communities.



## Impact 3

*Growing relationships with First Nations Communities and Elders guide the way we undertake our work*

Led, by our own Elder in Residence, Aunty Glenda Stubbs, we have sought advice and input from more than 70 First Nations Elders across Australia as we have considered how best to deliver our services in a culturally safe way. We were proud to attend the Anniversary of the National Apology to the Stolen Generation at Parliament House, where we had the opportunity to listen, learn and hold space to hear survivors talk about their experiences and the meaning of apology.



### **Aunty Bronwyn – Invites us to Cherbourg.**

Aunty Bronwyn, a respected Elder from Cherbourg, extended a cautious invitation to Knowmore's CEO, Jackie Mead, driven by a deep scepticism about whether outsiders could truly grasp what it meant to grow up as a member of the Stolen Generations. Her invitation was not simply an offer—it was a challenge to listen deeply and engage meaningfully. In response, Knowmore brought its entire Brisbane team to Cherbourg, where they walked through the Ration Shed Museum and heard firsthand from community members who had lived through the mission era. The

experience was not only educational—it was transformative. It helped build trust and laid the foundation for a stronger, more respectful relationship between Knowmore and the Cherbourg community.

When the Queensland Government discontinued its formal truth-telling process, the Cherbourg community chose to continue their journey independently. Refusing to let their truth be silenced, they initiated their own truth-telling sessions, led by those who had lived the history. Knowmore was invited once again—not just to observe, but to bear witness. Their presence signified a commitment to standing alongside communities in their pursuit of justice, healing, and truth.



## DOMAIN 3 - Healing & Recovery

For many survivors of childhood abuse, healing and recovery are long-held hopes, though often overshadowed by fear, mistrust, and the daunting prospect of legal processes. At Knowmore, we believe that trauma-informed, culturally safe services are vital in building safety, trust, and connection—foundations for recovery. Our national

team of social workers and counsellors lead this approach across the organisation, supporting survivors from their very first call, through legal appointments, and whenever crises arise. Their role is to ensure survivors feel safe to engage with lawyers, while also making supported referrals to broader services for trauma treatment and healing.

Recovery is rarely linear, and no two survivors' needs are the same. Many benefits from cultural healing, counselling, apologies, or other forms of redress. While wait times for mental health services remain a challenge, we continue to walk alongside survivors, witnessing their resilience, strength, and the transformative power of safe justice-making.

### Impact 1

*People experience less re-traumatisation, and they experience healing and recovery in navigating legal processes because we helped them*

“

 95%

Of clients reported that Knowmore's support made a positive difference for them.

*“I think it is going along mighty fine, it is a big thing to get help. All I had to do was pick the phone up and there was someone to help me.”*

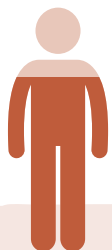
*“The people I spoke to were helpful, approachable and delicate with everything that was happening in my situation. Knowmore went out of their way to provide extra care. They put my needs first when I had concerns and specific needs. I have been in the mental health system since I was a child and spoken to a lot of services and this is the first time I felt that my needs were met and I was treated like a human.”*

*“The best service I've come across. The people here really know how to deal with this kind of thing. I like that you are specialised in one area. It feels good knowing I am speaking with people who understand the trauma I went through. I'm not pushed away or misunderstood.”*



## Impact 2

*People are connected with supports that can help them*



95%

Of people surveyed said Knowmore was easy to contact



92%

Of clients surveyed said they would recommend Knowmore to others

### Case Study

A client who had been engaged with Knowmore for three years and who had applied to the National Redress Scheme, lived with a bipolar diagnosis, experience periods of poor mental health, housing instability, and move in and out of the prison system. At times, the client has faced a high risk of self-harm.

Throughout their engagement, Knowmore's social work and counselling team have provided consistent support, including safety planning and linking the client with external services such as counselling, alcohol and other drug programs, and homelessness services. Importantly, the client had consented to Knowmore being included in their safety

planning, which has strengthened coordination of care across services.

Despite significant challenges, the client has stayed connected with Knowmore, initiating contact when circumstances have changed — including after release from prison to update their address, discuss support needs, and check on the progress of their Redress application.

Recently, the client followed their safety plan by calling an ambulance when their mental health declined. They shared that having Knowmore to turn to over the years has made a difference, helping them feel supported and building trust in the other services they engage with.





## Impact 3

“

*People's sense of safety, trust and connection is improved*

*“To whom it may concern. Hi, I want to thank the people who contacted me last week and made inquiries into my mental health and made sure I was ok. I sincerely thank you for that because in the fast times we live in it's not often that a fellow human being reaches out to another...”*

*“Talking to other Indigenous people with lived experience is important, however, trust and confidentiality is also important. I came to Knowmore because i trust that my information will remain confidential.”*

*“The legal advice, trauma informed, the way the lawyer spoke to me, it made me feel very safe, I felt the lawyer was very responsive. I really truly feel blessed and grateful to have found this service.”*

95%

*Of people surveyed said they were treated with respect and were made to feel comfortable and safe.*





## DOMAIN 4 - Financial Wellbeing

A recognition payment is a central part of Redress, often representing the largest lump sum of money a survivor has ever received. For many who come to Knowmore, it can be life changing—but also overwhelming. Many survivors have lived on low incomes, without access to financial literacy or support. Our specialised Financial

Counselling team helps survivors prepare for and manage lump sum payments, addressing issues such as debt, impacts on Centrelink, housing, or aged care, and ensuring protections promised by government and banks are applied.

Redress payments can also bring complex emotional responses. For some, they are

a powerful acknowledgement of harm; for others, they can trigger shame, guilt, or feel like “dirty money.” Survivors may spend quickly to cope with trauma or repair lost connections. At Knowmore, we respond with compassion, understanding the link between money and trauma, so that payments support justice, healing, and recovery.

### Impact 1

*People's financial situation is improved*

- An Aboriginal, middle-aged single woman with no assets faced eviction due to large rental arrears linked to past family violence.
- Knowmore's financial counsellor referred her to a specialist community legal service for tribunal representation, and also provided budgeting support to help her commit to rent payments alongside small arrears repayments.
- The client avoided eviction, remained in her home, and developed greater confidence in managing her budget.

## Impact 2

*People's money  
is protected*

## Evidence

1,432

1,432 people have engaged with our financial counsellors during this reporting period.

10.2%

10.2% of our clients identified as experiencing financial abuse.

113%

113% increase in the number of people referred to Knowmore as a result of fraud/ scam.

An Aboriginal, elderly single woman received approximately \$100,000 from the National Redress Scheme. Soon after, she faced pressure from family to pay the full cost of a funeral, raising concerns given her history of financial abuse.

Knowmore's financial counsellor helped her consider safe options, recommending a small initial lump sum payment with the balance received in instalments. They also supported her to open a new bank account unknown to family members and arranged for the NRS to direct future payments into this secure account.

The client contributed to the funeral as she wished while protecting the remainder of her funds. She expressed relief and satisfaction at being able to support her family without losing control of her money.

At the invitation of a Redress Support Service, Knowmore's financial counselling team visited a remote community where many clients were nearing completion of their NRS applications. Over two trips so far, with more planned, the counsellor has provided tailored financial education and support.

During the most recent visit,

13 men engaged over three days. Each was given a safe space to discuss their NRS payments, learn about scams, and explore secure banking options. Eight clients opened new bank accounts, one sought support to purchase a vehicle, another addressed debt concerns, and one began ongoing sessions to safeguard against financial abuse and explore payment instalment options.

All clients remain connected with the financial counsellor and will continue to receive support as their NRS offers and payments are finalised.





## Impact 3

*People's quality of life is improved as a result of receiving a Redress payment*

A 40-year-old man in a Tasmanian prison, preparing for parole, was supported by Knowmore's financial counsellor to plan for his Redress payment and resolve outstanding debts. By advising him to delay acceptance of his payment until after release, he avoided a 13-week Centrelink income suspension, ensuring stability as he transitioned back into the community. The counsellor also successfully negotiated with the local hospital to have medical debts cleared through Medicare, relieving the client of ongoing financial stress. These supports mean the client can now move forward after release with a stronger financial foundation and greater quality of life.



## Impact 4

*People have improved their financial literacy*

66

*From a Financial Counsellor*

*"I find that using the Dex score is a helpful way to encourage clients to reflect on how their sessions and how I have supported them.*

*Typically, scores start around 1 or 2 out of 5 and often end at 5 by the close of the sessions.*

*If a client finishes on a 4, I ask if there's anything they're unclear about, which usually prompts a conversation where I can address and resolve any remaining concerns."*



## DOMAIN 5 – Improving Systems and Preventing Harm

For many victims and survivors of child abuse, helping to improve systems and prevent harm is an important part of their justice-making, healing and recovery journey. So many

of our clients are motivated to come forward because they do not want anyone else to experience the same harms and injustice that were a part of their childhoods.

We therefore know that working to improve systems and prevent harm is an important part of standing with victims and survivors of child abuse and honouring their experiences.

### Impact 1

*Our contributions result in change to existing systems that impact survivors and protect children from harm*

- **Making systemic change takes time and persistence.** In 2024–25, Knowmore’s advocacy helped shift laws, policies, and national conversations to improve systems for survivors and protect children from harm.
- **Justice responses to sexual violence:** Knowmore contributed significantly to the Australian Law Reform Commission’s Safe, Informed, supported report, with many of its 64 recommendations reflecting our submissions and evidence. We continue to advocate for governments to implement these reforms.
- **National Redress Scheme improvements:** Our advocacy helped secure changes allowing some redress applications to be re-assessed, giving survivors access to higher payments and personal responses. We also saw reforms ensuring redress payments are excluded from aged care means testing, protecting survivors from unfair financial disadvantage.





- **Parliamentary engagement:** Knowmore's submissions and testimony were extensively cited in the Joint Standing Committee's Redress: Journey to Justice report, which sets out 29 recommendations for the Scheme's future.
- **Combatting claim farming:** Our national campaign led to stronger protections across several jurisdictions, including new laws in NSW, a proposed nation-leading law in South Australia, and ethical guidance issued in Victoria.
- **Through these wins, survivors' voices are influencing law reform, redress processes are becoming fairer, and harmful practices like claim farming are being tackled across Australia.**
- **Media is one of the most powerful tools we have to raise awareness, challenge misconceptions, and connect survivors with support. Our media work is not simply about promoting Knowmore — it is about ensuring safe, accurate, and respectful coverage that centres survivors' voices, highlights systemic issues, and builds public understanding.**
- **This year, strategic media outreach helped share information about the Redress Scheme, challenge stereotypes, and build trust in our trauma-informed services.**

## Impact 2

*Building the capability of others to support survivors*

247

We delivered 247 training sessions to 47 RSS organisations.

3

We hosted 3 Live national webinars.

1167

Knowmore continues to deliver significant informal training and capability coaching to RSSs via phone, email and meetings with stakeholders, interacting with RSS workers a total of 1167 times.

“

*“All the Full Stop workers speak so highly of all engagements with KM staff. Knowmore's professionalism, trauma informed practice, approach, feedback and training is always to a high standard and that Knowmore is the backbone and model of this work. Full Stop is thankful for all the work we do”.*

*“I found all of the webinar very informative, PowerPoint presentation well set out, and the advice of the facilitators very easy to understand.”*

*Through collaboration and solidarity, Knowmore amplified survivor voices and advanced reforms to protect children, uphold rights, and reduce harm.*

## Impact 3

*We are acknowledged across the sector as a valued and effective service system partner*

Knowmore recognises that lasting change happens when we work alongside others. In 2024–25, we strengthened partnerships and played a key role in national campaigns to improve systems and prevent harm.

**Human Rights Advocacy:** Contributed to the Australian NGO Coalition's report to the UN Human Rights Council and continued pushing for Human Rights Acts across jurisdictions. Key progress included:

- Review of Queensland's Act recommending recognition of victims' rights.
- A forthcoming bill for a Human Rights Act in NSW.
- South Australian parliamentary committee recommending a Human Rights Act, informed by Knowmore's submissions and community workshops.

**Youth justice reform:** Worked with partners to campaign for raising the age of criminal responsibility to at least 14, reducing child incarceration, and investing in family and community-based supports. Made a detailed submission to the national inquiry into youth justice and incarceration.

## Evidence

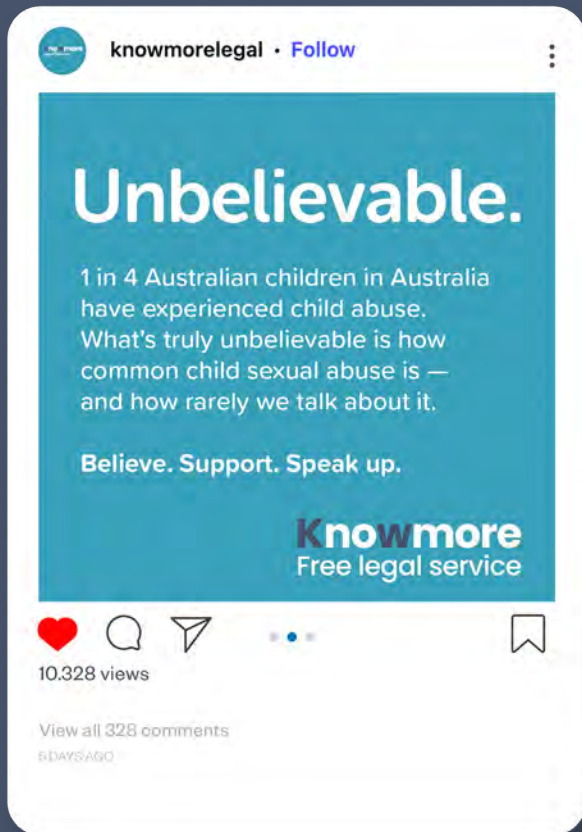
Sometimes our impact is shown by our solidarity with people who are experiencing harm and injustice, as we work together with our advocacy partners towards the solutions we know are required. In 2024–25, we advocated to national campaigns to:

- Keep children out of prison and invest in family- and community-based supports.
- Raise the minimum age of criminal responsibility to at least 14 years across Australia.
- Call for national leadership on youth justice, including through a detailed submission to the inquiry into Australia's youth justice and incarceration system.



Through collaboration and solidarity, Knowmore amplified survivor voices and advanced reforms to protect children, uphold rights, and reduce harm.





## Knowmore Legal Service

**Free call 1800 605 762**

**Hours: Mon – Fri 9am to 5pm**



*When survivors speak up,  
your support makes sure we're  
here to listen*

**DONATE TODAY**



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