

knowmore

Service snapshot



knowmore is an independent service giving free legal advice to people who are considering telling their story or providing information to the Royal Commission into Institutional Responses to Child Sexual Abuse.

knowmore is a unique, national legal service, providing trauma-informed and holistic services to survivors and other people considering engaging with the Royal Commission. Callers can access legal help, social worker/counsellor support and Aboriginal and Torres Strait Islander Engagement Advisors to talk to if they wish.

We have offices in Brisbane, Melbourne, Perth and Sydney.

Free call: 1800 605 762

info@knowmore.org.au

www.knowmore.org.au

knowmore began providing services to the public on 8 July 2013 – as of 30th June 2015, we've helped:



3213

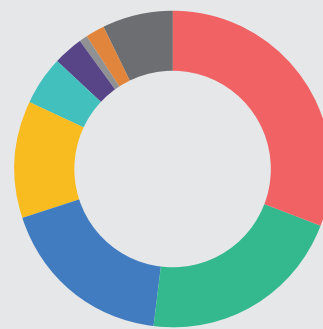
unique clients



11214

advices provided

Calls came from



NSW	31%
QLD	21%
VIC	18%
WA	12%
SA	5%
TAS	3%
ACT	1%
NT	2%
Unspecified/Overseas	7%

Our current client-facing team includes:



20 lawyers



7 social workers/counsellors



5 Aboriginal and Torres Strait Islander Engagement Advisors

Community outreach and liaison



Face to face legal services were provided to **1171 clients**



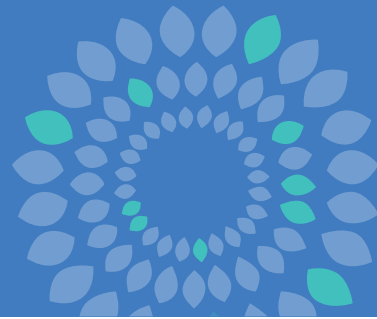
knowmore has conducted or participated in **688** community outreach and liaison events



45 Royal Commission private sessions that **knowmore** staff have accompanied clients to as their support person

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Counselling/ social work

All clients have access to social work/counselling assistance in addition to legal assistance

1262 clients received social work/counselling support either directly or through case consultation



887 clients have been referred to other support services from **knowmore**

Specialist staff for Aboriginal and Torres Strait Islander clients

knowmore has a strong commitment to providing culturally appropriate services to Aboriginal and Torres Strait Islander clients



18% of our clients identify as being of Aboriginal and Torres Strait Islander descent



We employ 5 experienced male and female Aboriginal Engagement Advisors and an Aboriginal lawyer



We also work closely with interpreters and Aboriginal and Torres Strait Islander community organisations to ensure that we are engaging respectfully and appropriately with people

Our clients



77%

77% were aged 45 and over



44%

44% identified as females



55%

55% identified as males



26%

26% required more than one advice session

Feedback

From a client...

"After so many decades of 'suffering in silence' I feel so lucky that I am believed and heard, without judgment. I guess those were the issues that held me back from speaking sooner aside from my feeling of embarrassment and shame. After I spoke with you I finally got up the courage, to talk with my family about what happened to me and the impact it had on me over my life. I was ready to have this conversation after I had spoken with you."

From a service provider...

"Thank you for the responsive and flexible service you have afforded our clients – its been a pleasure working along side you."

From a client...

"You've given me more information and clarity about my matter than I've been able to get in a long time so thanks."

From a client...

"The letter and factsheets you posted to me were very much appreciated and helped me prepare for my private session because they were very practical and easy steps to follow."