

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 31st December 2014, we've helped:

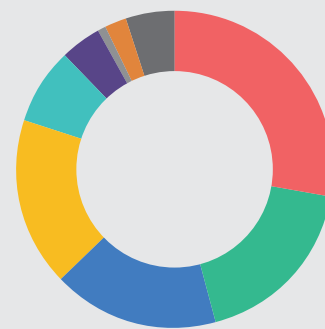


2243
unique clients



6739
advices provided

Calls came from




NSW	28%
QLD	18%
VIC	17%
WA	17%
SA	8%
TAS	4%
ACT	1%
NT	2%
Unspecified/Overseas	5%

Our current client-facing team includes:

 19 lawyers

 8 social workers/counsellors

 5 Aboriginal and Torres Strait Islander Engagement Advisors

Community outreach and liaison



Face to face services were provided to **781 clients**



knowmore has conducted or participated in **503** community outreach and liaison events



24 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

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



419 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



22% 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



79%

79% of clients were aged 45 and over



43%

43% identified as females



56%

56% identified as males



29%

29% of clients required more than one advice session

Client feedback

"Thank you very much for your assistance with dealing with this issue. I have found my communications with **knowmore** to be very efficient and I feel that you have handled my case in a very safe and sensitive manner, which I appreciate"

"You set me on the right track, I give you my heartfelt thanks for organising my contact with... (compensation lawyer)"

"Each time I open up I feel that one more brick is taken out of the wall of silence, it's a good thing that you and your colleagues are doing"

"I was so appreciative of your concern yesterday for my welfare, I've found this part of the process encouraging with a great amount of empathy"

"I have seen quite a few counsellors but I have never really had anyone show the humanness that you did"