

knowmore

Service snapshot



knowmore provides independent, free legal advice to anyone seeking to engage with the Royal Commission into Institutional Responses to Child Sexual Abuse.

From July 2013 to 16 April:




3066 calls

We have received over 3066 calls where we provided advice, information and referral services to clients free of charge

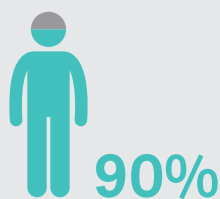
Our current client-facing team includes:

 15 lawyers

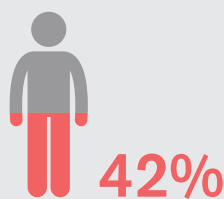
 5 social workers/counsellors

 4 Aboriginal and Torres Strait Islander cultural liaison officers

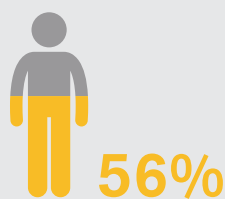
Our clients



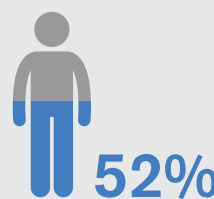
90% of clients were aged 55 and over and survivors of historical child sexual abuse in institutions



42% females



56% males

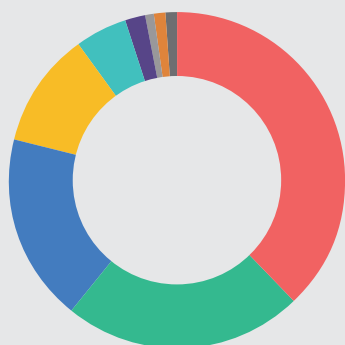


52% of clients required more than one advice session



12% of clients were Aboriginal and Torres Strait Islanders

Calls came from



NSW	38%
QLD	23%
VIC	18%
WA	11%
SA	5%
TAS	2%
ACT	1%
NT	1%
Unspecified/Overseas	1%

Community outreach and liaison

Outreach locations include:



as at 16 April



223 clients received face-to-face services through outreach



knowmore has conducted or participated in over **230** community outreach and liaison events across Australia

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Service snapshot



Counselling/social work



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

180 clients received warm referrals for ongoing counselling



knowmore staff have attended 6 Royal Commission private sessions as support persons with clients

Specialist staff for Aboriginal and Torres Strait Islander clients

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



We employ 4 experienced Aboriginal cultural liaison officers and an Aboriginal social worker/ counsellor in the Brisbane office

Common experiences

Many clients begin with

"I haven't told anyone this for 50 years..."

"What's this Royal Commission all about... should I get involved?"

"I wanted to tell my story because I don't want what happened to me to happen to any child ever again"

Client feedback

"When you have been downtrodden so much in your life and someone shows genuine care and concern – it means so much"

"knowmore staff have been a great support and are changing lives"

"I was so comfortable talking with you and you were so empathic to my situation and past. It means so much to me... I can't thank you enough for your support, advice and understanding as there have been many occasions in my life I have been very alone, feeling that I had nothing and all was lost... it restores my faith in people that there are people like you in life"