

knowmore

Service snapshot



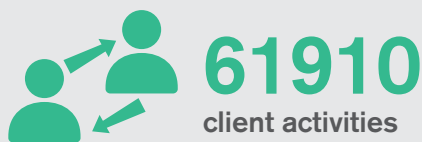
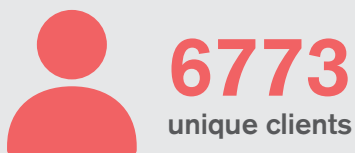
knowmore is an independent service giving free legal advice to people who are considering telling their story or providing information to the Royal Commission into Institutional Responses to Child Sexual Abuse.

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.

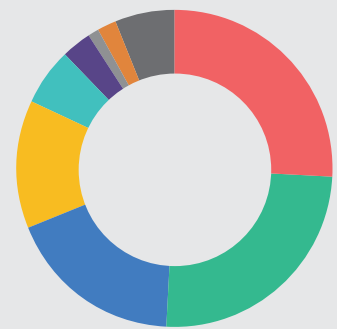
We have offices in Brisbane, Melbourne and Sydney.

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 March 2017, we've helped:

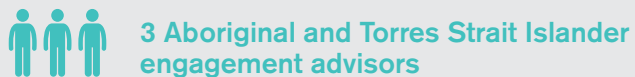


Calls came from



NSW	26%
QLD	25%
VIC	18%
WA	13%
SA	6%
TAS	3%
ACT	1%
NT	2%
Unspecified/Overseas	6%

Our current client-facing team includes:



Community outreach and liaison



Face to face legal services were provided to **829 clients**



knowmore has conducted or participated in **1684** community outreach and liaison events



73 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

4131 clients received social work/counselling support either directly or through case consultation



4003 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



We employ 3 experienced male and female Aboriginal engagement advisors and an Aboriginal lawyer



22% of our clients identify as being of Aboriginal and Torres Strait Islander descent



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



61%

were aged 45 and over



38%

identified as females



61%

identified as males



21%

required more than one advice session

Feedback

From a client...

"Your personal attention prior to my private session with the Commissioner was very professional and heart-warming. I thank you for your effort and advice and understanding."

From a service partner...

"**knowmore's** Aboriginal engagement advisor was an asset this week. I appreciate his empathy in engaging with clients and his sharing of cultural knowledge both within the engagement context and outside. We learned a lot and value his team work."

From a client...

"If it wasn't for you guys I don't think I would've made sense of all this madness."