

# 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.

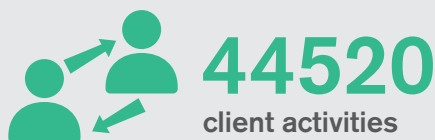
We have offices in Brisbane, Melbourne, Perth and Sydney.

Free call: 1800 605 762

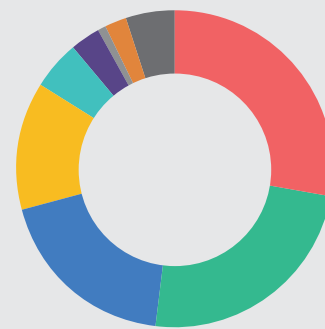
[info@knowmore.org.au](mailto:info@knowmore.org.au)

[www.knowmore.org.au](http://www.knowmore.org.au)

**knowmore began providing services to the public on 8 July 2013 – as of 30<sup>th</sup> September 2016, we've helped:**



### Calls came from



NSW	28%
QLD	24%
VIC	19%
WA	13%
SA	5%
TAS	3%
ACT	1%
NT	2%
Unspecified/Overseas	5%

**Our current client-facing team includes:**



### Community outreach and liaison



Face to face legal services were provided to **537 clients**



**knowmore** has conducted or participated in **1640** community outreach and liaison events



**68** 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

**3442 clients** received social work/counselling support either directly or through case consultation



**2740 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 6 experienced male and female Aboriginal engagement advisors and an Aboriginal lawyer



**21% 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



**41%**

identified as females



**59%**

identified as males



**22%**

required more than one advice session

### Feedback

From a client...

"I really want to thank you for what you have done. What you have given me – I feel lighter, I feel like a better person because of you, you have changed my life for the better. You are the only person I ever told about what happened to me."

From a client...

"Thank you so very much, you guys and everyone else associated with the Royal Commission have been just incredible with your service and support. I just can't express in words what a difference you all have made. Just know that it has been appreciated."

From a departing staff member...

"I want to say thank you for having me in knowmore. I will remember knowmore as a place where I felt respected and appreciated and where the best that could be done to ensure that the work did not take a toll on an employee, was done."