

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 30th June 2017, we've helped:



7368

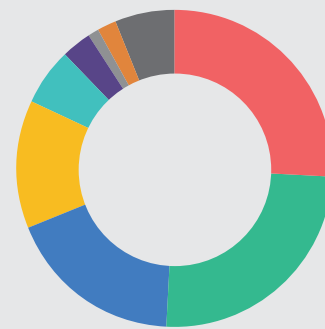
unique clients



72640

client activities

Calls came from



NSW	25%
QLD	27%
VIC	18%
WA	13%
SA	6%
TAS	3%
ACT	1%
NT	2%
Unspecified/Overseas	5%

Our current client-facing team includes:



18 lawyers



5 social workers/counsellors



3 Aboriginal and Torres Strait Islander engagement advisors

Community outreach and liaison



Face to face legal services were provided to **967 clients**



knowmore has conducted or participated in **1705** community outreach and liaison events



81 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

4468 clients received social work/counselling support either directly or through case consultation



4783 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



23% of our clients identify as being of Aboriginal and Torres Strait Islander descent



We employ 3 experienced male and female Aboriginal engagement advisors.



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



59%

were aged 45 and over



38%

identified as females



62%

identified as males



21%

required more than one advice session

Feedback

From a service provider...

"We look forward to continuing our relationship with you as we move forward in our aim to create safer communities, by providing awareness and linking survivors of childhood abuse to services that can provide emotional, mental, physical, legal and financial support."

From a client...

"Thank you to everyone who worked with me, but particularly (knowmore lawyer and social worker) for their tireless efforts to help. I believe that knowmore should never be shut down because the work is so important to people like me who would otherwise have been left out in the cold. Each and every person I have dealt with at knowmore has made me feel safe and respected."

From a client...

"I do think the system let me down... you have done more for me in the last few years than they did in my life time... so thank you for listening... and actually hearing what I was saying... and most importantly caring about me and what I was saying."