

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 2015, we've helped:

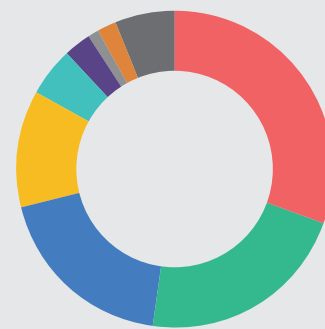


4058
unique clients



24119
advices provided

Calls came from



NSW	31%
QLD	22%
VIC	19%
WA	12%
SA	5%
TAS	3%
ACT	1%
NT	2%
Unspecified/Overseas	6%

Our current client-facing team includes:



19 lawyers



7 social workers/counsellors



5 Aboriginal and Torres Strait Islander engagement advisors

Community outreach and liaison



Face to face legal services were provided to **1622 clients**



knowmore has conducted or participated in **944** community outreach and liaison events



54 Royal Commission private sessions that **knowmore** staff have accompanied clients to as their support person

knowmore

Service snapshot



Counselling/ social work

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

2012 clients received social work/counselling support either directly or through case consultation



1633 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



20% 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



64%

were aged 45 and over



43%

identified as females



56%

identified as males



24%

required more than one advice session

Feedback

From a client to a counsellor...

"I just wanted to say how difficult but also how important the opportunity to tell my story is and I think I have been very fortunate to have your gentle but purposeful focus guiding me, the way things are done is so critical and you have made it as good as it could be."

From a client to a lawyer...

"Thank you **knowmore** for supporting me and for always being so understanding, I'm very grateful that you always try to suit me with appointment times and most importantly for the high level of support."

From a clinical educator at a hospital...

"The team came back talking about the presentation given by the **knowmore** counsellor and lawyer and all had glowing praise in terms of the information provided plus the style of the presentation itself."

From a client to a lawyer and counsellor...

"I just wanted to thank both you for your time yesterday, I appreciated your empathy and support and cannot emphasize enough how well suited you both are to the work you undertake."