

# 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 30 September 2014, we've helped:**

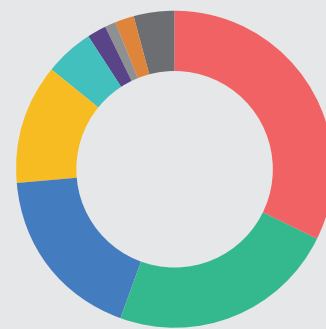


**1876**  
unique clients



**4778**  
advices provided

### Calls came from




NSW	32%
QLD	23%
VIC	18%
WA	12%
SA	5%
TAS	2%
ACT	1%
NT	2%
Unspecified/Overseas	4%

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

 17 lawyers

 8 social workers/counsellors

 5 Aboriginal and Torres Strait Islander Engagement Advisors

### Community outreach and liaison



Face to face services were provided to over **637 clients** on an outreach basis



**knowmore** has conducted or participated in **438** community outreach and liaison events.

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### Counselling/ social work

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

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



**336 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, an Aboriginal social worker/counsellor 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



**78%**

78% of clients were aged 45 and over



**40%**

40% identified as females



**59%**

59% identified as males



**30%**

30% of clients required more than one advice session

### Client feedback

"I had a very productive talk with ...(*knowmore counsellor*) who has also kindly passed on some useful resources and contacts to begin some local counselling"

"The lawyer was very clear and considerate and I understood the legal advice and the next steps"

"You got it, you really got the issue"

"I was amazed at how easy the session was and how very respectful and kind the lawyer and the Aboriginal Engagement Advisor were with me, they made everything very easy to understand and I was really impressed by how they handled everything, in spite of having a very long day, with a long drive still ahead"