

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.

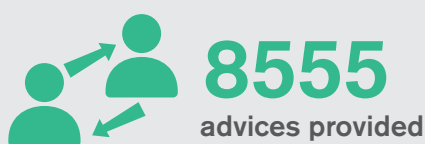
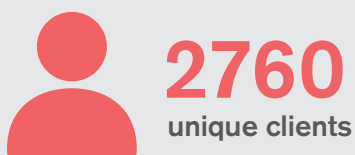
We have offices in Brisbane, Melbourne, Perth and Sydney.

Free call: 1800 605 762

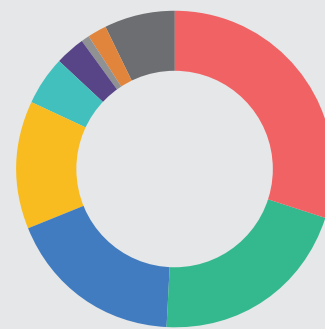
info@knowmore.org.au

www.knowmore.org.au

knowmore began providing services to the public on 8 July 2013 – as of 31st March 2015, we've helped:

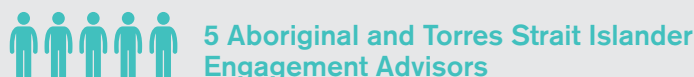


Calls came from



NSW	30%
QLD	21%
VIC	18%
WA	13%
SA	5%
TAS	3%
ACT	1%
NT	2%
Unspecified/Overseas	7%

Our current client-facing team includes:



Community outreach and liaison



Face to face services were provided to **974 clients**



knowmore has conducted or participated in **607** community outreach and liaison events



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

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Service snapshot



Counselling/ social work

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

1052 clients received social work/counselling support either directly or through case consultation



562 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



18% 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



82%

82% were aged 45 and over



44%

44% identified as females



55%

55% identified as males



26%

26% required more than one advice session

Feedback

From a service provider...

"You're all incredible at what you do and make a huge difference to the experience of our clients engaging with the Royal Commission. Your sensitivity to their needs and flexibility in your approach provides our service users with a soft entry into the sticky legal system of compensation and redress and the daunting task of relaying their experience to the Royal Commission."

From a panel lawyer...

"The information and service provided by **knowmore** is very positively received and is helpful to survivors."

From a client...

"My gratitude for the belief, humanity, assistance and guidance you personally have provided to me in helping me get to this life-changing point in my journey."

From a client...

"Thank you for your caring, empathetic and professional (in that order) dealing with me today. I am very appreciative of how I have been looked after."