

# 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.

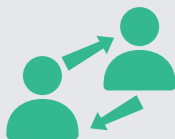
We have offices in Brisbane, Melbourne, Perth and Sydney.

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<sup>th</sup> September 2015, we've helped:**

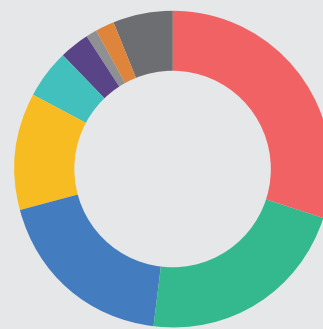


**3671**  
unique clients



**19960**  
advices provided

### Calls came from



NSW	30%
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 **1411 clients**



**knowmore** has conducted or participated in **818** community outreach and liaison events



**48** 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

**1648 clients** received social work/counselling support either directly or through case consultation



**1327 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



**77%**

were aged 45 and over



**44%**

identified as females



**56%**

identified as males



**25%**

required more than one advice session

### Feedback

From the community development team at a hospital...

"Thanks so much to you and your colleagues for presenting, it was very informative and raised our awareness on both the complexities of the issues and some of the resources that are available. Your work is critical to the wellbeing of so many people so I thank you on behalf of those present for giving up your time and sharing your expertise with us."

From a client a lawyer...

"Thanks again for everything. I know you and your colleagues have helped so many people and whilst it undoubtedly takes its toll you will have the richness of knowing you've made a difference to so many peoples' lives."

From a client to a lawyer...

"Thank you for your diligence & hours of work, endeavouring to help me. I want you to know that I am extremely grateful & appreciate you supporting my case."

From a client to a counsellor...

"Writing the submission to the Royal Commission's Issues Paper was something I could never have done on my own, as a mental health services consumer I felt I had to do it as an important part of my recovery."