

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 2016, we've helped:



4429

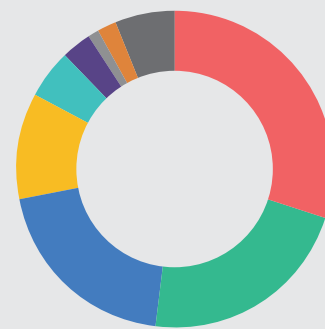
unique clients



28513

advices provided

Calls came from



NSW	30%
QLD	22%
VIC	20%
WA	11%
SA	5%
TAS	3%
ACT	1%
NT	2%
Unspecified/Overseas	6%

Our current client-facing team includes:



19 lawyers



7 social workers/counsellors



6 Aboriginal and Torres Strait Islander engagement advisors

Community outreach and liaison



Face to face legal services were provided to **1825 clients**



knowmore has conducted or participated in **1044** community outreach and liaison events



57 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

2365 clients received social work/counselling support either directly or through case consultation



1908 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



63%

were aged 45 and over



42%

identified as females



57%

identified as males



23%

required more than one advice session

Feedback

From a service provider

"... [the client] is very comfortable with you and is happy to have you working with him. Given his history and fragile condition, that's a big thing. So thanks very much for the warmth and professionalism that he received."

From a client...

"Thank you so much for your amazing and hard work on this issue. It's quite amazing. And for people on the outside the processes are quite opaque – having your guidance is amazing."

From a service provider...

"Thank you. We have received great feedback from [a Disability Service Provider] about assistance you been providing to one of their clients."

From a client ...

"I was one of the Silent for so long. And it was a lot of weight off my shoulders, like so many before and after me, to tell my story, even though it took 50 so years to tell it. Thank you for the confidence and support."