

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 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 2016, we've helped:

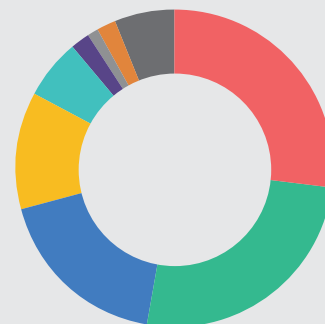


6152
unique clients



51985
client activities

Calls came from



NSW	27%
QLD	26%
VIC	18%
WA	12%
SA	6%
TAS	2%
ACT	1%
NT	2%
Unspecified/Overseas	6%

Our current client-facing team includes:



17 lawyers



6 social workers/counsellors



5 Aboriginal and Torres Strait Islander engagement advisors

Community outreach and liaison



Face to face legal services were provided to **618 clients**



knowmore has conducted or participated in **1649** community outreach and liaison events



73 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

3780 clients received social work/counselling support either directly or through case consultation



3382 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



22% 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



61%

were aged 45 and over



39%

identified as females



60%

identified as males



22%

required more than one advice session

Feedback

From a client...

"I can't put into words how much we sincerely appreciate all that you have done for us in this matter. It has made the world of difference to us and we are incredibly grateful to you."

Australian Lawyers Alliance National President Tony Kenyon on presenting knowmore with the 2016 ALA Civil Justice Award...

"**knowmore's** dedicated team is instrumental in empowering survivors to give evidence to the Royal Commission into Institutional Responses to Child Sexual Abuse, helping them to navigate not only the legal system but supporting them emotionally to speak of the crimes against them."

From a client...

"I would really like to thank you for your support, ... you have been incredibly compassionate, thorough and respectful."