

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 30th September 2017, we've helped:

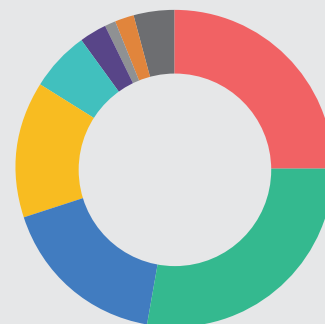


8087
unique clients



83136
client activities

Calls came from



NSW	25%
QLD	28%
VIC	17%
WA	14%
SA	6%
TAS	3%
ACT	1%
NT	2%
Unspecified/Overseas	4%

Our current client-facing team includes:



17 lawyers



5 social workers/counsellors



3 Aboriginal and Torres Strait Islander engagement advisors

Community outreach and liaison



Face to face legal services were provided to **1132 clients**



knowmore has conducted or participated in **1781** community outreach and liaison events



89 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

4855 clients received social work/counselling support either directly or through case consultation



5425 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



23% of our clients identify as being of Aboriginal and Torres Strait Islander descent



We employ 3 experienced male and female Aboriginal engagement advisors.



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



59%

were aged 45 and over



38%

identified as females



62%

identified as males



20%

required more than one advice session

Feedback

From a client...

"The counselling I received through Relationships Australia arranged by **knowmore** has changed my life. I can't believe that I didn't connect the dots and now realise why I have spent 24 years in prison. My counselling is going well and I couldn't have told my story but for the kind person on the end of the phone who I first spoke to at **knowmore**."

From a client...

"It means a great deal to me that you guys have believed my story of abuse when no one else has taken the time to listen. It has not been about compensation it has been more about clearing the air for me and to help me overcome a lot of demons within myself and hopefully stops other poor kids from going through what a lot of us went through back then... thank you for leading me in the right direction to proceed with these matters and getting the right support with the counsellors to help me move forward and make me stronger in my life."