

# 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](mailto:info@knowmore.org.au)

[www.knowmore.org.au](http://www.knowmore.org.au)

**knowmore began providing services to the public on 8 July 2013 – as of 31<sup>st</sup> December 2017, we've helped:**



**8634**

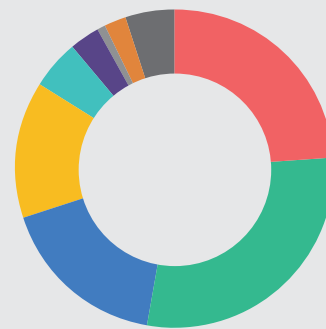
unique clients



**92166**

client activities

### Calls came from



NSW	24%
QLD	29%
VIC	17%
WA	14%
SA	5%
TAS	3%
ACT	1%
NT	2%
Unspecified/Overseas	5%

**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 **1182 clients**



**knowmore** has conducted or participated in **1821** community outreach and liaison events



**91** 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

**5133 clients** received social work/counselling support either directly or through case consultation



**6164 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



**24% 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



**61%**

were aged 45 and over



**38%**

identified as females



**62%**

identified as males



**18%**

required more than one advice session

### Feedback

From a client...

"...my life changed the day I called **knowmore**. I've carried the burden of abuse for 30 years and it controlled every aspect of my life without me even realising it until we spoke. How a person can even begin to express what it felt like to break free from that burden is impossible... now it feels like I have hope in my life once more! I feel like I have a long way to go, however now I know where to start and I've just touched the surface of that journey which is exciting."

From a service provider...

"I would like to take this opportunity to say thank you to everyone (at **knowmore**) for all their support provided to myself and especially for my clients over the last 3 1/2 years. You guys were so amazingly deadly at what you do, and have made the process for my clients in understanding their next step into the legal side of things a smooth, clear understanding of their rights."