

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 March 2018, we've helped:



8948

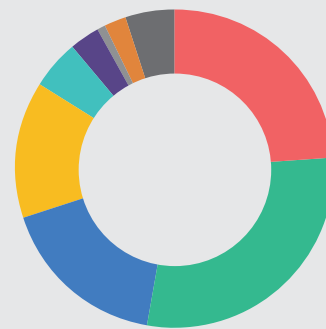
unique clients



98358

client activities

Calls came from



| | |
|----------------------|-----|
| NSW | 24% |
| QLD | 29% |
| VIC | 17% |
| WA | 14% |
| SA | 5% |
| TAS | 3% |
| ACT | 1% |
| NT | 1% |
| Unspecified/Overseas | 6% |

Our current client-facing team includes:



17 lawyers



5 social workers/counsellors



4 Aboriginal and Torres Strait Islander engagement advisors

Community outreach and liaison



Face to face legal services were provided to **1184 clients**



knowmore has conducted or participated in **1826** 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

5339 clients received social work/counselling support either directly or through case consultation



6437 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 4 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...

"I wanted to say thank you to everyone who worked with me for their tireless efforts to help. Your work is so important to people like me who would otherwise have been left out in the cold. Each and every person I have dealt with at **knowmore** has made me feel safe and respected."

From a client...

"Thank you so much for your assistance, you've been amazing and I really appreciate it. It's difficult digging up the past, but made all the easier through my dealings with you and the Royal Commission."

From a service provider...

"For someone who devotes much of my private clinical practice to working with individuals struggling to cope with histories of childhood trauma, it's delightful to see the work you all are doing. So whatever it is that you may be doing in your training, it was noticeably effective with the team that was present."