

# 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](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 30<sup>th</sup> June 2016, we've helped:**

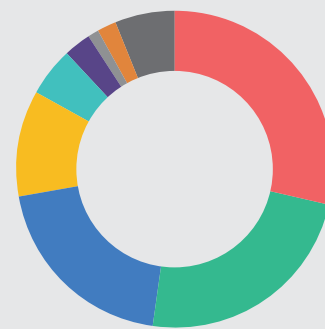


**4910**  
unique clients



**35910**  
client activities

### Calls came from



NSW	29%
QLD	24%
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 **417 clients**



**knowmore** has conducted or participated in **1234** community outreach and liaison events



**65** 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

**2808 clients** received social work/counselling support either directly or through case consultation



**2302 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



We employ 6 experienced male and female Aboriginal engagement advisors and an Aboriginal lawyer



**20% of our clients** identify as being of Aboriginal and Torres Strait Islander descent



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



**62%**

were aged 45 and over



**42%**

identified as females



**58%**

identified as males



**23%**

required more than one advice session

### Feedback

From a client...

"Thank you so much for the great work and words and deeds in support and understanding you have been putting into my case with me and for me, resulting greatly in the way I am feeling about myself today."

From a client after a private session with the Royal Commission...

"I can't thank you enough for your help, I couldn't have got through today without [knowmore's] support and I do know that."

From a client...

"I'm doing what [knowmore counsellor] suggested and writing things down so I can hopefully get a completed story for that part of my life, then I may settle somewhat. Thank you so very much, you have not just provided me with support, but comfort and incentive, it that's the right word."