

knowmore National Redress Scheme

1 July 2018 – 31 May 2019

Total calls and clients

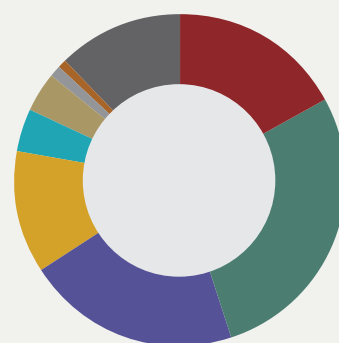


17,382
Total 1800 calls nationally



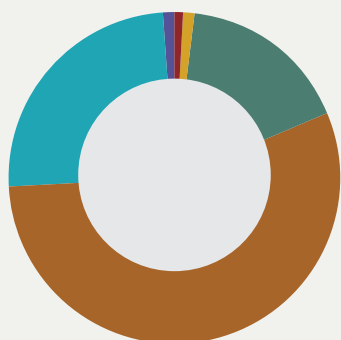
4,322
clients (intake completed)
59%
new clients

Calls came from



NSW	19%
QLD	28%
VIC	20%
WA	13%
SA	5%
TAS	4%
ACT	1%
NT	1%
International/Other	9%

Age



0-18	<1%
19-25	1%
26-45	16%
46-65	57%
66-85	25%
86+	<1%

Our clients



21%

priority clients



25%

identify as Aboriginal and/or Torres Strait Islander



38%

identified as female



61%

identified as male

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* Notes re Priority Clients

Clients are allocated priority where they are of advanced age, and/or have identified immediate and serious health concerns such as a diagnosis of terminal cancer or other life-threatening illnesses.

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Service delivery

Lawyers and paralegals



42

Social workers/counsellors



8

Aboriginal and Torres Strait Islander



9

Intake and client services staff



14

Financial Counsellors



4

Client Feedback

"...thank you to all the people in the office...I wouldn't have been able to get through without the kindness and support you've given me"

"...[the panel lawyers] were caring, empathetic and reassuring. It made a huge difference to how I am feeling. I slept a lot better last night."

"...I will always remember you with so much respect and fondness as to the way you handled my problems. THANK YOU again."

Law Reform



knowmore has contributed a number of submissions addressing the legislation that established the National Redress Scheme and governs its operation, including to a Joint Select Committee of the Parliament of Australia that was inquiring into the scheme's implementation.

We have also given evidence to that Committee about our clients' experiences with the NRS.

The Committee delivered its report - **Getting the National Redress Scheme right: An overdue step towards justice** in April 2019.

You can read our submissions here: knowmore.org.au

You can read the Committee's report here: www.aph.gov.au

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knowmore is a program of National Association of Community Legal Centres ABN 67 757 001 303 ACN 163 101 737.

NACLC acknowledges the traditional owners of the lands across Australia upon which we live and work. We pay deep respect to Elders past and present.

Image inspired by original artwork by Dean Bell depicting knowmore's connection to the towns, cities, missions and settlements within Australia.