

knowmore National Redress Scheme

1 July 2018 – 30 September 2018

Total calls and clients



6225

Total 1800 calls nationally (637 in first two days)



2382

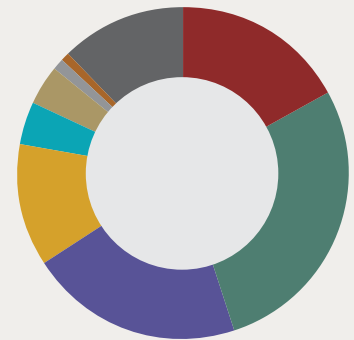
clients (intake completed)

43%

new clients

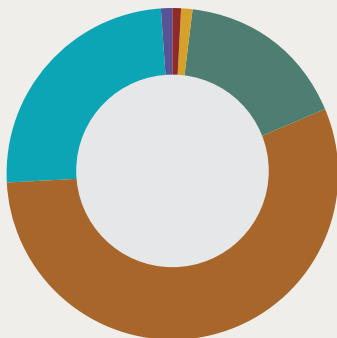
As at 30 September 2018

Calls came from



NSW	17%
QLD	28%
VIC	21%
WA	12%
SA	4%
TAS	4%
ACT	1%
NT	1%
International/Other	12%

Age



0-18	<1%
19-25	1%
26-45	17%
46-65	56%
66-85	25%
86+	<1%

Our clients



14%

priority clients*



22%

identify as Aboriginal and/or Torres Strait Islander



30%

identified as female



70%

identified as male

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for survivors

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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



32

Social workers/counsellors



6

Aboriginal and Torres Strait Islander engagement advisors

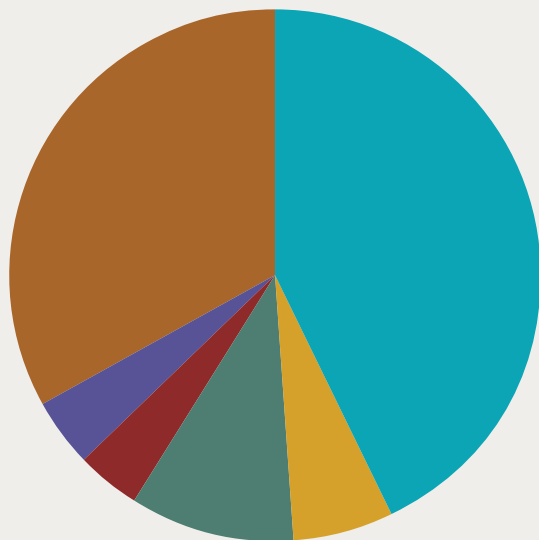


6

Intake and client services staff



12



Referrals

Self	43%
DSS service	6%
Legal firms	10%
Family/friend	4%
NRS	4%

We have offices in
Brisbane, Melbourne
and Sydney.

Free call: 1800 605 762

info@knowmore.org.au

www.knowmore.org.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.

NACLCL 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.