

# knowmore

## National Redress Scheme

1 July 2018 – 31 January 2019

### Total calls and clients



**11,993**

Total 1800 calls nationally (637 in first two days)



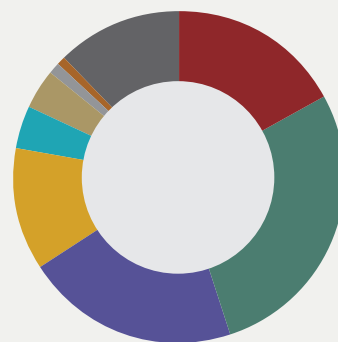
**3,465**

clients (intake completed)

**53%**

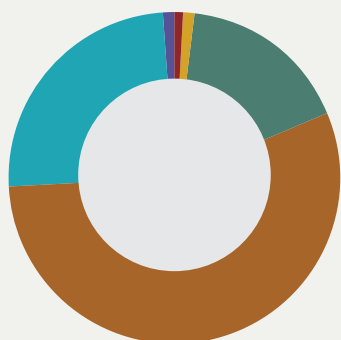
new clients

### Calls came from



NSW	18%
QLD	27%
VIC	20%
WA	12%
SA	5%
TAS	4%
ACT	1%
NT	1%
International/Other	12%

### Age



0-18	<1%
19-25	<1%
26-45	15%
46-65	57%
66-85	26%
86+	<1%

### Our clients



**19%**

priority clients



**24%**

identify as Aboriginal and/or Torres Strait Islander



**35%**

identified as female



**64%**

identified as male

**knowmore** free legal help  
for survivors

\* 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.

1800 605 762 | [knowmore.org.au](http://knowmore.org.au)

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### Service delivery

Lawyers and paralegals



31

Social workers/counsellors



6

Aboriginal and Torres Strait Islander engagement advisors



6

Intake and client services staff



9

### Brisbane

Level 20, 144 Edward Street

Brisbane QLD 4000

PO Box 2151

Brisbane QLD 4001

### Sydney

Level 7, 26 College Street

Sydney NSW 2000

PO Box 267, Darlinghurst

Sydney NSW 1300

### Melbourne

Level 15, 607 Bourke Street

Melbourne VIC 3000

PO Box 504, Collins Street West

Melbourne VIC 8007

e: [info@knowmore.org.au](mailto:info@knowmore.org.au)

[www.facebook.com/knowmorelegal](https://www.facebook.com/knowmorelegal)

@knowmorelegal

**knowmore** free legal help  
for survivors

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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.