

knowmore

National Redress Scheme

1 July 2018 – 28 February 2019

Total calls and clients



13,488

Total 1800 calls
nationally



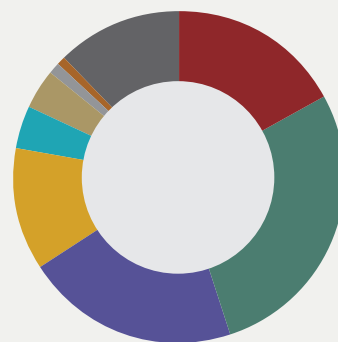
3,748

clients (intake
completed)

56%

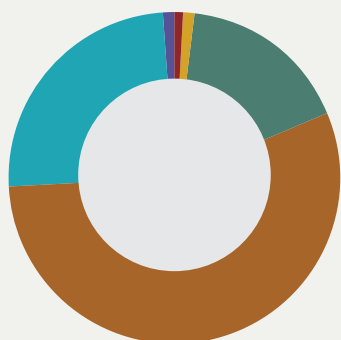
new clients

Calls came from



NSW	18%
QLD	28%
VIC	20%
WA	13%
SA	5%
TAS	4%
ACT	1%
NT	1%
International/Other	10%

Age



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

Our clients



20%

priority clients



24%

identify as Aboriginal
and/or Torres Strait
Islander



38%

identified
as female



62%

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.

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Service delivery

Lawyers and paralegals



32

Social workers/counsellors



7

Aboriginal and Torres Strait Islander engagement advisors



6

Intake and client services staff



11

Financial Counsellors



3

Brisbane

Level 20, 144 Edward Street

Brisbane QLD 4000

PO Box 2151

Brisbane QLD 4001

Melbourne

Level 15, 607 Bourke Street

Melbourne VIC 3000

PO Box 504, Collins Street West

Melbourne VIC 8007

Sydney

Level 7, 26 College Street

Sydney NSW 2000

PO Box 267, Darlinghurst

Sydney NSW 1300

e: info@knowmore.org.au

www.facebook.com/knowmorelegal

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

knowmore free legal help
for survivors

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.

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