

# knowmore

## National Redress Scheme

1 July 2018 – 31 March 2019

### Total calls and clients



**15,004**

Total 1800 calls nationally



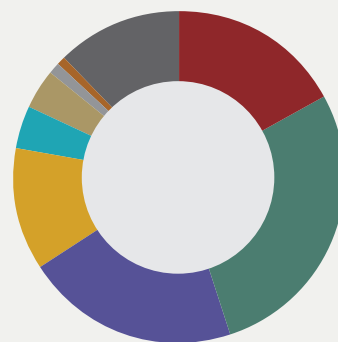
**3,963**

clients (intake completed)

**56%**

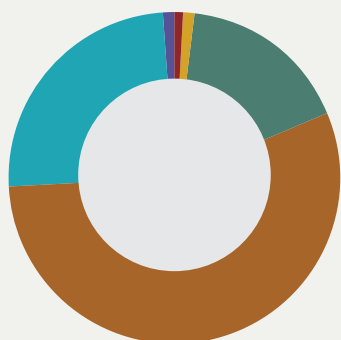
new clients

### 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	15%
46-65	57%
66-85	25%
86+	<1%

### Our clients



**23%**

priority clients



**25%**

identify as Aboriginal and/or Torres Strait Islander



**38%**

identified as female



**61%**

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](https://knowmore.org.au)

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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

### Feedback

from a client after satisfactory outcome....

".....grandmother is over the moon that something good has at last come out of what has been very dark times for her and her family"

from a client....

"The process was easier than (the client) thought it would be. All the people they spoke to at knowmore have been lovely and (the client) could tell you've got feelings and care."

from a client....

"The process of recounting was challenging for not just me but yourselves too. Historical the stories may be, harrowing they were and would have to be for listeners to the tellers' outpouring. Thank you again."

from a client....

"Thank you all for your time and understanding and input and output in the matter of my seeking assistance."

**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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