

knowmore

National Redress Scheme

1 July 2018 – 31 July 2019

Total calls and clients



19,793

Total 1800 calls nationally



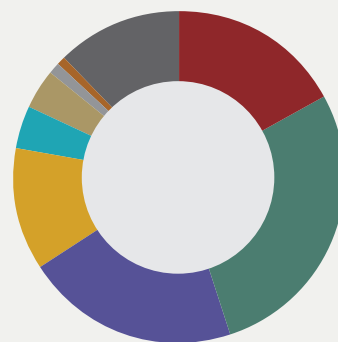
4,736

clients (intake completed)

62%

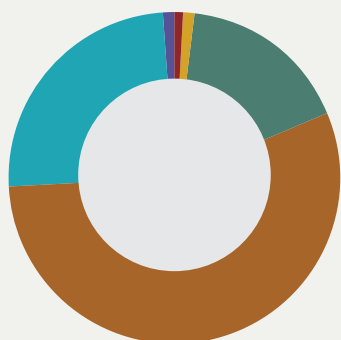
new clients

Calls came from



NSW	19%
QLD	28%
VIC	20%
WA	12%
SA	5%
TAS	5%
ACT	1%
NT	1%
International/Other	8%

Age



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

Our clients



21%

priority clients



25%

identify as Aboriginal and/or Torres Strait Islander



39%

identified as female



61%

identified as male

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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

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Service delivery

Lawyers and paralegals



42

Social workers/counsellors



8

Aboriginal and Torres Strait Islander



10

Intake and client services staff



14

Financial Counsellors



4

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

Brisbane

Level 20,
144 Edward St
Brisbane QLD 4000
PO Box 2151
Brisbane QLD 4001

Melbourne

Level 15,
607 Bourke St
Melbourne VIC 3000
PO Box 504
Collins St West
Melbourne VIC 8007

Sydney

Level 7,
26 College St
Sydney NSW 2000
PO Box 267
Darlinghurst
Sydney NSW 1300

Perth

Level 5,
5 Mill St
Perth WA 6000
PO Box 7072
Cloisters Square PO
WA 6850

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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.