

# knowmore National Redress Scheme

1 July 2018 – 30 September 2019

## Total calls and clients

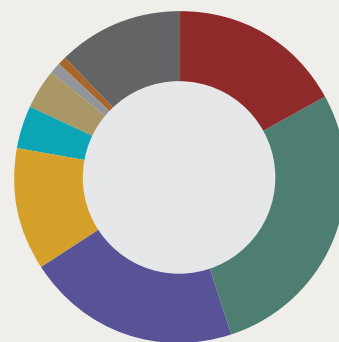


**22,527**  
Total 1800 calls nationally



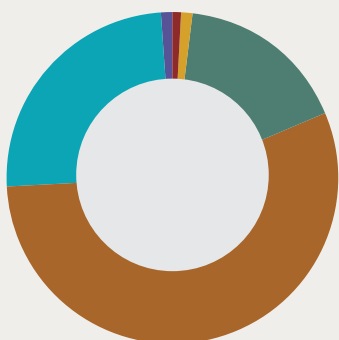
**5,108**  
clients (intake completed)  
**64%**  
new clients

## Calls came from



NSW	19%
QLD	28%
VIC	20%
WA	12%
SA	5%
TAS	5%
ACT	1%
NT	1%
International/Other	9%

## Age



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

## Our clients



**21%**

priority clients



**26%**

identify as Aboriginal and/or Torres Strait Islander



**39%**

identified as female



**61%**

identified as male

**knowmore** free legal help for survivors

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

\* 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.

# knowmore

## National Redress Scheme

1 July 2018 – 30 September 2019

### Client Feedback

"If I don't get a chance to meet you before I send in my Redress application I just wanted to give you this card to say "Thank you" for all of your support since the start of the process and for picking up the phone back in November of last year.

Having you on the other end of the phone has been very helpful.

I am really grateful to you.

And to knowmore"

### 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](http://knowmore.org.au)

You can read the Committee's report here: [www.aph.gov.au](http://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

#### Perth

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

#### Sydney

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

**knowmore** free legal help  
for survivors

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

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.