

knowmore

National Redress Scheme

1 July 2018 – 31 October 2019

Total calls and clients



24,115

Total 1800 calls nationally



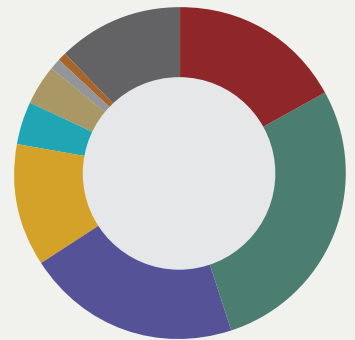
5,325

clients (intake completed)

65%

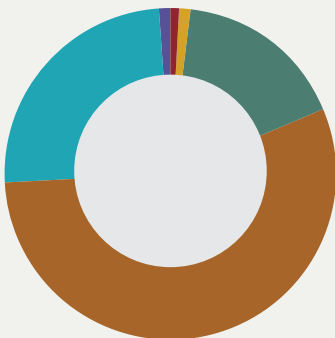
new clients since the Royal Commission

Clients 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	18%
46-65	56%
66-85	24%
86+	<1%

Our clients



22%

priority clients



26%

identify as Aboriginal and/or Torres Strait Islander



39%

identified as female



60%

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

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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

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 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
Sydney NSW 1300

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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