2023-24 Impact Report



1338 clients received legal assistance

100%	Regional
88.6%	Experiencing financial disadvantage
71.8%	Experiencing or at risk of family violence
51.6%	Experiencing poor mental health or living with disability
47%	Clients were sole parents
28.3%	Experiencing or at risk of homelessness
16.8%	Aboriginal and Torres Strait Islander peoples
14.6%	Young people under 25 years of age
10.4%	Older people over 65 years of age
9.4%	Culturally and linguistically diverse backgrounds

1795 people were turned away due to service capacity and eligibility, and assisted with referrals

46.8% of all legal assistance was for family violence

Most common client locations:

8.2 million hectares

travelled providing assistance in a cross-border region spanning

Deniliquin

Howlong — Jindera Corowa

Wodonga

Lavington

Wangaratta

Benalla

Myrtleford





Strategic. Targeted. Responsive.

Most common problem types:

1347	Family violence
804	Children's matters
683	Other family law
431	Credit and debt
356	Other civil law
274	Consumer complaints
268	Fines
210	Victims compensation (VIC and NSW)
159	Tenancy
158	Child Support

HRCLS delivers legal assistance through
7 integrated practice models and health justice partnerships providing effective, holistic, and timely support.

59 community legal education

sessions held

\$25,311
Compensation gained for clients, including consumer compensation and insurance

\$75,387.90 Fines withdrawn, for reasons such as family violence, mental health/disability, and incorrect nomination

\$513,768.67 Debts reviewed, waived, withdrawn due to family violence, irresponsible lending and financial hardship



