

Our Impact 2018/19

AT A GLANCE



4,510

legal support services
provided to consumers



11,596

people assisted
by the National Debt
Helpline



354

engagements
with industry, regulators,
politicians and community
advocates



25%

more calls
to our services from
Aboriginal and/or Torres
Strait Islander people



443

referrals made to the
National Debt Helpline
from Victoria Police and the
Cancer Council



3

clients supported
during the Banking Royal
Commission and Senate
Inquiry



133

representation cases
taken on by legal services



3,132

referrals made
to other services
where a caller could benefit
from additional support



45

submissions
to government and
industry inquiries



43

attendances
at courts, tribunals or
external dispute resolution
forums



42

training sessions
held for consumer
advocates, financial
counsellors and students



\$3mil+

in refunds demanded
for 'junk' add-on
insurance through
DemandARefund.com



\$3.4mil+

in savings, waivers,
refunds and compensation
awarded to clients



1,397

community workers &
financial counsellors
provided with legal support



96

complaints to regulators
to address systemic issues



Sometimes I run information past Consumer Action to confirm the planned path, and usually Consumer Action provides different angle, ideas. Working mainly as a sole financial counsellor a discussion regarding the case and the options is invaluable where there are legal issues.

Just having the support; having professionals that helped me understand what was going on and shining a light on the different options that I had, especially when I was in a really tight financial position. It was amazing. It made all the difference in my life to have that assistance.

My advisor was excellent and made me feel like I wasn't going crazy. She offered me support and guidance in what is a very scary time for me and my family financially. Thank you for your help.

Read our full **IMPACT REPORT 2018/19** at
consumeraction.org.au/impactframework