

# 2015/16 at Consumer

## Action:

### \$709k

won back for some of the  
community's most marginalised  
people.

### 20k

Financial  
Counselling  
calls

### 890+

legal advice (community workers)

### 9.8k

legal advice  
(Victorians)



We helped  
over  
**1000+**

people with  
litigation or complex  
legal matters



Our callers spoke  
over

### 125

languages

## We helped

### 5417



## single parents

We delivered  
Outreach Training to  
over



### 700

workers across  
Victoria.

### 6100+

people who accessed  
our services earned  
under

### \$26k

per year



## Our policy experts



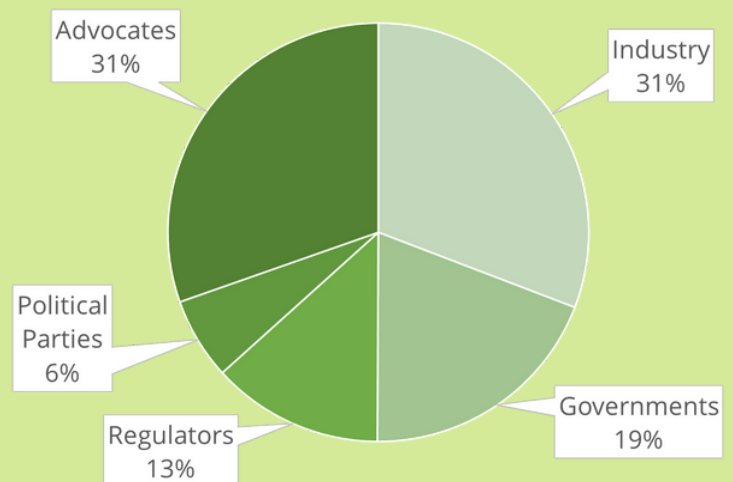
engaged with  
Government, industry,  
regulators and advocates  
over 840 times and  
featured in over 400  
media stories.

## Engaging for fairness

Lasting change happens through collaboration, consultation and openness. We were involved in

# 840

submissions, conferences, consultations, inquiries and meetings to make Australia a fairer place.



## Connecting with regional/rural workers

We can't help every person directly, so an important part of our work is supporting and enabling financial counsellors, lawyers and community workers to assist vulnerable Victorians to achieve fairer outcomes. This year we:



Travelled  
5045 kms  
across  
Victoria



Engaged with  
232  
community  
workers



of which 62%  
were new to  
Consumer  
Action



This led to a

# 49%

increase in calls from rural and regional community workers to our Workers' Advice Line

*I got a huge amount out of the discussion with the Consumer Action lawyers and other participants, sharing experiences and digging in on local issues and emerging themes - Community Worker*

## Actions for fairness

29,000+

phone calls for legal and financial counselling assistance led to

1,553

referrals to external dispute  
resolution schemes

89

complaints to regulators



137

people received in-depth legal representation (including in  
courts, tribunals and Ombudsman schemes)

14,395

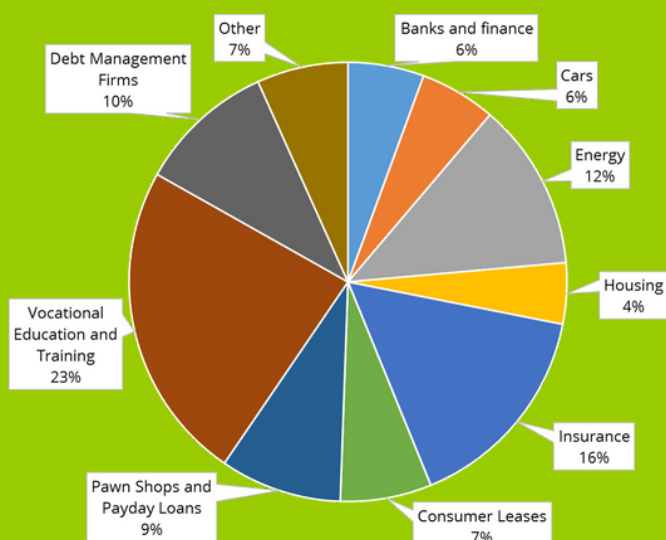
referrals to other services or  
resources

926

people received complex or  
ongoing legal advice

## Issues needing action

Complaints to regulators by topic:



35% of financial counselling  
calls related to credit card  
debt



11% of financial  
counselling calls related  
to utilities

Financial counselling top causes of  
vulnerability:

- 1) Unexpected life event
- 2) Mental health
- 3) Disability
- 4) Family violence