

2017 – 2018 Complaint statistics

Overview

Enquiries and complaints received

In 2017-18, the Commission received 14,164 enquiries. The majority of enquiries (55%) were received via the Commission's National Information Hotline. The main issues raised by enquirers in this reporting year related to:

- disability discrimination (21%)
- discrimination on grounds covered by the Sex Discrimination Act (13%),
- racial discrimination including racial hatred (10%)
- general employment matters including harassment and bullying (8%)
- human rights related issues including immigration and immigration detention (7%)

In 2017-18 the Commission received 2,046 complaints. One complaint may raise a number of grounds and areas of discrimination and be against one or more respondents. If the Commission counted complaints by respondents, the number of complaints received in 2017-18 would increase to 2,668. If the Commission counted complaints received by grounds and areas of discrimination, the number of complaints received would increase to 4,076 and 2,344 respectively.

In 2017-18:

- 8% of complaints were lodged under the Age Discrimination Act.
- 42% of complaints were lodged under the Disability Discrimination Act
- 27% of complaints were lodged under the Sex Discrimination Act
- 14% of complaints were lodged under the Racial Discrimination Act
- 8% of complaints were lodged under the Australian Human Rights Commission Act

The main areas of complaints included employment and goods and services, noting that one complaint can relate to more than one area.

In terms of employment, this made up:

- 82% of complaints under the Sex Discrimination Act
- 61% of complaints under the Age Discrimination Act
- 37% of complaints under the Disability Discrimination Act
- 34% of complaints under the Racial Discrimination Act

In terms of good and services, this made up:

- 15% of complaints under the Sex Discrimination Act
- 28% of complaints under the Age Discrimination Act
- 45% of complaints under the Disability Discrimination Act
- 33% of complaints under the Racial Discrimination Act

Outcomes of complaints

The Commission finalised 2,111 complaints during 2017-18. The Commission conducted approximately 1,262 conciliation processes of which 931 complaints (74%) were successfully resolved. This represents successful dispute resolution for more than 1,862 people and organisations involved in complaints before the Commission.

Information on the outcomes of conciliated complaints under federal anti-discrimination law indicates that 31% of outcomes included terms which will have benefits for people beyond the individual complainant. For example, agreements to introduce anti-discrimination policies and provide anti-discrimination training in workplaces and agreements to undertake modifications to buildings and services to address potential discriminatory factors.

Commission survey data also highlights the educative effect of the Commission's complaint process. For example, in relation to conciliated complaints, 77% of surveyed participants indicated that involvement in the complaint process had assisted them to better understand rights and responsibilities under federal human rights and anti-discrimination law.

Data provided to the Commission indicates that in 2017-18, less than 3% of finalised complaints regarding unlawful discrimination proceeded to court.

Finalisation of complaints without inquiry

Upon receipt and acceptance of a complaint, the President (or her delegate) must consider whether a complaint should be terminated without inquiry, having regard to the grounds of termination in section 46PH of the *Australian Human Rights Commission Act 1986* Cth (AHRCA).

In the 2017-18 reporting year, of the 2,046 complaints received by the Commission, 121 (6% of total complaints received) were assessed as potentially being appropriate for pre-inquiry termination under subsection 46PF(1) of the AHRCA. These constituted:

- o 23 complaints under the *Age Discrimination Act*
- o 39 complaints under the *Disability Discrimination Act*
- o 34 complaints under the *Racial Discrimination Act*; and
- o 25 complaints under the *Sex Discrimination Act*.

In the 2017-18 reporting year, 122 complaints assessed as appropriate for pre-inquiry termination were finalised. Of the finalised complaints, 60 were terminated under section 46PH of the AHRCA. The remaining 62 complaints were finalised on a number of different grounds including being withdrawn, finalised on the basis that the President's delegate was satisfied that the complainant no longer wished to proceed with the complaint, resolved or administratively closed.

Timeliness of the complaint process

In 2017-18, the average time from receipt to finalisation of a complaint was approximately 4.6 months. A breakdown by periods indicates that of the 2,111 complaints finalised in 2017-18, 35% were finalised within 3 months, 71% were finalised within 6 months, 88% were finalised within 9 months and 97% were finalised within 12 months.

Demographic data

Information on the geographical location and national origin of complainants is provided in the Tables 8, 11 and 12.

The available demographic data indicates that in 2017-18:

- 48% of complaints were lodged by individual females
- 49% of complaints were lodged by by individual males
- 3% of complaints were lodged by by other categories (other categories include intersex, sex not specified, joint/multiple complainants, organisations and unknown).

Where a referral source was identified, 42% of complainants reported that they knew about the Commission prior to lodging their complaint. The other main identified referral sources (where a referral source was identified) were private lawyers (19%), family members, friends or support people (13.5%), the internet (10%), community legal centres (4%), and specialist advocacy agencies such as advocacy agencies for people with disabilities, women, migrants or Aboriginal and Torres Strait Islander peoples (3%).

Where an income source was identified, a majority of complainants (72%) indicated that their main source of income at the time of the alleged act was from a form of employment. A majority of these complainants (77%) indicated they were in full or part-time permanent employment, 19% were engaged in casual, contract or outwork and 3% were self-employed.

Approximately 35% of complainants said they were represented during the complaint process. Of the represented complainants, 45% said they were represented by privately funded solicitors. Other identified forms of representation were family members or friends (32%), community legal centres, including Aboriginal or disability legal services (11%), other advocacy groups such as working women's centres or disability advocacy services (8%) and trade unions or professional associations (3%).

In 2017-18, the main respondent organisation categories were private enterprise (57%), State departments/statutory authorities (14%) and Commonwealth departments/statutory authorities (12%). These are consistently the main respondent organisation categories.

Satisfaction with the complaint service

We seek feedback on aspects of the service from people lodging complaints (complainants) and people responding to complaints (respondents). The survey can be completed online or in other formats. Feedback is sought regardless of the outcome of the complaint and includes feedback from parties where the complaint was terminated, withdrawn or discontinued.

In 2017-18, 230 complainants and 214 respondents agreed to participate in the survey. Details of survey feedback is provided below.

- 91% of participants (84% of complainants and 98% of respondents) reported that they were satisfied with the service provided and 66% of complainants and 89% of respondents rated the service as 'very good' or 'excellent'. Where complaints were conciliated, these figures increased with 96% of participants reporting they were satisfied with the service and 86% rating the service as 'very good' or 'excellent'.
- 94% of participants (91% of complainants and 98% of respondents) felt that Commission staff explained things in a way that was easy for them to understand.
- 94% of participants (90% of complainants and 98% of respondents) felt that forms and correspondence from the Commission were easy to understand.

- 75% of participants (69% of complainants and 82% of respondents) felt that the Commission dealt with the complaint in a timely manner.
- 89% of participants (83% of complainants and 94% of respondents) felt they were treated fairly.

Our Charter of Service provides an avenue through which complainants and respondents can understand the nature and standard of service they can expect, as well as contribute to continual improvement of our service. All complainants are provided with a copy of the Charter when their complaint is accepted by the Commission. Respondents receive a copy when notified of a complaint. Our Charter of Service is available at <http://www.humanrights.gov.au/complaints-charter-service>.

In 2017-18 the Commission did not receive any complaint about its service under the complaint process provided in the Charter.

Enquiries overview (National Information Service)

Table 1: Website enquiries

Webpage views	252,718
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Table 2: Enquiries received by mode of contact

Enquiry type	Total	Percentage
Telephone	7,860	55.5%
Written	6,192	44%
In-person	109	<1%
TTY/NRS	3	<1%
Total	14,164	100%

Table 3: Enquiries received by State/Territory of enquirer

State of origin	Total	Percentage
New South Wales	3,922	28%
Victoria	2,237	16%
South Australia	598	4%
Western Australia	1,175	8%
Queensland	1,862	13%
Australian Capital Territory	279	2%
Tasmania	163	1%
Northern Territory	220	2%
Unknown/overseas	3,708	26%
Total	14,164	100%

Complaints overview

Table 4: Complaints received

	2017-18
Counted by complainants*	2,046
Counted by respondents	2,668
Counted by grounds of discrimination raised in complaint	4,076
Counted by areas of discrimination raised in complaint	2,344

* The Commission counts complaints by complainants. Other State and Territory anti-discrimination bodies may count complaints by respondents and/or by grounds of discrimination and/or by areas of discrimination raised in a complaint.

Table 5: Complaints received and finalised over the past five years

	2013-14	2014-15	2015-16	2016-17	2017-18
Received	2,223	2,388	2,013	1,939	2,046
Finalised	2,178	2,251	1,982	1,987	2,111

Table 6: Outcomes of finalised complaints over the past five years

	2013-14	2014-15	2015-16	2016-17	2017-18
Terminated/declined	23%	23%	19%	19%	21%
Conciliated	49%	51%	52%	45%	47%
Withdrawn*	16%	16%	17%	18%	14%
Discontinued**	9%	9%	9%	15%	18%
Referred for potential reporting (AHRCA only)	3%	1%	3%	3%	<1%

* This category includes where a complainant withdraws due to personal circumstances or where they decide not to proceed after reviewing information from the respondent or being provided with information about the law and/or a preliminary assessment of the complaint.

** A complaint may be discontinued where a complainant does not respond to the Commission's attempts to contact them. This may occur after they have received information from the respondent or been provided with information and/or a preliminary assessment of the complaint.

Table 7: Complaints resolved by conciliation over the past five years

	2013-14	2014-15	2015-16	2016-17	2017-18
Complaints successfully resolved	70%	72%	76%	75%	74%
Complaints unable to be resolved	30%	28%	24%	25%	26%

Table 8: Complaints received by State/Territory of complainant

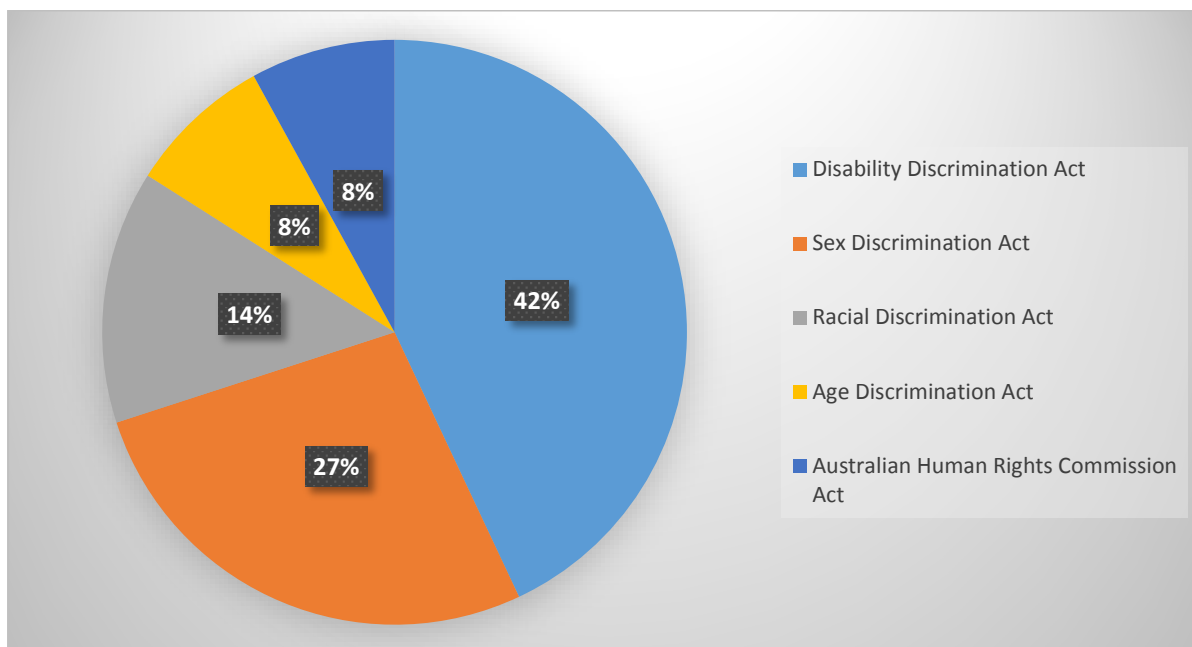
State of origin	Total	Percentage
New South Wales	818	40%
Victoria	452	22%
South Australia	92	4.5%
Western Australia	206	10%
Queensland	362	18%
Australian Capital Territory	52	2.5%
Tasmania	24	1%
Northern Territory	21	1%
Unknown/overseas	19	1%
Total	2,046	100%

Table 9: Complaints received and finalised by Act

Act	Received	Finalised
Racial Discrimination Act (RDA)	290	364
Sex Discrimination Act (SDA)	552	556
Disability Discrimination Act (DDA)	869	838
Age Discrimination Act (ADA)	172	173

Australian Human Rights Commission Act (AHRCA)	163	180
Total	2,046	2,111

Chart 1: Complaints received by Act



Disability Discrimination Act	42%
Sex Discrimination Act	27%
Racial Discrimination Act	14%
Age Discrimination Act	8%
Australian Human Rights Commission Act	8%

Table 10: Complaints received by Act over the past five years

	2013-14	2014-15	2015-16	2016-17	2017-18
Racial Discrimination Act	380	561	429	409	290
Sex Discrimination Act	474	453	409	465	552
Disability Discrimination Act	830	740	750	755	869
Age Discrimination Act	184	149	152	154	172
Australian Human Rights Commission Act	355	485	273	156	163

Total	2,223	2,388	2,013	1,939	2,046
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Table 11: Country of birth of complainants

	RDA (%)	SDA (%)	DDA (%)	ADA (%)	AHRCA (%)	Total (%)
Born in Australia	36%	18%	27%	31%	10%	25%
Born outside of Australia	57%	10%	8%	13%	34%	18%
Unknown/unspecified	7%	72%	65%	56%	56%	57%

Table 12: Indigenous status of complainants

	RDA (%)	SDA (%)	DDA (%)	ADA (%)	AHRCA (%)	Total (%)
Aboriginal	22%	2%	2%	1%	2%	5%
Torres Strait Islander	<1%					<1%
Both of the above	<1%					<1%
None of the above/ Unknown	76%	98%	98%	99%	99%	95%

Table 13: Time from receipt to finalisation for finalised complaints

	RDA (%)	SDA (%)	DDA (%)	ADA (%)	AHRCA (%)	Cumulative Total (%)
0 - 3 months	40%	35%	34%	43%	24%	35%
3 - 6 months	74%	66%	72%	80%	63%	71%
6 - 9 months	92%	84%	89%	95%	82%	88%
9 - 12 months	96%	99%	98%	99%	92%	97%

Racial Discrimination Act

Table 14: Racial Discrimination Act - Complaints received and finalised

Racial Discrimination Act	Total
Received	290
Finalised	364

Table 15: Racial Discrimination Act - Complaints received by ground

Racial Discrimination Act - Grounds	Number	Percentage
Colour	34	6%
National origin	76	12%
Ethnic origin	111	18%
Descent	50	8%
Race	245	40%
Racial hatred	89	14%
Immigrant status	1	<1%
Association	3	<1%
Victimisation	7	1%
Incite unlawful act		
Advertisements		
Total*	616*	100%

*One complaint may raise multiple grounds and may include claims of both direct and indirect discrimination.

Table 16: Racial Discrimination Act - Complaints received by area

Racial Discrimination Act - Areas	Number	Percentage
Rights to equality before the law		
Access to places and facilities	3	<1%

Land, housing, other accommodation	5	1.5%
Provision of goods and services	96	28.5%
Right to join trade union		
Employment	98	29%
Education	20	6%
Other - section 9	26	8%
Racial hatred	89	26.5%
Total*	337	100%

* One complaint may relate to more than one area.

Table 17: Racial hatred complaints received by sub-area

Racial hatred sub-areas	Number	Percentage
Media – press/TV/radio	13	15%
Disputes between neighbours	11	12%
Personal conflict	7	8%
Employment	13	15%
Internet - e-mail/webpage/chat room	22	25%
Sport	3	3%
Public debate	10	11%
Provision of goods and services	7	8%
Education	3	3%
Total	89	100%

Table 18: Racial Discrimination Act – Outcomes of finalised complaints

Racial Discrimination Act - Outcomes	Number
Terminated without inquiry under section 46PF*	15
Terminated	83
Not unlawful	
More than 12 months old	1
Trivial, vexatious, frivolous, misconceived, lacking in substance	21
Adequately dealt with already	3
No reasonable prospect of conciliation	58
Discontinued**	74
Withdrawn***	45
Conciliated	137
Administrative closure****	10
Total	364

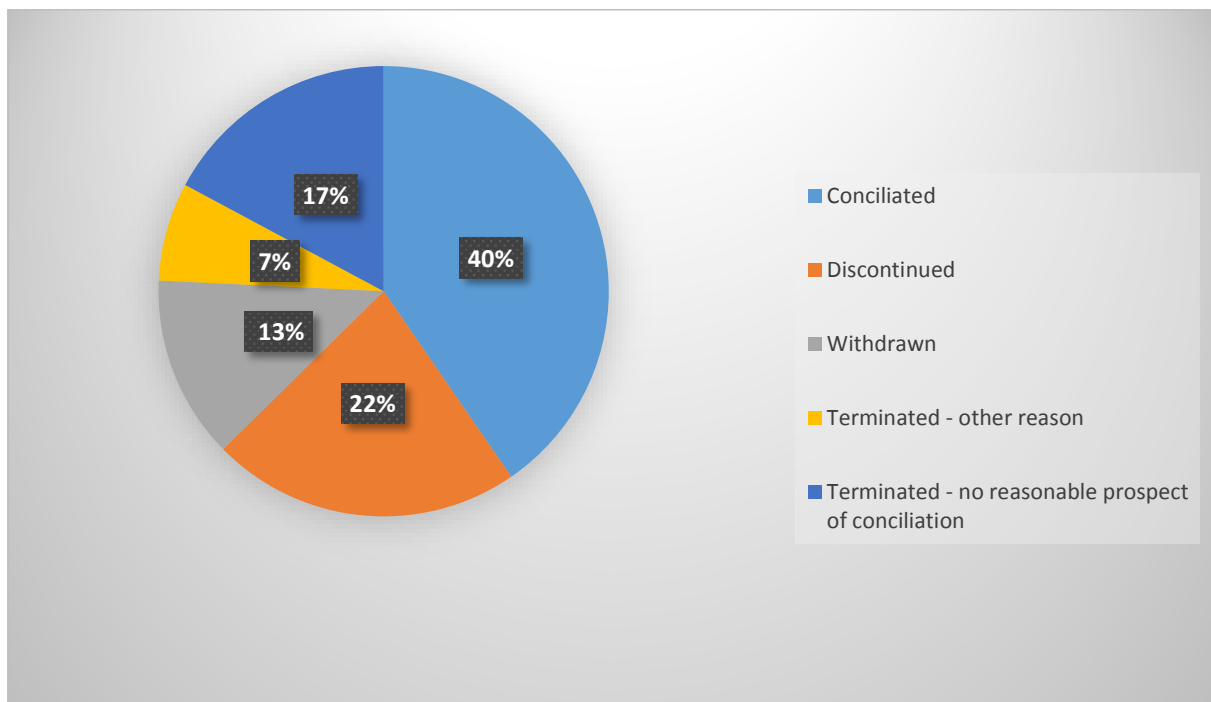
* A complaint may be terminated without inquiry for a number of reasons including that the delegate is satisfied that the complaint is lacking in substance or if the complaint is lodged more than 6 months after the alleged discrimination took place

**A complaint may be discontinued where a complainant does not respond to the Commission's attempts to contact them. This may occur after they have received information from the respondent or been provided with information and/or a preliminary assessment of the complaint.

*** This category includes where a complainant withdraws due to personal circumstances or where they decide not to proceed after reviewing information from the respondent or being provided with information about the law and/or a preliminary assessment of the complaint.

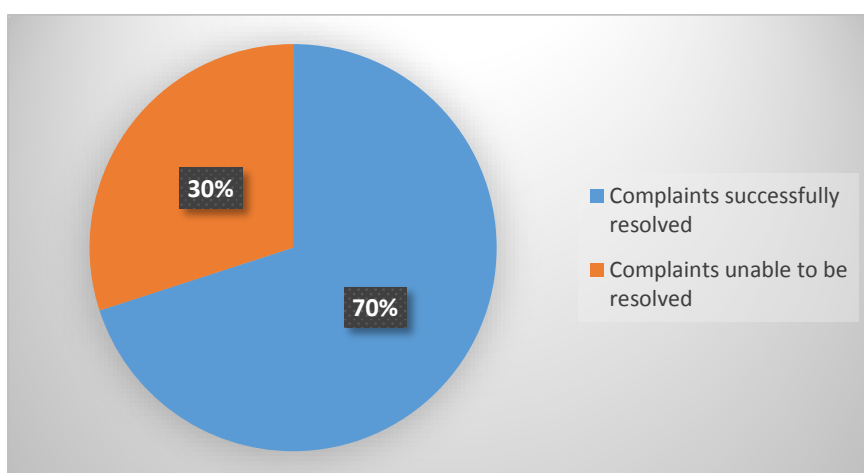
****Includes where complaint is not lodged by or on behalf of an aggrieved person and where a complaint has also been lodged under State or Territory anti-discrimination law

Chart 2: Racial Discrimination Act – Outcomes of finalised complaints



Conciliated	40%
Discontinued	22%
Withdrawn	13%
Terminated - other reason	7%
Terminated - no reasonable prospect of conciliation	17%

Chart 3: Racial Discrimination Act – Complaints resolved by conciliation



Complaints successfully resolved	70%
Complaints unable to be resolved	30%

Sex Discrimination Act

Table 19: Sex Discrimination Act – Complaints received and finalised

Sex Discrimination Act	Total
Received	552
Finalised	556

Table 20: Sex Discrimination Act – Complaints received by complainant category

Sex Discrimination Act – Complainant category	Number	Percentage
Female	380	69%
Male	160	29%
Intersex	3	<1%
Other category*	9	2%
Total	552	100%

* Includes sex not specified, joint/multiple, or organisation

Table 21: Sex Discrimination Act – Complaints received by ground

Sex Discrimination Act – Grounds	Number	Percentage
Sex discrimination	349	30%
Marital or relationship status	10	<1%
Pregnancy	105	9%
Sexual harassment	321	27%
Family responsibilities	64	5%
Breastfeeding	8	<1%
Gender identity	30	3%
Intersex	4	<1%
Sexual orientation	87	7%

Victimisation	138	12%
Causes, instructs, induces, aids or permits an unlawful act	66	6%
Advertisements		
Total*	1,182	100%

*One complaint may raise multiple grounds and may include claims of both direct and indirect discrimination.

Table 22: Sex Discrimination Act - Complaints received by area

Sex Discrimination Act - Areas	Number	Percentage
Employment	454	78%
Goods, services and facilities	84	14%
Land		
Accommodation	9	2%
Superannuation & insurance	3	<1%
Education	12	2%
Clubs	4	<1%
Administration of Commonwealth laws and programs	12	2%
Requests for information		
Registered organisations		
Qualifying bodies	3	<1%
Total*	581	100%

* One complaint may relate to more than one area.

Table 23: Sex Discrimination Act - Outcomes of finalised complaints

Sex Discrimination Act - Outcomes	Number
Terminated without inquiry under section 46PF*	14
Terminated	99

Not unlawful	1
More than 6/12 months old	
Trivial, vexatious, frivolous, misconceived, lacking in substance	6
Adequately dealt with already	1
More appropriate remedy available	
Subject matter of public importance	
No reasonable prospect of conciliation	91
Discontinued**	74
Withdrawn***	65
Conciliated	267
Administrative closure****	37
Total	556

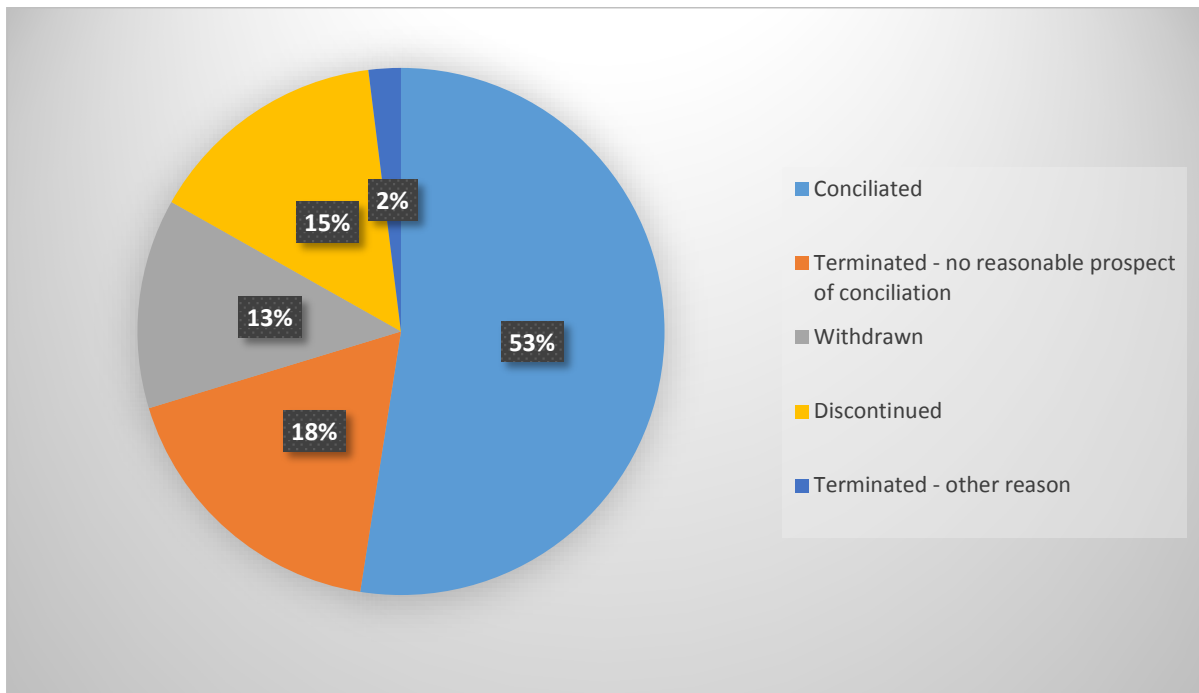
* A complaint may be terminated without inquiry for a number of reasons including that the delegate is satisfied that the complaint is lacking in substance or if the complaint is lodged more than 6 months after the alleged discrimination took place

**A complaint may be discontinued where a complainant does not respond to the Commission's attempts to contact them. This may occur after they have received information from the respondent or been provided with information and/or a preliminary assessment of the complaint.

*** This category includes where a complainant withdraws due to personal circumstances or where they decide not to proceed after reviewing information from the respondent or being provided with information about the law and/or a preliminary assessment of the complaint.

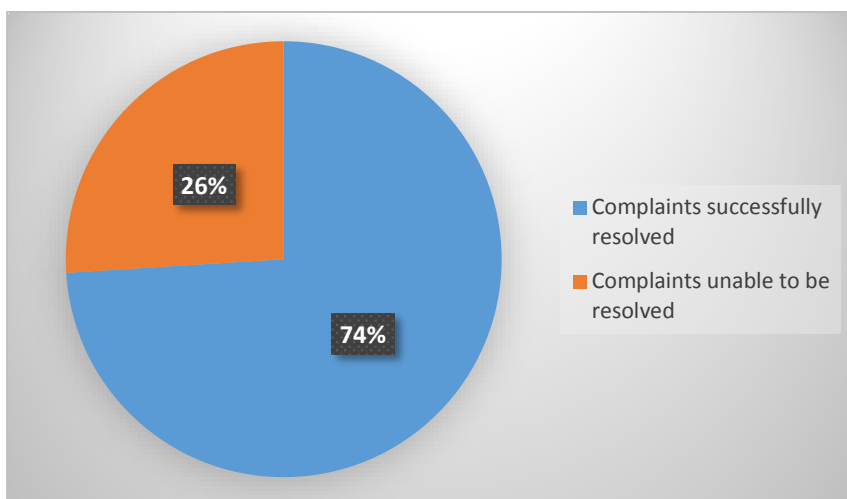
****Includes where complaint is not lodged by or on behalf of an aggrieved person and where a complaint has also been lodged under State or Territory anti-discrimination law

Chart 4: Sex Discrimination Act - Outcomes of finalised complaints



Conciliated	53%
Terminated - no reasonable prospect of conciliation	18%
Withdrawn	13%
Discontinued	15%
Terminated - other reason	2%

Chart 5: Sex Discrimination Act – Complaints resolved by conciliation



Complaints successfully resolved	74%
Complaints unable to be resolved	26%

Disability Discrimination Act

Table 24: Disability Discrimination Act - Complaints received and finalised

Disability Discrimination Act	Total
Received	869
Finalised	838

Table 25: Disability Discrimination Act - Nature of complainant's disability

Disability Discrimination Act - Complainant's disability	Number	Percentage
Physical disability	227	19%
A mobility aid is used (e.g. walking frame or wheelchair)	72	6%
Carer/Associate	15	1%
Physical disfigurement	7	<1%
Presence in the body of organisms causing disease (e.g. HIV/AIDS)	5	<1%
Presence in the body of organisms causing disease (other)	8	<1%
Mental health/psychosocial	303	26%
Neurological disability (e.g. epilepsy)	64	5%
Intellectual disability	35	3%
Learning disability	55	5%
Sensory disability (hearing impaired)	30	2.5%
Sensory disability (deaf)	66	5.5%
Sensory disability (vision impaired)	32	3%
Sensory disability (blind)	29	2%
Work-related injury	24	2%
Medical condition (e.g. diabetes)	156	13%
Other	54	5%
Total*	1,182	100%

*One complainant may have multiple disabilities.

Table 26: Disability Discrimination Act - Complaints received by ground

Disability Discrimination Act - Grounds	Number	Percentage
Disability of person(s) aggrieved	1,535	83%
Associate	61	3%
Disability - person assisted by trained animal	53	3%
Disability - accompanied by carer or assistant	5	<1%
Disability – aid	33	2%
Harassment	6	<1%
Victimisation	36	2%
Causes, instructs, induces, aids or permits an unlawful act	13	<1%
Incites unlawful act		
Advertisements		
Unlawful to contravene disability standard	118	6%
Total*	1,860	100%

*One complaint may raise multiple grounds and may include claims of both direct and indirect discrimination.

Table 27: Disability Discrimination Act - Complaints received by area

Disability Discrimination Act - Areas	Number	Percentage
Employment	319	30%
Goods, services and facilities	390	36%
Access to premises	64	6%
Land		
Accommodation	40	4%
Superannuation, insurance	14	1%
Education	126	12%
Clubs, incorporated associations	24	2%

Administration of Commonwealth laws and programs	43	4%
Sport	6	<1%
Requests for information		
Qualifying bodies	7	<1%
Registered organisations		
Disability standards	46	4%
Total*	1,079	100%

* One complaint may relate to more than one area.

Table 28: Disability Discrimination Act - Outcomes of finalised complaints

Disability Discrimination Act - Outcomes of finalised complaints	Number
Terminated without inquiry under section 46PF*	23
Terminated	182
At complainants request - s.46PE	
Not unlawful	1
More than 6/12 months old	4
Trivial, vexatious, frivolous, misconceived, lacking in substance	27
Adequately dealt with already	1
More appropriate remedy available	1
Subject matter of public importance	1
No reasonable prospect of conciliation	147
Discontinued**	88
Withdrawn***	106
Conciliated	418
Administrative closure****	23
Total (a complaint may be closed with more than one outcome)	840

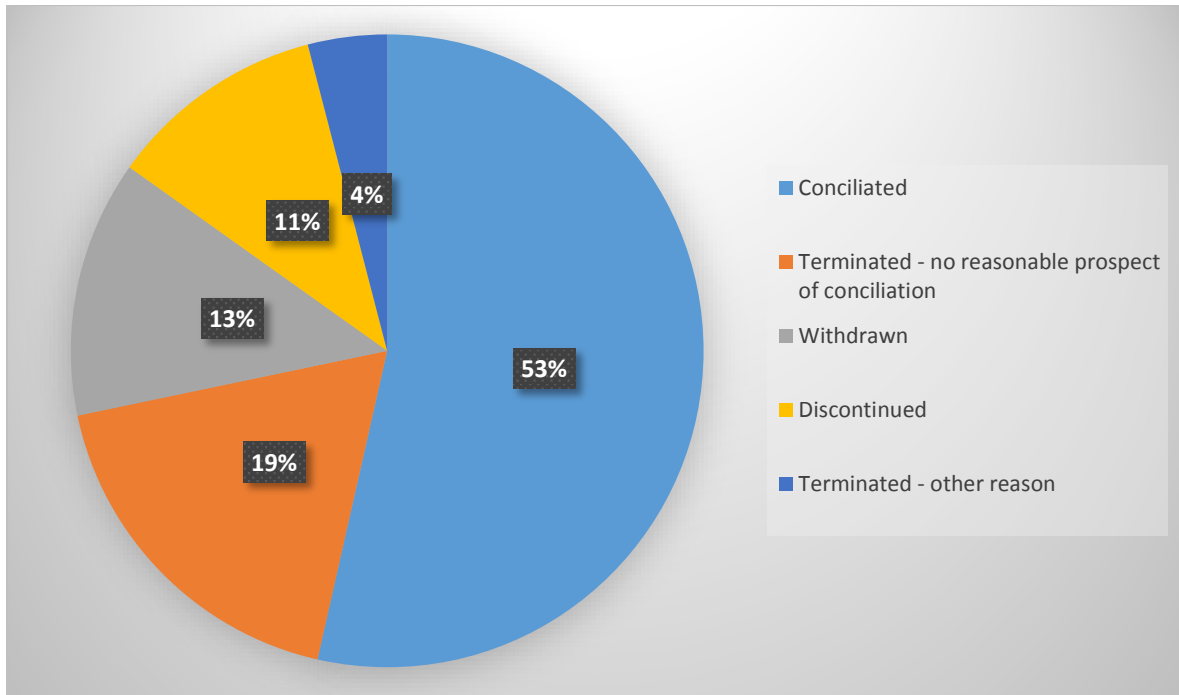
* A complaint may be terminated without inquiry for a number of reasons including that the delegate is satisfied that the complaint is lacking in substance or if the complaint is lodged more than 6 months after the alleged discrimination took place

**A complaint may be discontinued where a complainant does not respond to the Commission's attempts to contact them. This may occur after they have received information from the respondent or been provided with information and/or a preliminary assessment of the complaint.

*** This category includes where a complainant withdraws due to personal circumstances or where they decide not to proceed after reviewing information from the respondent or being provided with information about the law and/or a preliminary assessment of the complaint.

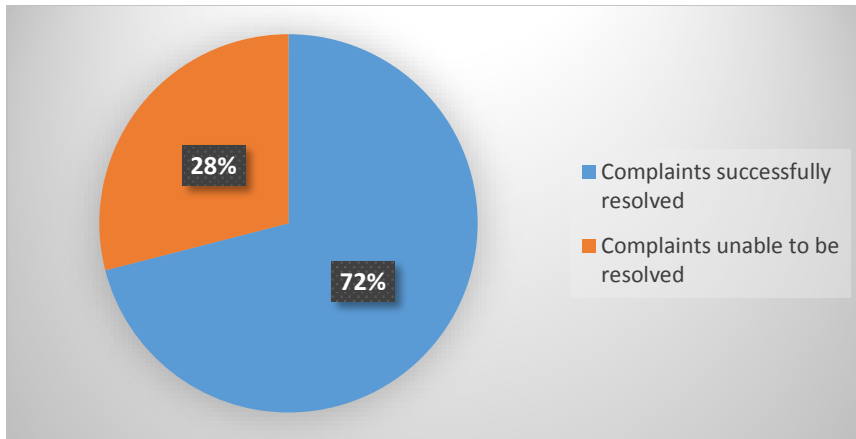
****Includes where complaint is not lodged by or on behalf of an aggrieved person and where a complaint has also been lodged under State or Territory anti-discrimination law

Chart 6: Disability Discrimination Act - Outcomes of finalised complaints



Conciliated	53%
Terminated - no reasonable prospect of conciliation	19%
Withdrawn	13%
Discontinued	11%
Terminated - other reason	4%

Chart 7: Disability Discrimination Act – Complaints resolved by conciliation



Complaints successfully resolved	72%
Complaints unable to be resolved	28%

Age Discrimination Act

Table 29: Age Discrimination Act - Complaints received and finalised

Age Discrimination Act	Total
Received	172
Finalised	173

Table 30: Age Discrimination Act - Age group of complainant

Age Discrimination Act - Complainant age group	Number	Percentage
0 – 12 years	4	2%
13 – 17 years	18	11%
18 – 24 years	13	8%
25 – 34 years	11	6%
35 – 44 years	15	9%
45 – 54 years	24	14%
55 – 64 years	38	22%
65 – 74 years	40	23%
>75 years	9	5%
Total	172	100%

Table 31: Age Discrimination Act - Complaints received by ground

Age Discrimination Act - Grounds	Number	Percentage
Age	240	97%
Causes, instructs, induces, aids or permits an unlawful act	2	<1%
Victimisation	4	1.5%
Advertisements	2	<1%
Total*	248	100%

*One complaint may raise multiple grounds and may include claims of both direct and indirect discrimination.

Table 32: Age Discrimination Act - Complaints received by area

Age Discrimination Act - Areas	Number	Percentage
Employment	105	57%
Goods, services and facilities	48	26%
Access to premises		
Land		
Accommodation	2	1%
Advertisements		
Superannuation, insurance	4	2%
Education	2	1%
Administration of Commonwealth laws and programs	21	12%
Sport		
Requests for information		
Registered organisations		
Qualifying bodies	2	1%
Victimisation		
Total*	184	100%

* One complaint may relate to more than one area.

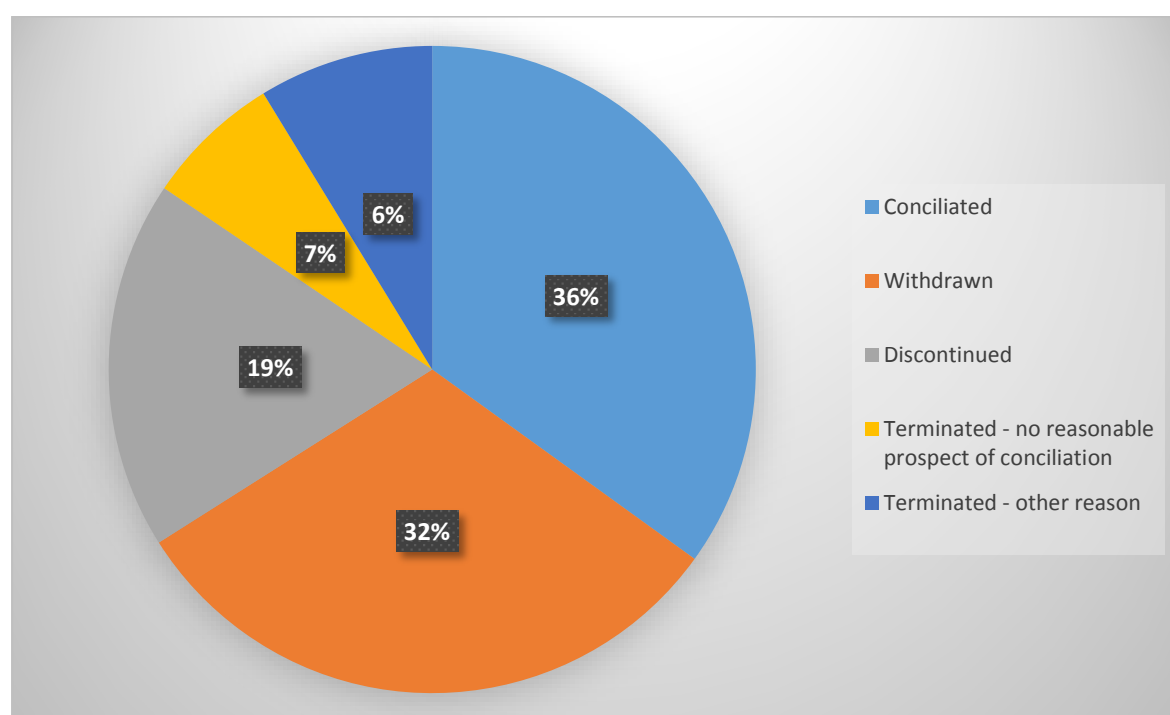
Table 33: Age Discrimination Act - Outcomes of finalised complaints

Age Discrimination Act - Outcomes	Number
Terminated without inquiry under section 46PF*	5
Terminated	21
At complainants request - s.46PE	
Not unlawful	
More than 6/12 months old	2

Trivial, vexatious, frivolous, misconceived, lacking in substance	7
Adequately dealt with already	
More appropriate remedy available	
Subject matter of public importance	
No reasonable prospect of conciliation	12
Discontinued**	30
Withdrawn***	51
Conciliated	58
Administrative closure****	8
Total	173

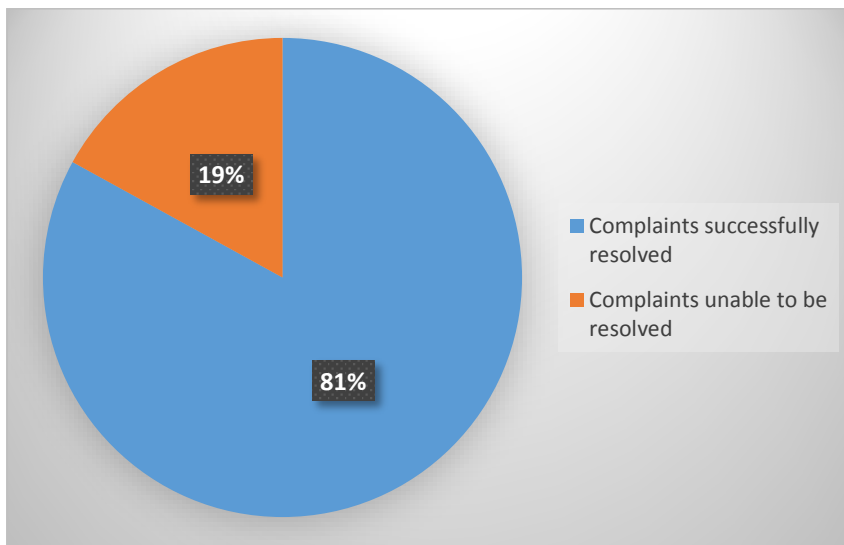
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 *** This category includes where a complainant withdraws due to personal circumstances or where they decide not to proceed after reviewing information from the respondent or being provided with information about the law and/or a preliminary assessment of the complaint.
 ****Includes where complaint is not lodged by or on behalf of an aggrieved person and where a complaint has also been lodged under State or Territory anti-discrimination law

Chart 8: Age Discrimination Act - Outcomes of finalised complaints



Conciliated	36%
Withdrawn	32%
Discontinued	19%
Terminated - no reasonable prospect of conciliation	7%
Terminated - other reason	6%

Chart 9: Age Discrimination Act – Complaints resolved by conciliation



Complaints successfully resolved	81%
Complaints unable to be resolved	19%

Australian Human Rights Commission Act (AHRCA)

Table 34: AHRCA - Complaints received and finalised

Australian Human Rights Commission Act	Total
Received	163
Finalised	180

Table 35: AHRCA - Complaints received by ground

Australian Human Rights Commission Act – Grounds	Number	Percentage
Age (ILO111)		
Religion (ILO 111)	8	5%
Political opinion (ILO 111)	1	<1%
Social origin (ILO 111)		
Disability (ILO 111)	1	<1%
Medical record (ILO 111)		
Criminal record (ILO 111)	95	56%
Sexual preference (ILO 111)	1	<1%
Trade union activity (ILO 111)	1	<1%
International Covenant on Civil and Political Rights	55	32%
Convention on the Rights of the Child	7	4%
Declaration on the Elimination of All Forms of Intolerance and of Discrimination Based on Religion or Belief		
Convention on the Rights of Persons with Disabilities	1	<1%
Victimisation		
Total*	170	100%

*One complaint may raise multiple grounds.

Table 36: AHRCA - Complaints received by area

Australian Human Rights Commission Act - Areas	Number	Percentage
Acts or practices of the Commonwealth	57	35%
Employment	106	65%
Not act or practice of the Commonwealth (not employment cases)		
Total*	163	100%

* One complaint may relate to more than one area.

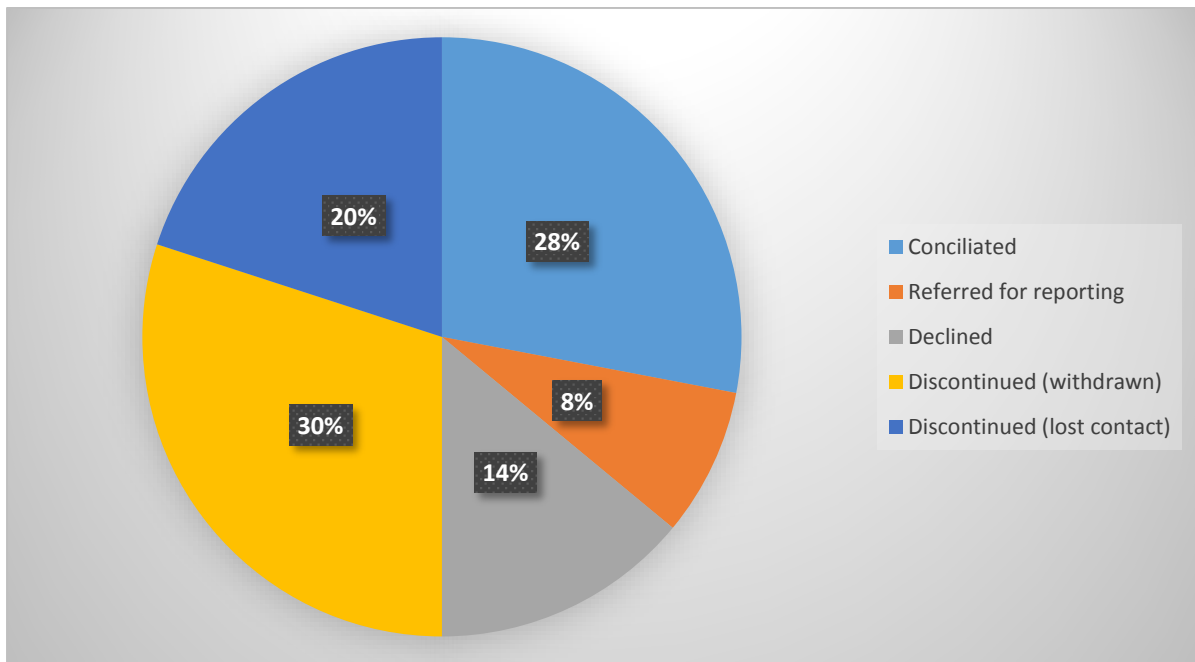
Table 37: AHRCA - Outcomes of finalised complaints

Australian Human Rights Commission Act - Outcomes*	Number
Declined	25
Does not constitute discrimination	4
Human rights breach, not inconsistent or contrary to any human right	1
More than 6/12 months old	1
Trivial, vexatious, frivolous, misconceived, lacking in substance	9
Adequately dealt with already	8
More appropriate remedy available	2
No reasonable prospect of conciliation	1
Discontinued - withdrawn	53
Discontinued - lost contact	35
Conciliated	51
Referred for reporting**	15
Administrative closure	1
Total	180

* A complaint may have more than one outcome.

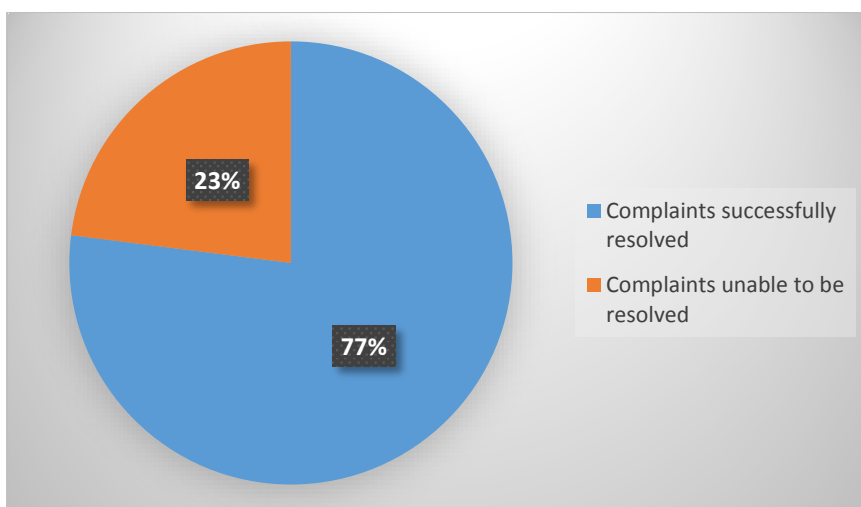
** Complaints in this category could not be conciliated and were transferred from the Commission's Investigation and Conciliation Section to the Legal Section for further inquiry and possible reporting.

Chart 10: AHRCA - Outcomes of finalised complaints



Conciliated	28%
Referred for reporting	8%
Declined	14%
Discontinued (withdrawn)	30%
Discontinued (lost contact)	20%

Chart 11: AHRCA - Complaints resolved by conciliation



Complaints successfully resolved	77%
Complaints unable to be resolved	23%