# 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 Serviceprovides 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** |

#### 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** |

#### Table 11: Country of birth of complainants

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| A | **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

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| A | **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

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| A | **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** |

\* 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 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%