

## 2016 - 2017 Complaint statistics

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### Enquiries and complaints received

In 2016-17 the Commission received 14 911 enquiries. The majority of enquiries (53%) were received via the Commission's National Information Hotline. The main issues raised by enquirers in this reporting year related to disability discrimination (20%), general employment matters including harassment and bullying (15%), discrimination on grounds covered by the Sex Discrimination Act (11%), racial discrimination including racial hatred (10%) and human rights related issues including immigration and immigration detention (6%).

In 2016-17 the Commission received 1 939 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 2016-17 would increase to 2 507. If the Commission counted complaints received by grounds and areas of discrimination, the number of complaints received would increase to 3 927 and 2 236 respectively.

In 2016-17:

- 39% of complaints were lodged under the Disability Discrimination Act
- 24% of complaints were lodged under the Sex Discrimination Act
- 21% of complaints were lodged under the Racial Discrimination Act
- 8% of complaints were lodged under the Australian Human Rights Commission Act
- 8% of complaints were lodged under the Age Discrimination Act.

Complaints about employment made up 78% of complaints under the Sex Discrimination Act, 58% of complaints under the Age Discrimination Act, 33% of complaints under the Disability Discrimination Act and 26% of complaints under the Racial Discrimination Act. The provision of goods, services and facilities was the other main area of complaint making up 33% of complaints under the Disability Discrimination Act, 25% of complaints under the Age Discrimination Act, 20% of complaints under the Racial Discrimination Act and 13% of complaints under the Sex Discrimination Act.<sup>1</sup>

### Outcomes of complaints

The Commission finalised 1 987 complaints during 2016-17. The Commission conducted approximately 1 128 conciliation processes of which 843 complaints (75%) were successfully resolved. This represents successful dispute resolution for more than 1 686 people and organisations involved in complaints before the Commission. This is the second highest conciliation success rate on record.

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, 74% of surveyed participants indicated that

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<sup>1</sup> One complaint may relate to more than one area

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 2016-17, less than 2% of finalised complaints regarding unlawful discrimination proceeded to court.

### **Timeliness of the complaint process**

In 2016-17, just under half of all complaints were finalised within 3 months (41%), 75% were finalised within 6 months, 91% within 9 months and 97% within 12 months. The average time from receipt to finalisation of a complaint was approximately 4.3 months.

### **Demographic data**

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

Available demographic data indicates that in 2016-17, 48% of complaints were lodged by individual females, 50% by individual males and 2% by other categories. Other categories include intersex, sex not specified, joint/multiple complainants, organisations and unknown.

Where referral source was identified, 32% of complainants reported that they knew about the Commission prior to lodging their complaint. The other main identified referral sources were private lawyers (13%), family members, friends or support people (8.5%), the internet (8%), 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%).

The majority of complainants (52%) indicated that their main source of income at the time of the alleged act was from a form of employment. The majority of complainants (39%) indicated they were in full or part-time permanent employment, 11% were engaged in casual, contract or outwork and 2% were self-employed.

Approximately 37% of complainants said they were represented during the complaint process. Of these complainants, 45% said they were represented by privately funded solicitors. Other identified forms of representation were family members or friends (27%), community legal centres, including Aboriginal or disability legal services (14%), other advocacy groups such as working women's centres or disability advocacy services (12%) and trade unions or professional associations (2%).

In 2016-17, the main respondent organisation categories were private enterprise (55%), State departments/statutory authorities (14%) and Commonwealth departments/statutory authorities (13%). These consistently are 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 include feedback from parties where the complaint was terminated, withdrawn or discontinued.

In 2016-17, 222 complainants and 199 respondents agreed to participate in the survey. Details of survey feedback is provided below.

- 88% of participants (82% of complainants and 95% of respondents) reported that they were satisfied with the service provided and 71% (69% of complainants and 73% of respondents) rated the service as 'very good' or 'excellent'. Where complaints were conciliated, these figures increased with 96% reporting they were satisfied with the service and 84% rating the service as 'very good' or 'excellent'.
- 92% of participants (90% of complainants and 95% of respondents) felt that Commission staff explained things in a way that was easy for them to understand.
- 91% of participants (88% of complainants and 95% of respondents) felt that forms and correspondence from the Commission were easy to understand.
- 74% of participants (70% of complainants and 79% of respondents) felt that the Commission dealt with the complaint in a timely manner.
- 87% of participants (81% 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 2016–17 the Commission received one complaint about its service under the complaint process provided in the Charter.

## Enquiries overview (National Information Service)

**Table 1: Website enquiries**

Webpage views	267 934
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**Table 2: Enquiries received by mode of contact**

Enquiry type	Total	Percentage
Telephone	7925	53%
Written	6789	46%
In-person	187	1%
TTY/NRS	10	<1%
<b>Total</b>	<b>14 911</b>	<b>100%</b>

**Table 3: Enquiries received by State/Territory of enquirer**

State of origin	Total	Percentage
New South Wales	4518	30%
Victoria	2390	16%
South Australia	693	5%
Western Australia	1147	8%
Queensland	1813	12%
Australian Capital Territory	330	2%
Tasmania	207	1%
Northern Territory	193	1%
Unknown/overseas	3620	25%
<b>Total</b>	<b>14 911</b>	<b>100%</b>

## Complaints overview

**Table 4: Complaints received**

	2016-17
Counted by complainants*	1 983
Counted by respondents	2 507
Counted by grounds of discrimination raised in complaint	3 927
Counted by areas of discrimination raised in complaint	2 236

\* 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**

	2012-13	2013-14	2014-15	2015-16	2016-17
Received	2 177	2 223	2 388	2 013	1 939
Finalised	2 500	2 178	2 251	1 982	1 987

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

	2012-13	2013-14	2014-15	2015-16	2016-17
Terminated/declined	33%	23%	23%	19%	19%
Conciliated	45%	49%	51%	52%	45%
Withdrawn*	13%	16%	16%	17%	18%
Discontinued**	9%	9%	9%	9%	15%
Referred for reporting (AHRCA only)	-	3%	1%	3%	3%

\* 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**

	<b>2012-13</b>	<b>2013-14</b>	<b>2014-15</b>	<b>2015-16</b>	<b>2016-17</b>
Complaints successfully resolved	65%	70%	72%	76%	75%
Complaints unable to be resolved	35%	30%	28%	24%	25%

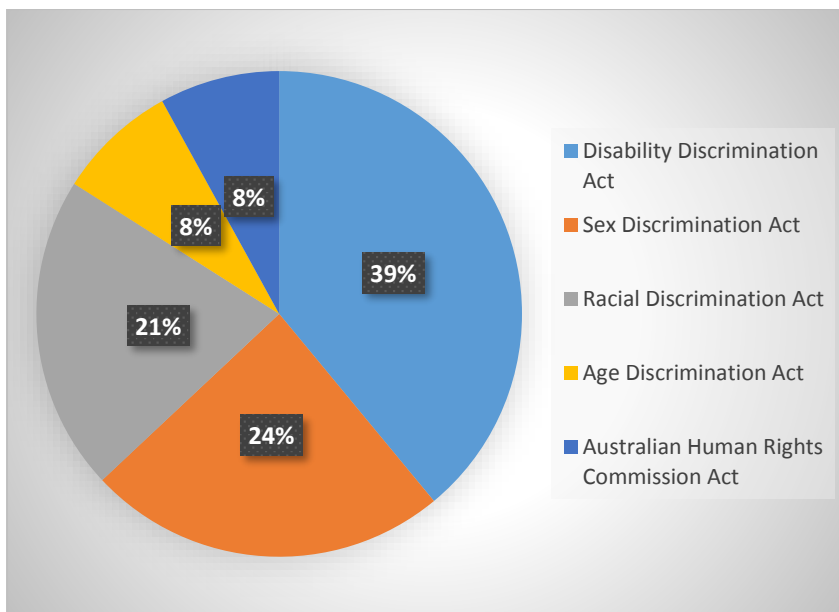
**Table 8: Complaints received by State/Territory of complainant**

<b>State of origin</b>	<b>Total</b>	<b>Percentage</b>
New South Wales	756	39%
Victoria	383	20%
South Australia	124	6%
Western Australia	223	12%
Queensland	348	18%
Australian Capital Territory	41	2%
Tasmania	33	2%
Northern Territory	19	1%
Unknown/overseas	12	<1%
<b>Total</b>	<b>1 939</b>	<b>100%</b>

**Table 9: Complaints received and finalised by Act**

Act	Received	Finalised
Racial Discrimination Act (RDA)	409	474
Sex Discrimination Act (SDA)	465	432
Disability Discrimination Act (DDA)	755	696
Age Discrimination Act (ADA)	154	144
Australian Human Rights Commission Act (AHRCA)	156	241
<b>Total</b>	<b>1 939</b>	<b>1 987</b>

**Chart 1: Complaints received by Act**



Disability Discrimination Act	39%
Sex Discrimination Act	24%
Racial Discrimination Act	21%
Age Discrimination Act	8%

Australian Human Rights Commission Act 8%

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

	2012-13	2013-14	2014-15	2015-16	2016-17
Racial Discrimination Act	500	380	561	429	409
Sex Discrimination Act	417	474	453	409	465
Disability Discrimination Act	793	830	740	750	755
Age Discrimination Act	157	184	149	152	154
Australian Human Rights Commission Act	310	355	485	273	156
<b>Total</b>	<b>2 177</b>	<b>2 223</b>	<b>2 388</b>	<b>2 013</b>	<b>1 939</b>

**Table 11: Country of birth of complainants**

	RDA (%)	SDA (%)	DDA (%)	ADA (%)	AHRCA (%)	Total (%)
Born in Australia	42%	22%	39%	42%	28%	<b>35%</b>
Born outside of Australia	40%	12%	8%	12%	37%	<b>18%</b>
Unknown/unspecified	18%	66%	53%	46%	35%	<b>47%</b>



**Table 12: Indigenous status of complainants**

	<b>RDA</b> <b>(%)</b>	<b>SDA</b> <b>(%)</b>	<b>DDA</b> <b>(%)</b>	<b>ADA</b> <b>(%)</b>	<b>AHRCA</b> <b>(%)</b>	<b>Total</b> <b>(%)</b>
Aboriginal	25%	2%	4%	2%	2%	<b>7%</b>
Torres Strait Islander	<1%		<1%			<b>&lt;1%</b>
Both of the above	<1%					<b>&lt;1%</b>
None of the above/ Unknown	74%	98%	96%	98%	98%	<b>92%</b>

**Table 13: Time from receipt to finalisation for finalised complaints**

	<b>RDA</b> <b>(%)</b>	<b>SDA</b> <b>(%)</b>	<b>DDA</b> <b>(%)</b>	<b>ADA</b> <b>(%)</b>	<b>AHRCA</b> <b>(%)</b>	<b>Cumulative Total (%)</b>
0 - 3 months	45%	47%	40%	42%	27 %	<b>41%</b>
3 - 6 months	71%	81%	78%	84%	62%	<b>75%</b>
6 - 9 months	83%	96%	95%	99%	83%	<b>91%</b>
9 - 12 months	94%	99%	99%	100	93%	<b>97%</b>

## Racial Discrimination Act

**Table 14: Racial Discrimination Act - Complaints received and finalised**

Racial Discrimination Act	Total
Received	409
Finalised	474

**Table 15: Racial Discrimination Act - Complaints received by ground**

Racial Discrimination Act - Grounds	Number	Percentage
Colour	51	7%
National origin	87	11%
Ethnic origin	102	13%
Descent	27	3%
Race	329	42%
Racial hatred	159	20%
Immigrant status	9	1%
Association	3	<1%
Victimisation	17	2%
Incite unlawful act		
Advertisements		
<b>Total*</b>	<b>784</b>	<b>100%</b>

\* One complaint may raise multiple grounds

**Table 16: Racial Discrimination Act - Complaints received by area**

Racial Discrimination Act - Areas	Number	Percentage
Rights to equality before the law	1	<1%
Access to places and facilities	4	<1%
Land, housing, other accommodation	3	<1%
Provision of goods and services	93	20%
Right to join trade unions		
Employment	121	26%
Education	8	2%
Other - section 9	83	18%
Racial hatred	159	34%
<b>Total*</b>	<b>472</b>	<b>100%</b>

\* 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	29	18%
Disputes between neighbours	15	10%
Personal conflict	10	6%
Employment	27	17%
Racist propaganda		
Internet - e-mail/webpage/chat room	7	5%
Entertainment		

Sport		
Public debate	62	39%
Provision of goods and services	8	5%
Education	1	<1%
<b>Total</b>	<b>159</b>	<b>100%</b>

**Table 18: Racial Discrimination Act – Outcomes of finalised complaints**

<b>Racial Discrimination Act - Outcomes</b>	<b>Number</b>
<b>Terminated</b>	<b>74</b>
At complainants request – s.46PE	
Not unlawful	
More than 12 months old	3
Trivial, vexatious, frivolous, misconceived, lacking in substance	41
Adequately dealt with already	
More appropriate remedy available	1
Subject matter of public importance	
No reasonable prospect of conciliation	29
<b>Discontinued*</b>	<b>95</b>
<b>Withdrawn**</b>	<b>63</b>
<b>Conciliated</b>	<b>228</b>
<b>Administrative closure***</b>	<b>14</b>
<b>Total</b>	<b>474</b>

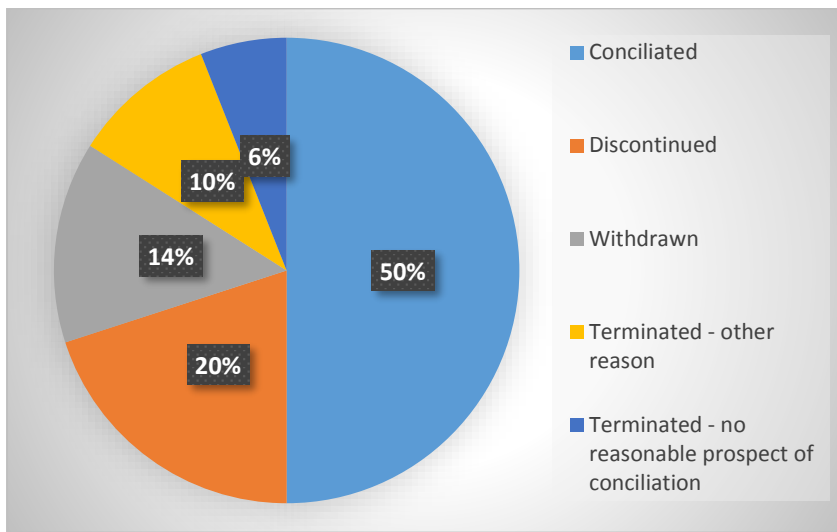
\* A complaint may be discontinued where a complainant does not respond to the Commission's attempts to contact them. This may occur after they have received information from the respondent or been provided with information and/or a preliminary assessment of the complaint.

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2016-17 Complaint statistics**

\*\* 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.

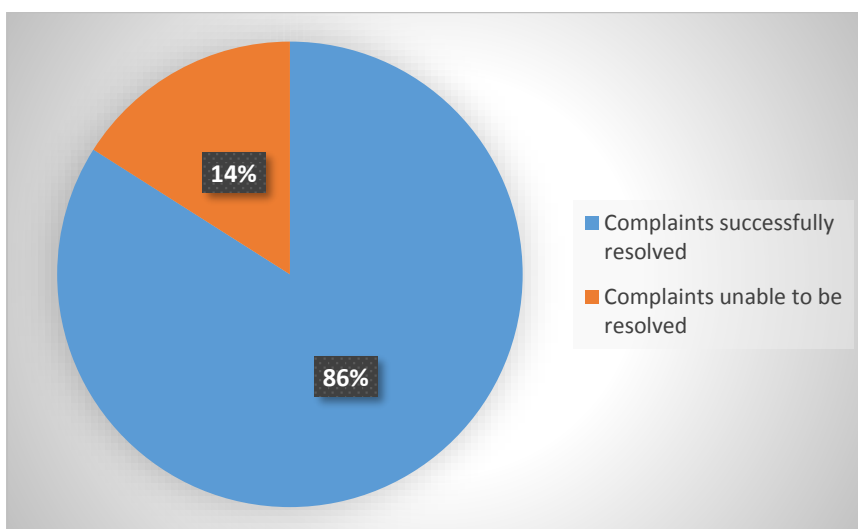
\*\*\*Includes where a complaint is not lodged by or on behalf of an aggrieved person and where a complaint has also been lodged under State or Territory anti-discrimination law

**Chart 2: Racial Discrimination Act – Outcomes of finalised complaints**



Conciliated	50%
Discontinued	20%
Withdrawn	14%
Terminated - other reason	10%
Terminated - no reasonable prospect of conciliation	6%

**Chart 3: Racial Discrimination Act – Complaints resolved by conciliation**



Complaints successfully resolved	86%
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Complaints unable to be resolved 14%

## Sex Discrimination Act

**Table 19: Sex Discrimination Act – Complaints received and finalised**

Sex Discrimination Act	Total
Received	465
Finalised	432

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

Sex Discrimination Act – Complainant category	Number	Percentage
Female	353	76%
Male	102	22%
Intersex	2	<1%
Other category*	8	2%
<b>Total</b>	<b>465</b>	<b>100%</b>

\* Includes sex not specified, joint/multiple, or organisation on behalf of other

**Table 21: Sex Discrimination Act – Complaints received by ground**

Sex Discrimination Act – Grounds	Number	Percentage
Sex discrimination	412	41%
Marital or relationship status	12	1%
Pregnancy	92	9%
Sexual harassment	247	24%
Family responsibilities	58	6%



Breastfeeding	8	1%
Gender identity	39	4%
Intersex	7	1%
Sexual orientation	40	4%
Victimisation	82	8%
Causes, instructs, induces, aids or permits an unlawful act	13	1%
Advertisements	1	<1%
<b>Total*</b>	<b>1 011</b>	<b>100%</b>

\*One complaint may raise multiple grounds.

**Table 22: Sex Discrimination Act - Complaints received by area**

<b>Sex Discrimination Act – Areas</b>	<b>Number</b>	<b>Percentage</b>
Employment	385	78%
Goods, services and facilities	64	13%
Land		
Accommodation	5	1%
Superannuation & insurance	3	1%
Education	14	3%
Clubs	7	1%
Administration of Commonwealth laws and programs	12	3%
Requests for information		
Registered organisations	1	<1%
Qualifying bodies	1	<1%
<b>Total*</b>	<b>492</b>	<b>100%</b>

\* One complaint may relate to more than one area.

**Table 23: Sex Discrimination Act - Outcomes of finalised complaints**

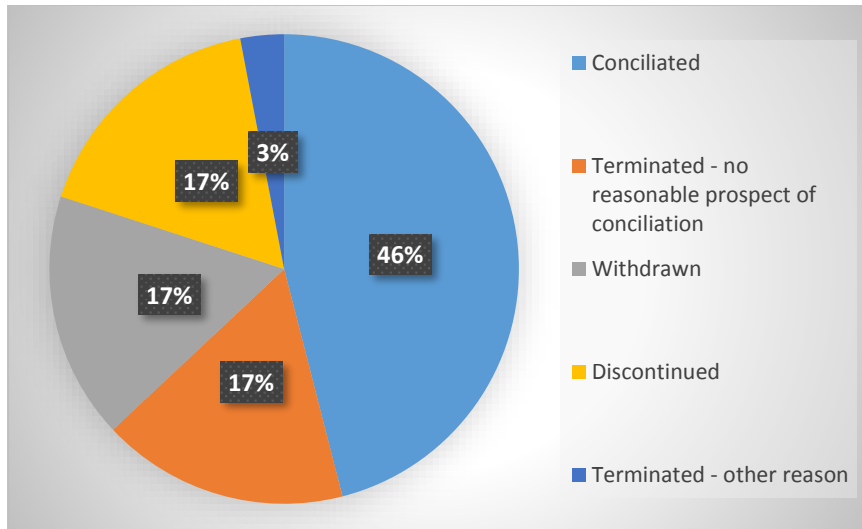
<b>Sex Discrimination Act - Outcomes</b>	<b>Number</b>
<b>Terminated</b>	<b>78</b>
At complainants request - s.46PE	
Not unlawful	
More than 12 months old	2
Trivial, vexatious, frivolous, misconceived, lacking in substance	6
Adequately dealt with already	3
More appropriate remedy available	
Subject matter of public importance	
No reasonable prospect of conciliation	67
<b>Discontinued*</b>	<b>68</b>
<b>Withdrawn**</b>	<b>68</b>
<b>Conciliated</b>	<b>184</b>
<b>Administrative closure***</b>	<b>34</b>
<b>Total</b>	<b>432</b>

\* 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.

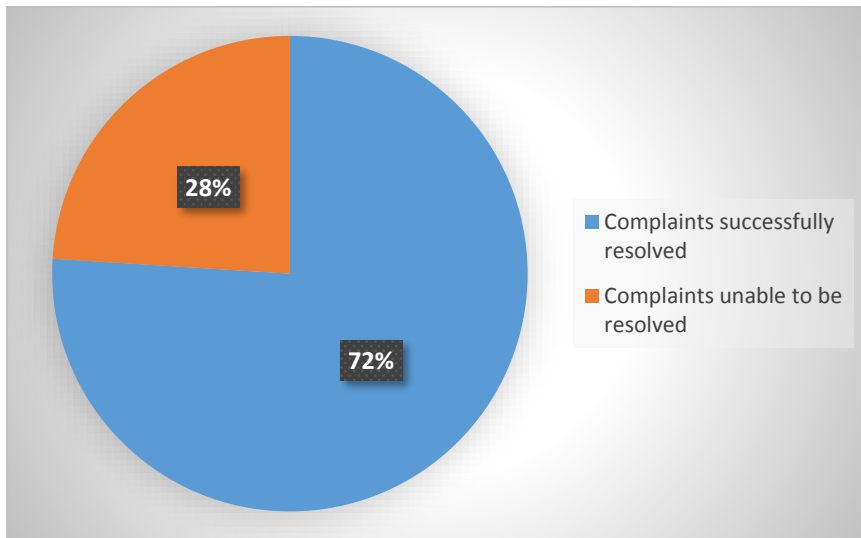
\*\*\*Includes where complaint is not lodged by or on behalf of an aggrieved person and where a complaint has also been lodged under State or Territory anti-discrimination law

**Chart 4: Sex Discrimination Act - Outcomes of finalised complaints**



Conciliated	46%
Terminated - no reasonable prospect of conciliation	17%
Withdrawn	17%
Discontinued	17%
Terminated - other reason	3%

**Chart 5: Sex Discrimination Act – Complaints resolved by conciliation**



Complaints successfully resolved 72%

Complaints unable to be resolved 28%

## Disability Discrimination Act

**Table 24: Disability Discrimination Act - Complaints received and finalised**

Disability Discrimination Act	Total
Received	755
Finalised	696

**Table 25: Nature of complainant's disability**

Disability Discrimination Act – Complainant's disability	Number	Percentage
Physical disability	204	20%
A mobility aid is used (e.g. walking frame or wheelchair)	74	7.5%
Physical disfigurement	3	0.5%
Presence in the body of organisms causing disease (e.g. HIV/AIDS)	6	0.5%

Presence in the body of organisms causing disease (other)	7	0.5%
Mental health/psychosocial	288	29%
Neurological disability (e.g. epilepsy)	54	5.5%
Intellectual disability	27	3%
Learning disability	53	5.5%
Sensory disability (hearing impaired)	24	2.5%
Sensory disability (deaf)	21	2%
Sensory disability (vision impaired)	36	3.5%
Sensory disability (blind)	36	3.5%
Work-related injury	32	3%
Medical condition (e.g. diabetes)	130	13%
Other	6	0.5%
<b>Total*</b>	<b>1 001</b>	<b>100%</b>

\*One complainant may have multiple disabilities.

**Table 26: Disability Discrimination Act - Complaints received by ground**

<b>Disability Discrimination Act - Grounds</b>	<b>Number</b>	<b>Percentage</b>
Disability of person(s) aggrieved	1394	81%
Associate	62	4%
Disability - person assisted by trained animal	48	3%
Disability - accompanied by carer or assistant	2	<1%
Disability – aid	52	3%

Harassment	8	<1%
Victimisation	31	2%
Causes, instructs, induces, aids or permits an unlawful act	26	1%
Incites unlawful act	1	<1%
Advertisements		
Unlawful to contravene disability standard	105	6%
<b>Total*</b>	<b>1 729</b>	<b>100%</b>

\* One complaint may raise multiple grounds.

**Table 27: Disability Discrimination Act - Complaints received by area**

<b>Disability Discrimination Act - Areas</b>	<b>Number</b>	<b>Percentage</b>
Employment	311	33%
Goods, services and facilities	318	34%
Access to premises	62	7%
Land		
Accommodation	39	4%
Superannuation, insurance	13	1%
Education	115	12%
Clubs, incorporated associations	23	2.5%
Administration of Commonwealth laws and programs	21	2%
Sport	4	0.5%

Requests for information		
Qualifying bodies	2	<1%
Registered organisations		
Disability standards	36	4%
<b>Total*</b>	<b>944</b>	<b>100%</b>

\* One complaint may relate to more than one area.

**Table 28: Disability Discrimination Act - Outcomes of finalised complaints**

<b>Disability Discrimination Act – Outcomes</b>	<b>Number</b>
<b>Terminated</b>	<b>180</b>
At complainants request - s.46PE	
Not unlawful	
More than 12 months old	7
Trivial, vexatious, frivolous, misconceived, lacking in substance	12
Adequately dealt with already	5
More appropriate remedy available	1
Subject matter of public importance	
No reasonable prospect of conciliation	155

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<b>Discontinued*</b>	<b>66</b>
<b>Withdrawn**</b>	<b>105</b>
<b>Conciliated</b>	<b>307</b>
<b>Administrative closure***</b>	<b>38</b>
<b>Total</b>	<b>696</b>

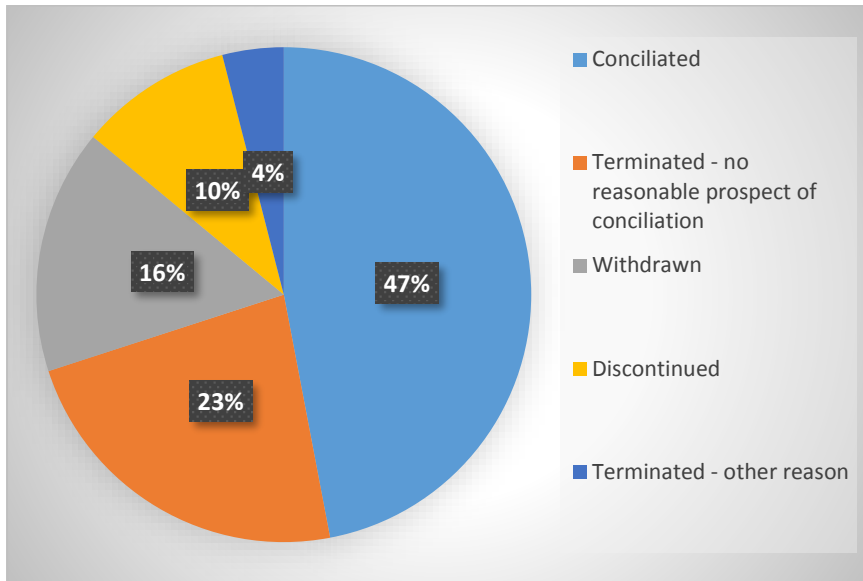
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\*\*\*Includes where complaint is not lodged by or on behalf of an aggrieved person and where a complaint has also been lodged under State or Territory anti-discrimination law

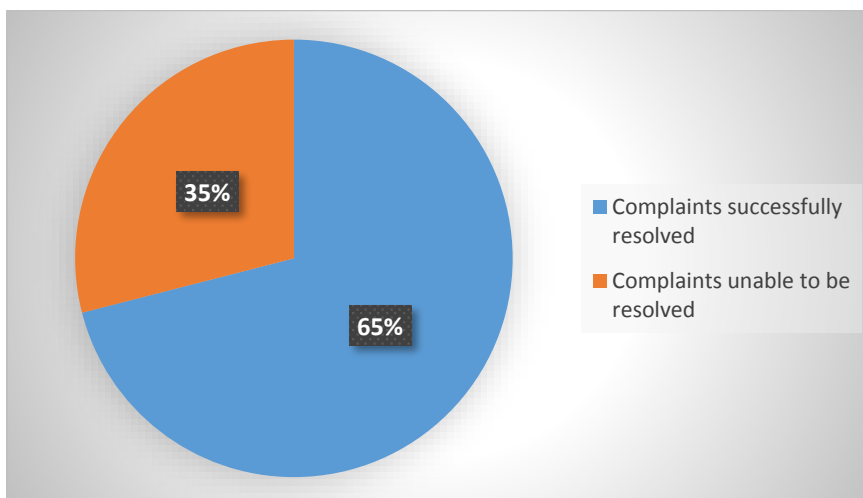


**Chart 6: Disability Discrimination Act - Outcomes of finalised complaints**



Conciliated	47%
Terminated - no reasonable prospect of conciliation	23%
Withdrawn	16%
Discontinued	10%
Terminated - other reason	4 %

**Chart 7: Disability Discrimination Act – Complaints resolved by conciliation**



Complaints successfully resolved	65%
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Complaints unable to be resolved 35%

## Age Discrimination Act

**Table 29: Age Discrimination Act - Complaints received and finalised**

Age Discrimination Act	Total
Received	154
Finalised	144

**Table 30: Age Discrimination Act - Age group of complainant**

Age Discrimination Act – Complainant age group	Number	Percentage
0 – 12 years	2	1%
13 – 17 years	3	2%
18 – 24 years	12	8%
25 – 34 years	11	7%
35 – 44 years	9	6%
45 – 54 years	23	15%
55 – 64 years	42	27%
65 – 74 years	31	20%
>75 years	21	14%
<b>Total</b>	<b>154</b>	<b>100%</b>

**Table 31: Age Discrimination Act - Complaints received by ground**

<b>Age Discrimination Act - Grounds</b>	<b>Number</b>	<b>Percentage</b>
Age	227	96%
Causes, instructs, induces, aids or permits an unlawful act	2	0.5%
Victimisation	2	0.5%
Advertisements	6	3%
<b>Total*</b>	<b>237</b>	<b>100%</b>

\* One complaint may raise multiple grounds.

**Table 32: Age Discrimination Act - Complaints received by area**

<b>Age Discrimination Act - Areas</b>	<b>Number</b>	<b>Percentage</b>
Employment	100	58%
Goods, services and facilities	44	25%
Access to premises	3	2%
Land		
Accommodation	3	2%
Advertisements		
Superannuation, insurance	7	4%
Education	3	2%
Administration of Commonwealth laws and programs	12	7%
Sport		

Requests for information		
Registered organisations		
Qualifying bodies		
Victimisation		
<b>Total*</b>	<b>172</b>	<b>100%</b>

\* One complaint may relate to more than one area.

**Table 33: Age Discrimination Act - Outcomes of finalised complaints**

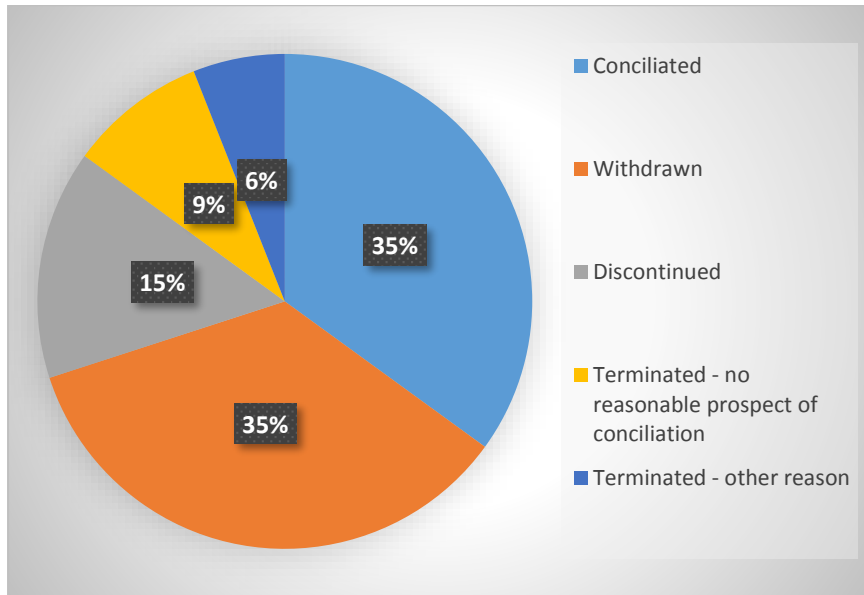
<b>Age Discrimination Act – Outcomes</b>	<b>Number</b>
<b>Terminated</b>	<b>20</b>
At complainants request - s.46PE	
Not unlawful	2
More than 12 months old	
Trivial, vexatious, frivolous, misconceived, lacking in substance	5
Adequately dealt with already	1
More appropriate remedy available	
Subject matter of public importance	
No reasonable prospect of conciliation	12
<b>Discontinued*</b>	<b>21</b>
<b>Withdrawn**</b>	<b>47</b>
<b>Conciliated</b>	<b>47</b>
<b>Administrative closure***</b>	<b>9</b>
<b>Total</b>	<b>144</b>

\* 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.

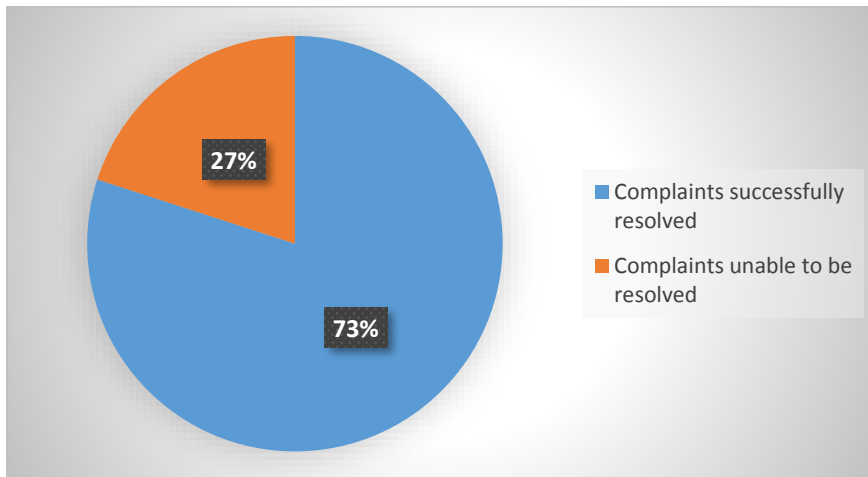
\*\*\*Includes where complaint is not lodged by or on behalf of an aggrieved person and where a complaint has also been lodged under State or Territory anti-discrimination law

**Chart 8: Age Discrimination Act - Outcomes of finalised complaints**



Conciliated	35%
Withdrawn	35%
Discontinued	15%
Terminated - no reasonable prospect of conciliation	9%
Terminated - other reason	6%

**Chart 9: Age Discrimination Act – Complaints resolved by conciliation**



Complaints successfully resolved 73%

Complaints unable to be resolved 27%

## Australian Human Rights Commission Act (AHRCA)

**Table 34: AHRCA - Complaints received and finalized**

Australian Human Rights Commission Act	Total
Received	156
Finalised	241

**Table 35: AHRCA - Complaints received by ground**

Australian Human Rights Commission Act – Grounds	Number	Percentage
Age (ILO111)	1	0.5%
Religion (ILO 111)	9	5.5%
Political opinion (ILO 111)		
Social origin (ILO 111)		
Medical record (ILO 111)		
Criminal record (ILO 111)	71	43%
Sexual preference (ILO 111)		

Trade union activity (ILO 111)	7	4%
International Covenant on Civil and Political Rights	64	39%
Convention on the Rights of the Child	12	7%
Declaration on the Elimination of All Forms of Intolerance and of Discrimination Based on Religion or Belief	1	0.5%
Convention on the Rights of Persons with Disabilities		
Victimisation	1	0.5%
<b>Total*</b>	<b>166</b>	<b>100%</b>

\*One complaint may raise multiple grounds.

**Table 36: AHRCA - Complaints received by area**

<b>Australian Human Rights Commission Act - Areas</b>	<b>Number</b>	<b>Percentage</b>
Acts or practices of the Commonwealth	68	44%
Employment	88	56%
Not act or practice of the Commonwealth (not employment cases)		
<b>Total*</b>	<b>156</b>	<b>100%</b>

\* One complaint may relate to more than one area.

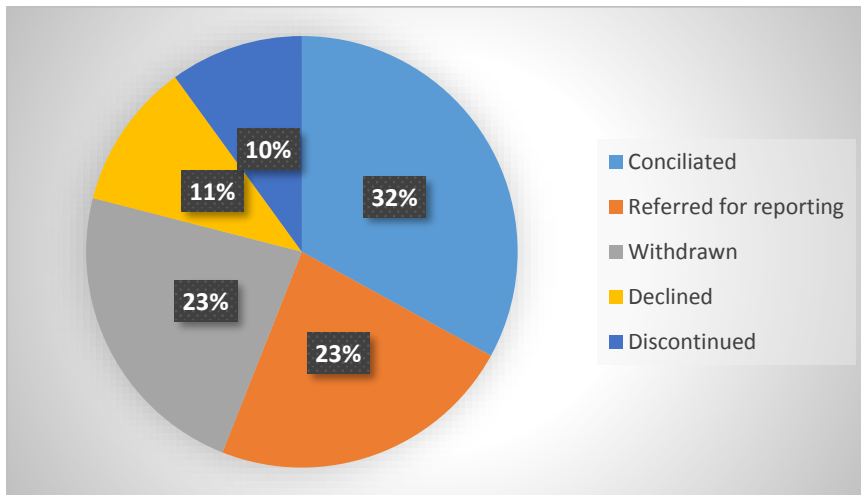
**Table 37: AHRCA - Outcomes of finalised complaints**

<b>Australian Human Rights Commission Act - Outcomes</b>	<b>Number</b>
<b>Declined</b>	<b>26</b>
Does not constitute discrimination	3
Human rights breach, not inconsistent or contrary to any human right	

More than 12 months old	1
Trivial, vexatious, frivolous, misconceived, lacking in substance	14
Adequately dealt with already	6
More appropriate remedy available	2
<b>Discontinued - withdrawn</b>	<b>56</b>
<b>Discontinued - lost contact</b>	<b>24</b>
<b>Conciliated</b>	<b>77</b>
<b>Referred for reporting*</b>	<b>56</b>
<b>Administrative closure</b>	<b>2</b>
<b>Total</b>	<b>241</b>

\* 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.

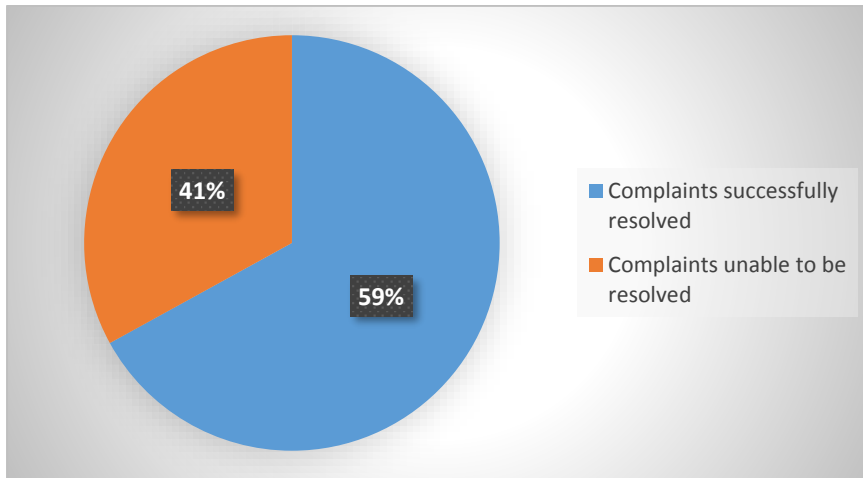
**Chart 10: AHRCA - Outcomes of finalised complaints**



Conciliated	32%
Referred for reporting	23.5%
Discontinued (withdrawn)	23.5%
Declined	11%
Discontinued (lost contact)	10%



**Chart 11: AHRCA – Complaints resolved by conciliation**



Complaints successfully resolved 59%

Complaints unable to be resolved 41%