

## 2021-22 COMPLAINT STATISTICS

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## OVERVIEW

### Enquiries and complaints received

In 2021-22, the Commission received 23,200 enquiries, which is up from 15,746 enquiries received in 2020-21 (47% increase). The main issues related to:

- COVID-19 pandemic enquiries (25%)
- disability discrimination (14%)
- human rights related issues including immigration and immigration detention (10%)
- general employment matters including harassment and bullying (8.5%)
- discrimination on grounds covered by the Sex Discrimination Act (5%)
- racial discrimination including racial hatred (4%)

In 2021-22, the Commission received 3,736 complaints, which is up from 3,113 complaints received in 2020-21 (20% increase). 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 2021-22 would increase to 4,952. If the Commission counted complaints received by grounds and areas of discrimination, the number of complaints received would increase to 7,811 and 4,566 respectively.

Consistent with previous years, the main areas of public life raised by complaints were employment and the provision of goods, services and facilities.

In 2021-22:

- 52 % of complaints were lodged under the *Disability Discrimination Act*
- 16 % of complaints were lodged under the *Sex Discrimination Act*
- 12 % of complaints were lodged under the *Racial Discrimination Act*
- 6 % of complaints were lodged under the *Age Discrimination Act*
- 13 % of complaints were lodged under the *Australian Human Rights Commission Act*

In terms of employment, this made up:

- 22 % of complaints under the *Disability Discrimination Act*
- 73 % of complaints under the *Sex Discrimination Act*
- 38 % of complaints under the *Racial Discrimination Act*
- 41 % of complaints under the *Age Discrimination Act*

In terms of goods and services, this made up:

- 69 % of complaints under the *Disability Discrimination Act*

- 18 % of complaints under the *Sex Discrimination Act*
- 43 % of complaints under the *Racial Discrimination Act*
- 34 % of complaints under the *Age Discrimination Act*

## Outcomes of complaints

The Commission finalised 3,338 complaints during 2021-22. The Commission conducted approximately 1,819 conciliation processes of which 1,128 complaints (62%) were successfully resolved. This represents successful dispute resolution for more than 2,200 people and organisations involved in complaints before the Commission.<sup>89</sup>

Information on the outcomes of conciliated complaints under federal anti-discrimination law indicates that 24% of outcomes achieved 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 their rights and responsibilities under federal human rights and anti-discrimination law.

Data provided to the Commission indicates that in 2021-22, approximately 2% of finalised complaints regarding unlawful discrimination proceeded to court.

## COVID-19 pandemic related matters

The Commission received 9,746 COVID-19 pandemic related enquiries in 2021-22. The main areas of concern were:

- Vaccinations
- Mask wearing requirements
- Lockdown and state/territory border restrictions
- Quarantine
- Travel ban and passenger arrival caps

In 2021-22, the Commission received 1,473 COVID-19 pandemic related complaints. These constituted:

- 1065 complaints under the *Disability Discrimination Act*
- 46 complaints under the *Sex Discrimination Act*
- 46 complaints under the *Racial Discrimination Act*
- 57 complaints under the *Age Discrimination Act*
- 259 complaints under the *Australian Human Rights Commission Act*

In 2021-22, the Commission finalised 1,312 COVID-19 pandemic related complaints. These constituted:

- 681 complaints under the *Disability Discrimination Act*
- 51 complaints under the *Sex Discrimination Act*
- 56 complaints under the *Racial Discrimination Act*
- 74 complaints under the *Age Discrimination Act*
- 450 complaints under the *Australian Human Rights Commission Act*

### **Consideration of unlawful discrimination complaints without inquiry**

Upon receipt and acceptance of a complaint, under section 46PF(1) of the *Australian Human Rights Commission Act*, 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*.

In 2021-22, of the 3,736 complaints received by the Commission, 173 (4.6% of total complaints received) were assessed as potentially being appropriate for pre-inquiry termination under subsection 46PF(1) of the *Australian Human Rights Commission Act*.

These constituted:

- 107 complaints under the *Disability Discrimination Act*
- 25 complaints under the *Sex Discrimination Act*
- 28 complaints under the *Racial Discrimination Act*
- 13 complaints under the *Age Discrimination Act*

In 2021-22, of the 3,338 complaints finalised by the Commission, 81 (2.4% of total complaints finalised) were finalised under subsection 46PF(1) of the *Australian Human Rights Commission Act*.

These constituted:

- 39 complaints under the *Disability Discrimination Act*
- 15 complaints under the *Sex Discrimination Act*
- 21 complaints under the *Racial Discrimination Act*
- 6 complaints under the *Age Discrimination Act*

## Timeliness of the complaint process

In 2021-22, the average 'active'<sup>1</sup> complaint handling timeframe was approximately 5.1 months. A breakdown by periods indicates that of the 3,338 complaints finalised in 2021-22:

- 27% were finalised within 3 months
- 64% were finalised within 6 months
- 92% were finalised within 9 months
- 98% were finalised within 12 months

## Demographic data

The available demographic data indicates that in 2021-22:

- 49 % of complaints were lodged by individual females
- 46 % of complaints were lodged by individual males
- 3 % of complaints were lodged by joint/multiple complainants or organisations
- 1 % of complaints were lodged by individual persons who identify as intersex or who did not specify a sex

When asked about a referral source, 14% of complainants reported that they knew about the Commission prior to lodging their complaint. The other main identified referral sources were private lawyers (10%), family members (6%), the internet (4%), community legal centres (2%), and specialist advocacy agencies such as advocacy agencies for people with disabilities, women, migrants or Aboriginal and Torres Strait Islander peoples (1%).

Where an income source was identified, a majority of complainants indicated that their main source of income at the time of the alleged act was from a form of employment. Of the 1,099 complainants who identified a form of employment as their income source, 82% indicated they were in full or part-time permanent employment, 16% were engaged in casual, contract or outwork and 3% were self-employed.

Approximately 1,025 (27%) of complainants said they were represented during the complaint process. Of the represented complainants, 52% said they were represented by privately funded solicitors. Other identified forms of representation were family members or friends (30%), community legal centres, including Aboriginal or disability legal services (11%), other advocacy groups

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<sup>1</sup> This does not include times when a complaint is deferred by request (or as a result of an action) of a party. Were the deferred times to be included, the average timeframe would be 6.4 months.

such as working women's centres or disability advocacy services (4%) and trade unions or professional associations (3%).

The main respondent organisation categories were private enterprises (57%), Commonwealth departments/statutory authorities (18%) and state/territory departments/statutory authorities (9%). 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 2021-22, 354 parties (163 complainants and 191 respondents) agreed to participate in the survey. Details of survey feedback is provided below.

- 89% of participants (81% of complainants and 96% of respondents) reported that they were satisfied with the service provided and 78% of participants (67% of complainants and 86% of respondents) rated the service as 'very good' or 'excellent'. Where complaints were conciliated, these figures increased with 96.5% of participants reporting they were satisfied with the service and 87.5% rating the service as 'very good' or 'excellent'.
- 93.5% of participants (88% of complainants and 98% of respondents) felt that Commission staff explained things in a way that was easy for them to understand.
- 93% of participants (88% of complainants and 96% of respondents) felt that forms and correspondence from the Commission were easy to understand.
- 76% of participants (65% of complainants and 85% of respondents) felt that the Commission dealt with the complaint in a timely manner.
- 88% of participants (80% 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 2021-22, the Commission received two complaints about its service under the complaint process provided in the Charter.

## ENQUIRIES - OVERVIEW

**Table 1: Website enquiries**

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

Enquiry type	Number	Percentage
Telephone	9,073	39%
Written	14,125	61%
In-person		
TTY/NRS	2	<1%
<b>Total</b>	<b>23,200</b>	<b>100%</b>

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

State of origin	Number	Percentage
New South Wales	5,296	24%
Victoria	3,608	16%
South Australia	1,053	5%
Western Australia	2,024	6%
Queensland	2,647	11%
Australian Capital Territory	323	1%
Tasmania	229	1%
Northern Territory	222	1%
Unknown/overseas	7,798	34%
<b>Total</b>	<b>23,200</b>	<b>100%</b>



## COMPLAINTS - OVERVIEW

**Table 4: Complaints received in 2021-22**

Counted by complaints*	3,736
Counted by complainants (including co-complainants and on behalf of)	3,933
Counted by respondents	4,952
Counted by grounds of discrimination raised in the complaint	7,811
Counted by areas of discrimination raised in the complaint	4,566

\* 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**

	<b>2017-18</b>	<b>2018-19</b>	<b>2019-20</b>	<b>2020-21</b>	<b>2021-22</b>
Received	2,046	2,037	2,307	3,113	3,736
Finalised	2,111	2,202	2,237	2,624	3,338

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

	<b>2017-18</b>	<b>2018-19</b>	<b>2019-20</b>	<b>2020-21</b>	<b>2021-22</b>
Terminated/declined	21%	24%	27%	26%	28%
Conciliated	47%	47%	46%	41%	35%
Withdrawn*	14%	10%	6%	6%	9%
Discontinued**	18%	18%	20%	26%	28%
Referred for potential reporting (AHRCA only)	<1%	<1%	<1%	<1%	<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**

	<b>2017-18</b>	<b>2018-19</b>	<b>2019-20</b>	<b>2020-21</b>	<b>2021-22</b>
Complaints successfully resolved	74%	72%	70%	70%	62%
Complaints unable to be resolved	26%	28%	30%	30%	38%

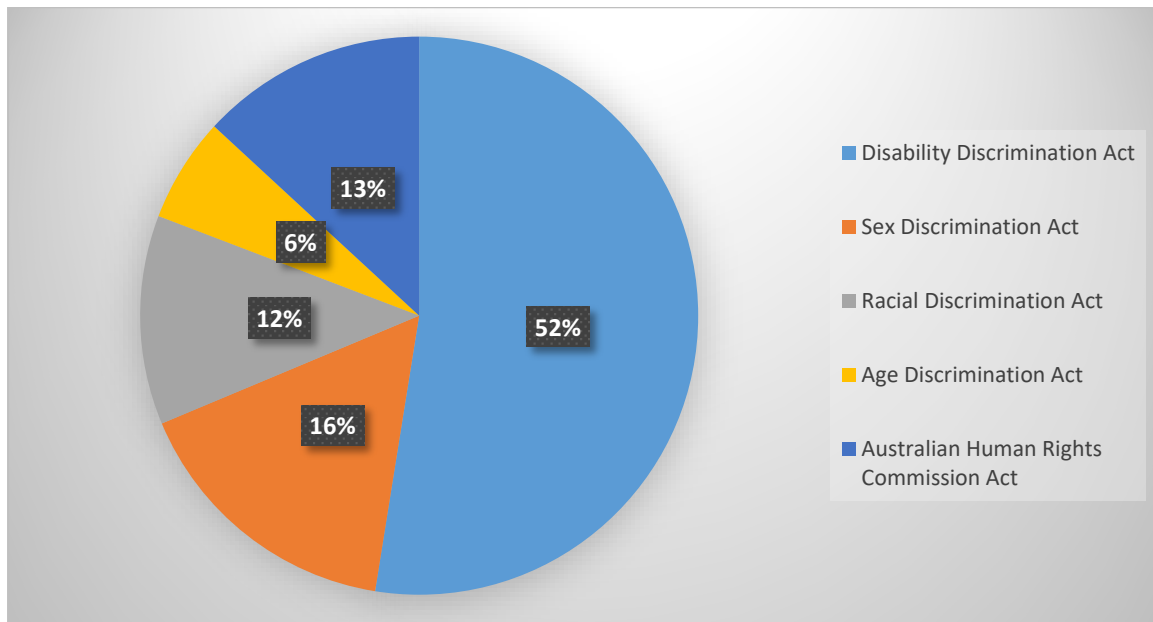
**Table 8: Complaints received by State/Territory of complainant**

<b>State of origin</b>	<b>Number</b>	<b>Percentage</b>
New South Wales	1,382	37%
Victoria	710	19%
South Australia	285	8%
Western Australia	432	12%
Queensland	668	18%
Australian Capital Territory	99	3%
Tasmania	52	1%
Northern Territory	39	1%
Unknown/overseas	69	2%
<b>Total</b>	<b>3,736</b>	<b>100%</b>

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

<b>Act</b>	<b>Received</b>	<b>Finalised</b>
<i>Disability Discrimination Act (DDA)</i>	1,960	1461
<i>Sex Discrimination Act (SDA)</i>	597	555
<i>Racial Discrimination Act (RDA)</i>	464	459
<i>Age Discrimination Act (ADA)</i>	217	199
<i>Australian Human Rights Commission Act (AHRCA)</i>	498	664
<b>Total</b>	<b>3,736</b>	<b>3,338</b>

**Chart 1: Complaints received by Act**



<i>Disability Discrimination Act</i>	52%
<i>Sex Discrimination Act</i>	16%
<i>Australian Human Rights Commission Act</i>	13%
<i>Racial Discrimination Act</i>	12%
<i>Age Discrimination Act</i>	6%

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

	2017-18	2018-19	2019-20	2020-21	2021-22
<i>Disability Discrimination Act</i>	869	891	1,006	1,163	1,960
<i>Sex Discrimination Act</i>	552	520	479	504	597
<i>Racial Discrimination Act</i>	290	332	403	523	464
<i>Age Discrimination Act</i>	172	137	168	191	217
<i>Australian Human Rights Commission Act</i>	163	157	251	732	498
<b>Total</b>	<b>2,046</b>	<b>2,037</b>	<b>2,307</b>	<b>3,113</b>	<b>3,736</b>

**Table 11: Indigenous status of complainants**

	<b>DDA (%)</b>	<b>SDA (%)</b>	<b>RDA (%)</b>	<b>ADA (%)</b>	<b>AHRCA (%)</b>	<b>Total (%)</b>
Aboriginal	2%	4%	23%	5%	1%	<b>5%</b>
Torres Strait Islander	<1%		<1%		<1%	<b>&lt;1%</b>
Both of the above	<1%	<1%		<1%	<1%	<b>&lt;1%</b>
None of the above/Unknown	98%	96%	77%	95%	99%	<b>95%</b>

**Table 12: Time from receipt to finalisation for finalised complaints**

	<b>DDA (%)</b>	<b>SDA (%)</b>	<b>RDA (%)</b>	<b>ADA (%)</b>	<b>AHRCA (%)</b>	<b>Cumulative Total (%)</b>
0 - 3 months	26%	28%	19%	40%	31%	<b>27%</b>
0 - 6 months	62%	62%	53%	72%	73%	<b>62%</b>
0 - 9 months	93%	90%	90%	95.5%	92%	<b>94%</b>
0 - 12 months	99%	95%	97%	98.5%	98%	<b>98%</b>

## DISABILITY DISCRIMINATION ACT

**Table 13: Disability Discrimination Act – Complaints received and finalised**

<b>Disability Discrimination Act</b>	<b>Total</b>
Received	1,960
Finalised	1,461

**Table 14: Disability Discrimination Act – Nature of complainant’s disability**

<b>Disability Discrimination Act – Complainant’s disability *</b>	<b>Number</b>	<b>Percentage</b>
Physical disability	271	11%
Disability aid	74	3%
Assistance animal	92	4%
Carer/Associate	33	1%
Physical disfigurement	6	<1%
Presence in the body of organisms causing disease (e.g. HIV/AIDS)	3	<1%
Presence in the body of organisms causing disease (other)	16	1%
Mental health/psychosocial	793	31%
Neurological disability	148	6%
Intellectual disability	73	3%
Learning disability	46	2%
Sensory disability (hearing impaired)	43	2%
Sensory disability (deaf)	25	1%
Sensory disability (vision impaired)	33	1%

Sensory disability (blind)	26	1%
Work-related injury	8	<1%
Medical condition (e.g. diabetes)	652	26%
Other	186	7%
<b>Total</b>	<b>2,528</b>	<b>100%</b>

\* One complainant may have multiple disabilities.

**Table 15: 1 – Complaints received by ground**

<b><i>Disability Discrimination Act - Grounds*</i></b>	<b>Number</b>	<b>Percentage</b>
Disability of person(s) aggrieved	3,726	89%
Associate	90	2%
Disability – person assisted by a trained animal	95	2%
Disability – accompanied by a carer or assistant	14	<1%
Disability – aid	53	1%
Harassment	10	<1%
Victimisation	78	2%
Causes, instructs, induces, aids or permits an unlawful act	19	<1%
Incites unlawful act	1	<1%
Advertisements		
Disability Standards	118	3%
<b>Total</b>	<b>4,204</b>	<b>100%</b>

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

**Table 16: Disability Discrimination Act – Complaints received by area**

<b>Disability Discrimination Act – Areas*</b>	<b>Number</b>	<b>Percentage</b>
Employment	438	10%
Goods, services and facilities	1,359	30%
Access to premises	235	5%
Land		
Accommodation	59	1%
Superannuation, insurance	21	<1%
Education	128	3%
Clubs, incorporated associations	33	1%
Administration of Commonwealth laws and programs	63	1%
Sport	4	<1%
Requests for information	10	<1%
Qualifying bodies	5	<1%
Registered organisations		
Disability standards	118	3%
<b>Total</b>	<b>2,473</b>	<b>100%</b>

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



**Table 17: Disability Discrimination Act – Outcomes of finalised complaints**

<b>Disability Discrimination Act – Outcomes of finalised complaints</b>	<b>Number</b>
<b>Terminated without inquiry under section 46PF*</b>	<b>39</b>
<b>Terminated after inquiry</b>	<b>347</b>
Not unlawful	1
More than 6 months old	
Trivial, vexatious, frivolous, misconceived, lacking in substance	16
More effective or convenient remedy	
No reasonable prospect of conciliation (NRPC)	300
Inquiry not warranted	28
Issue of public importance	
Adequately dealt with	2
<b>Discontinued**</b>	<b>408</b>
<b>Withdrawn***</b>	<b>132</b>
<b>Conciliated</b>	<b>493</b>
<b>Administrative closure****</b>	<b>42</b>
<b>Total</b>	<b>1,1461</b>

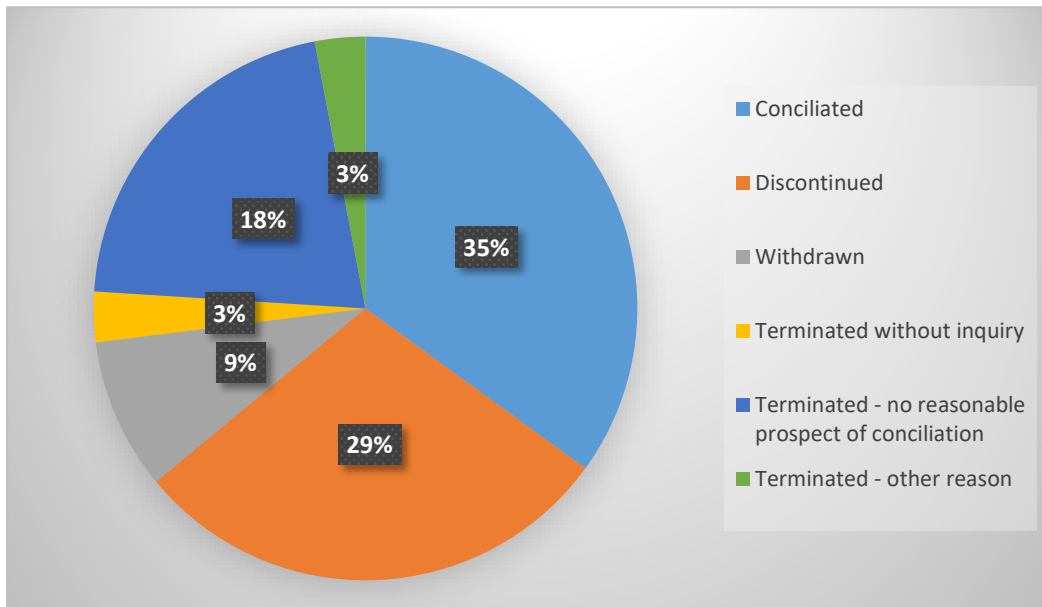
\* A complaint may be terminated without inquiry if the President's delegate is satisfied, having regard to the matters referred to in section 46PH of the AHRCA, that the complaint should be terminated without inquiry.

\*\* A complaint may be discontinued in circumstances where the President's delegate is satisfied the complainant no longer wishes the Commission to continue its inquiry. This may occur after the complainant has 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.

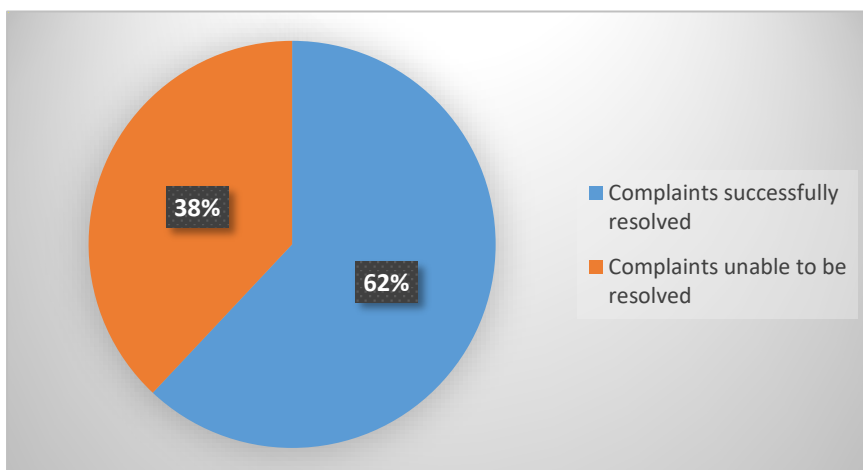
\*\*\*\* Includes where a complaint has not been lodged by or on behalf of an aggrieved person and where a complaint has also been lodged under State or Territory anti-discrimination law.

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



Conciliated	35%
Discontinued	29%
Withdrawn	9%
Terminated without inquiry	3%
Terminated - NRPC	21%
Terminated - other reason	3%

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



Complaints successfully resolved	62%
Complaints unable to be resolved	38%

## SEX DISCRIMINATION ACT

**Table 18: *Sex Discrimination Act* – Complaints received and finalised**

<b>Sex Discrimination Act</b>	<b>Total</b>
Received	597
Finalised	555

**Table 19: *Sex Discrimination Act* – Complaints received by complainant category**

<b><i>Sex Discrimination Act</i> – Complainant category</b>	<b>Number</b>	<b>Percentage</b>
Female	429	72%
Male	137	23%
Intersex		
Other category*	31	5%
<b>Total</b>	<b>597</b>	<b>100%</b>

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

**Table 20: *Sex Discrimination Act* – Complaints received by ground**

<b><i>Sex Discrimination Act</i> – Grounds*</b>	<b>Number</b>	<b>Percentage</b>
Sex discrimination	418	32%
Marital or relationship status	75	6%
Pregnancy	114	9%
Sexual harassment	298	23%
Sex based harassment	26	2%
Family responsibilities	68	1%
Breastfeeding	12	<1%

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Gender identity	82	6%
Intersex	3	<1%
Sexual orientation	50	4%
Victimisation	117	9%
Causes, instructs, induces, aids or permits an unlawful act	16	1%
Advertisements		
<b>Total</b>	<b>1,309</b>	<b>100%</b>

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

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

<b>Sex Discrimination Act – Areas*</b>	<b>Number</b>	<b>Percentage</b>
Employment	438	70%
Goods, services and facilities	108	17%
Land		
Accommodation	4	>1%
Superannuation & insurance	2	<1%
Education	18	3%
Clubs	4	<1%
Administration of Commonwealth laws and programs	53	8%
Requests for information	1	<1%
Registered organisations		
Qualifying bodies	1	<1%
<b>Total</b>	<b>629</b>	<b>100%</b>

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

**Table 22: Sex Discrimination Act – Outcomes of finalised complaints**

<b>Sex Discrimination Act - Outcomes</b>	<b>Number</b>
<b>Terminated without inquiry under section 46PF*</b>	<b>15</b>
<b>Terminated after inquiry</b>	<b>142</b>
Trivial, vexatious, frivolous, misconceived, lacking in substance	10
No reasonable prospect of conciliation (NRPC)	123
Inquiry not warranted	8
Not unlawful	1
<b>Discontinued**</b>	<b>89</b>
<b>Withdrawn***</b>	<b>71</b>
<b>Conciliated</b>	<b>218</b>
<b>Administrative closure****</b>	<b>20</b>
<b>Total</b>	<b>555</b>

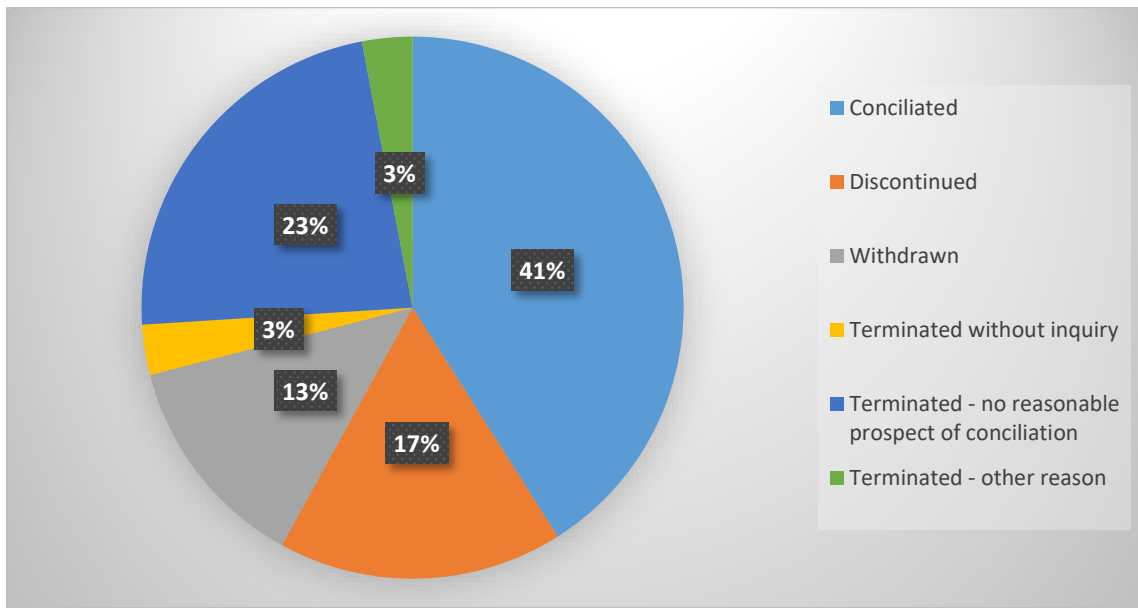
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\*\* A complaint may be discontinued in circumstances where the President's delegate is satisfied the complainant no longer wishes the Commission to continue its inquiry. This may occur after the complainant has received information from the respondent 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.

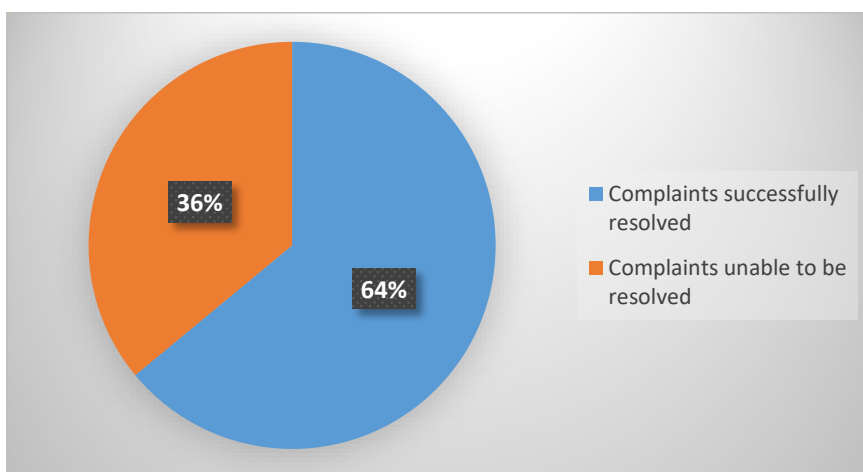
\*\*\*\* Includes where a complaint has not been lodged by or on behalf of an aggrieved person and where a complaint has also been lodged under State or Territory anti-discrimination law.

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



Conciliated	41%
Discontinued	17%
Withdrawn	13%
Terminated without inquiry	3%
Terminated – NRPC	23%
Terminated – other reason	3%

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



Complaints successfully resolved	64%
Complaints unable to be resolved	36%

## RACIAL DISCRIMINATION ACT

**Table 23: *Racial Discrimination Act* – Complaints received and finalised**

<b>Racial Discrimination Act</b>	<b>Total</b>
Received	464
Finalised	459

**Table 24: *Racial Discrimination Act* – Complaints received by ground**

<b><i>Racial Discrimination Act</i> - Grounds*</b>	<b>Number</b>	<b>Percentage</b>
Colour	118	8%
National origin	258	18%
Ethnic origin	270	19%
Descent	184	13%
Race	461	33%
Racial hatred	111	8%
Immigrant status	2	<1%
Association	2	<1%
Victimisation	7	.5%
Incite unlawful act		
Advertisements		
<b>Total</b>	<b>1,413</b>	<b>100%</b>

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

**Table 25: Racial Discrimination Act – Complaints received by area**

<b>Racial Discrimination Act - Areas*</b>	<b>Number</b>	<b>Percentage</b>
Rights to equality before the law		
Access to places and facilities	11	1.5%
Land, housing and other accommodation	10	1%
Provision of goods and services	199	27%
Superannuation and insurance		
Right to join trade union		
Employment	175	24%
Education	31	4%
Other - section 9	189	26%
Racial hatred	111	15%
<b>Total</b>	<b>726</b>	<b>100%</b>

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

**Table 26: Racial hatred complaints received by sub-area**

<b>Racial hatred sub-areas</b>	<b>Number</b>	<b>Percentage</b>
Media – press/TV/radio	11	10%
Disputes between neighbours	20	18%
Personal conflict	5	4.5%
Employment	48	43%
Internet - e-mail/webpage/chat room	5	4.5%
Sport	3	3%
Public debate	3	3%
Provision of goods and services	14	13%



Education		%
Racist propaganda		%
Other	3	3%
<b>Total</b>	<b>111</b>	<b>100%</b>

**Table 27: Racial Discrimination Act – Outcomes of finalised complaints**

<b>Racial Discrimination Act - Outcomes</b>	<b>Number</b>
<b>Terminated without inquiry under section 46PF*</b>	<b>21</b>
<b>Terminated after inquiry</b>	<b>137</b>
Inquiry not warranted	18
Trivial, vexatious, frivolous, misconceived, lacking in substance	7
No reasonable prospect of conciliation (NRPC)	111
Out of time	1
<b>Discontinued**</b>	<b>107</b>
<b>Withdrawn***</b>	<b>49</b>
<b>Conciliated</b>	<b>138</b>
<b>Administrative closure****</b>	<b>7</b>
<b>Total</b>	<b>459</b>

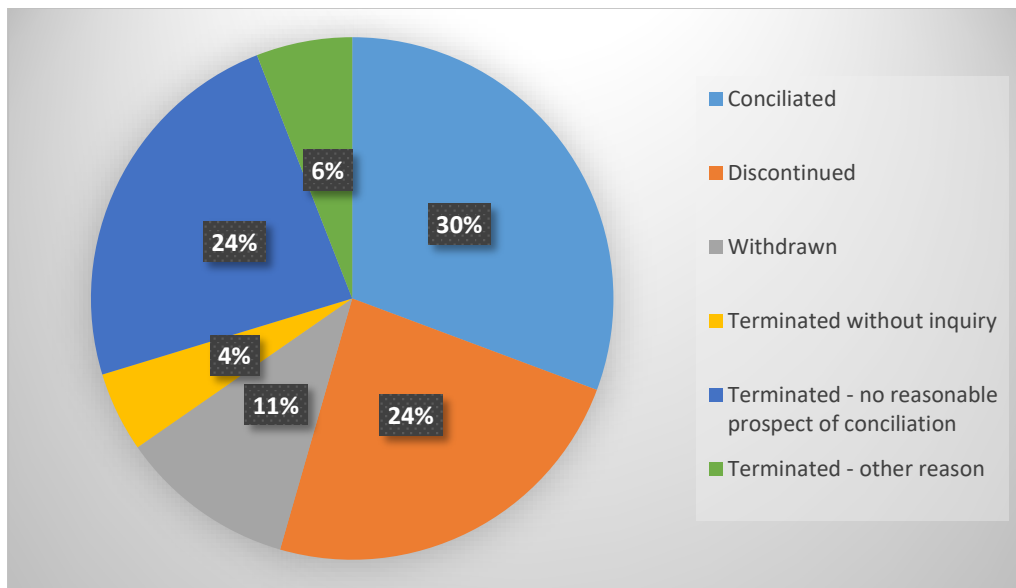
\* A complaint may be terminated without inquiry if the President's delegate is satisfied, having regard to the matters referred to in section 46PH of the AHRCA, that the complaint should be terminated without inquiry.

\*\* A complaint may be discontinued in circumstances where the President's delegate is satisfied the complainant no longer wishes the Commission to continue its inquiry. This may occur after the complainant has 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.

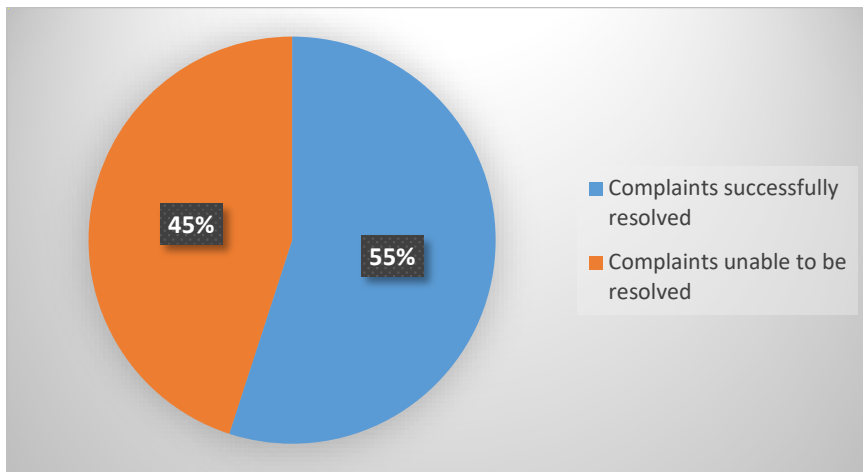
\*\*\*\* Includes where a complaint has not been lodged by or on behalf of an aggrieved person and where a complaint has also been lodged under State or Territory anti-discrimination law.

**Chart 6: Racial Discrimination Act – Outcomes of finalised complaints**



Conciliated	31%
Discontinued	24%
Withdrawn	11%
Terminated without inquiry	4%
Terminated - NRPC	24%
Terminated - other reason	6%

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



Complaints successfully resolved	55%
Complaints unable to be resolved	45%

## AGE DISCRIMINATION ACT

**Table 28: Age Discrimination Act – Complaints received and finalised**

<b>Age Discrimination Act</b>	<b>Total</b>
Received	217
Finalised	199

**Table 29: Age Discrimination Act – Age group of complainants**

<b>Age Discrimination Act – Complainant age group</b>	<b>Number</b>	<b>Percentage</b>
0 – 12 years	7	3%
13 – 17 years	10	5%
18 – 24 years	10	5%
25 – 34 years	5	2%
35 – 44 years	13	6%
45 – 54 years	20	9%
55 – 64 years	74	34%
65 – 74 years	53	24%
>75 years	25	11.5%
<b>Total</b>	<b>217</b>	<b>100%</b>

**Table 30: Age Discrimination Act – Complaints received by ground**

<b>Age Discrimination Act - Grounds*</b>	<b>Number</b>	<b>Percentage</b>
Age	359	97%
Causes, instructs, induces, aids or permits an unlawful act	3	1%
Victimisation	6	2%
Advertisements		
<b>Total</b>	<b>368</b>	<b>100%</b>

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

**Table 31: Age Discrimination Act – Complaints received by area**

<b>Age Discrimination Act - Areas*</b>	<b>Number</b>	<b>Percentage</b>
Employment	89	37%
Goods, services and facilities	73	30%
Access to premises	3	1%
Land		
Accommodation	4	2%
Advertisements		
Superannuation, insurance	8	3%
Education	3	1%
Administration of Commonwealth laws and programs	59	26%
Sport		
Qualifying bodies	1	<1%
Requests for information		

Victimisation		
<b>Total</b>	<b>240</b>	<b>100%</b>

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

**Table 32: Age Discrimination Act – Outcomes of finalised complaints**

<b>Age Discrimination Act – Outcomes</b>	<b>Number</b>
<b>Terminated without inquiry under section 46PF*</b>	<b>6</b>
<b>Terminated after inquiry</b>	<b>45</b>
Not unlawful	1
Trivial, vexatious, frivolous, misconceived, lacking in substance	7
No reasonable prospect of conciliation (NRPC)	34
Inquiry not warranted	3
<b>Discontinued**</b>	<b>27</b>
<b>Withdrawn***</b>	<b>27</b>
<b>Conciliated</b>	<b>94</b>
<b>Administrative closure****</b>	
<b>Total</b>	<b>199</b>

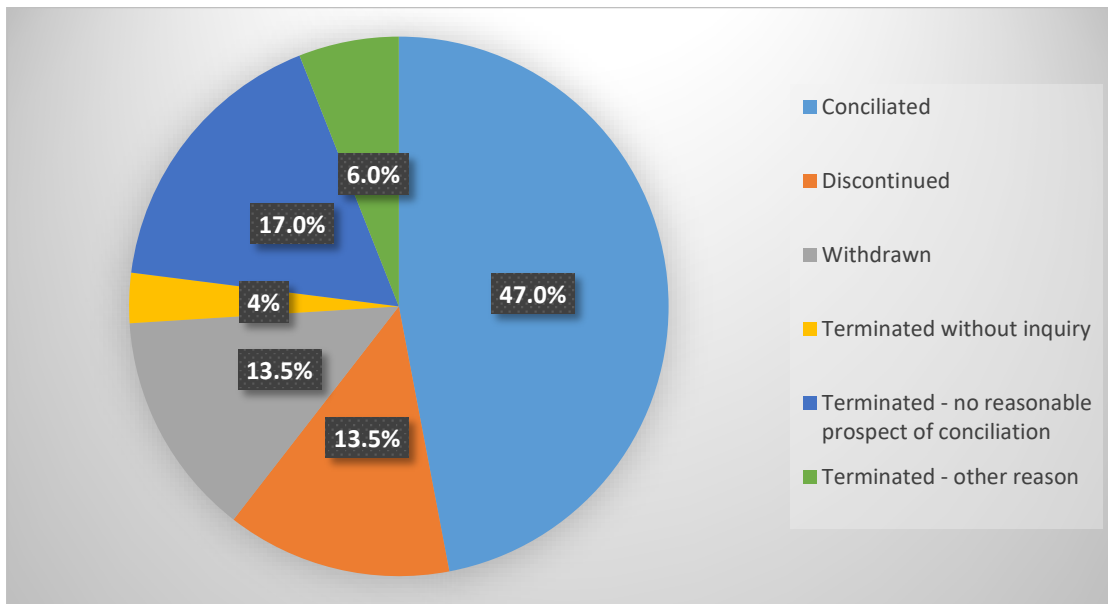
\* A complaint may be terminated without inquiry if the President's delegate is satisfied, having regard to the matters referred to in section 46PH of the AHRCA, that the complaint should be terminated without inquiry.

\*\* A complaint may be discontinued in circumstances where the President's delegate is satisfied the complainant no longer wishes the Commission to continue its inquiry. This may occur after the complainant has 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.

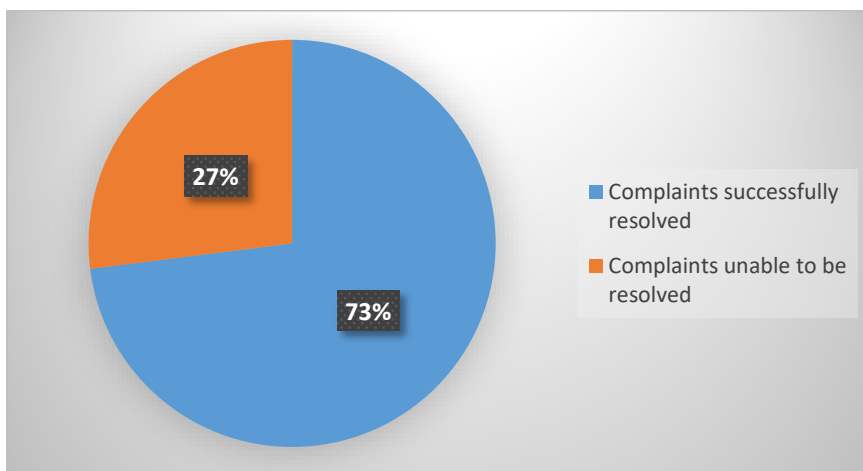
\*\*\*\* Includes where a complaint has not been lodged by or on behalf of an aggrieved person and where a complaint has also been lodged under State or Territory anti-discrimination law.

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



Conciliated	47%
Discontinued	13.5%
Withdrawn	13.5%
Terminated without inquiry	3%
Terminated - NRPC	17%
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 33: AHRCA – Complaints received and finalised**

<b>Australian Human Rights Commission Act</b>	<b>Total</b>
Received	498
Finalised	664

**Table 34: AHRCA – Complaints received by ground**

<b>Australian Human Rights Commission Act – Grounds*</b>	<b>Number</b>	<b>Percentage</b>
Age (ILO111)		
Religion (ILO 111)	28	5%
Political opinion (ILO 111)	3	1%
Social origin (ILO 111)		
Disability (ILO 111)		
Medical record (ILO 111)	1	<1%
Criminal record (ILO 111)	87	17%
Sexual preference (ILO 111)		
Trade union activity (ILO 111)	6	1%
International Covenant on Civil and Political Rights	356	69%
Convention on the Rights of the Child	14	3%
Convention on the Rights of Persons with Disabilities	17	3%
Declaration on the Elimination of All Forms of Intolerance and of Discrimination Based on Religion or Belief	2	<1%



Victimisation	3	1%
<b>Total</b>	<b>517</b>	<b>100%</b>

\* One complaint may raise multiple grounds.

**Table 35: AHRCA – Complaints received by area**

<i>Australian Human Rights Commission Act - Areas*</i>	Number	Percentage
Acts or practices of the Commonwealth	365	73%
No acts or practices of the Commonwealth	9	2%
Employment	124	25%
<b>Total</b>	<b>498</b>	<b>100%</b>

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

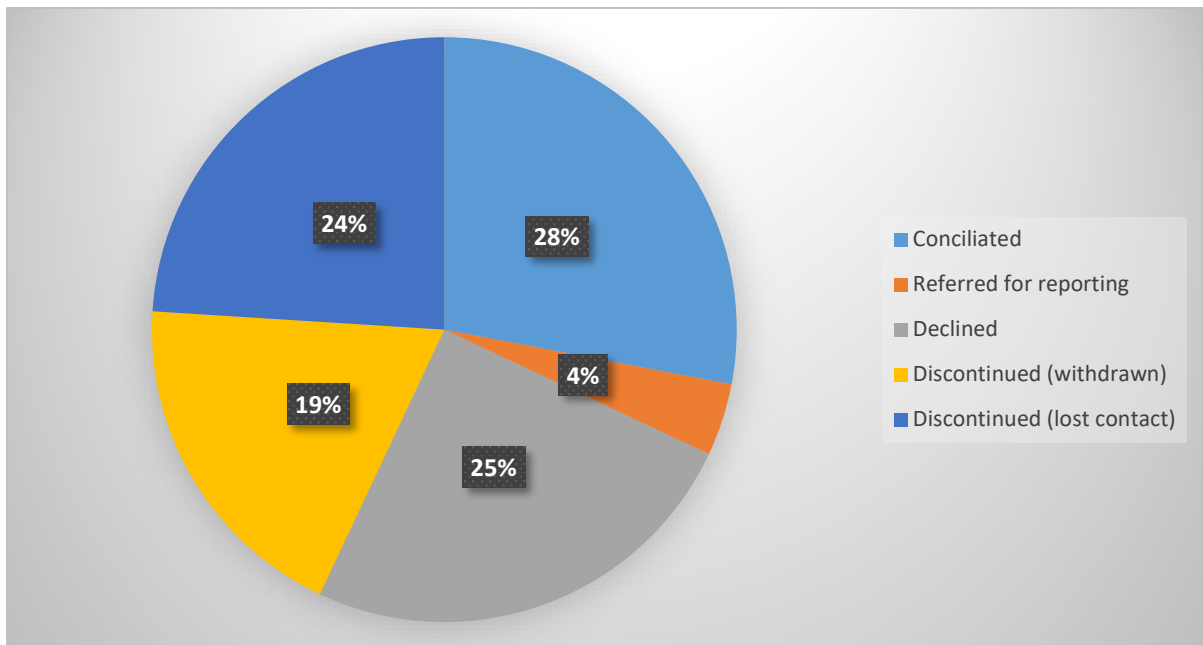
**Table 36: AHRCA – Outcomes of finalised complaints**

<i>Australian Human Rights Commission Act - Outcomes</i>	Number
<b>Declined</b>	<b>165</b>
Does not constitute discrimination	
Human rights breach, not inconsistent or contrary to any human right	
More than 12 months old	3
Trivial, vexatious, frivolous, misconceived, lacking in substance	27
Adequately dealt with already	
More appropriate remedy available	1
More effective or convenient remedy	2
No reasonable prospect of conciliation	123
Inquiry not warranted	9
<b>Discontinued - withdrawn</b>	<b>125</b>

<b>Discontinued - lost contact</b>	<b>157</b>
<b>Conciliated</b>	<b>185</b>
<b>Referred for reporting**</b>	<b>29</b>
<b>Administrative closure</b>	<b>3</b>
<b>Total</b>	<b>664</b>

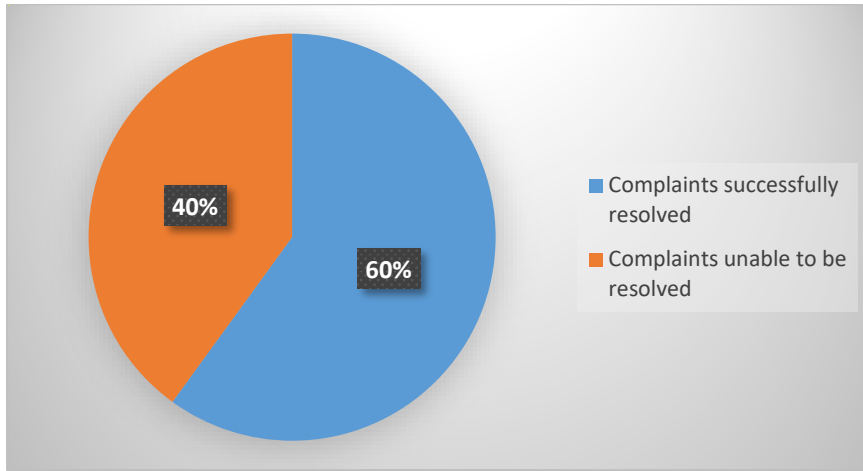
\* Complaints in this category could not be conciliated and were transferred from the Commission's Investigation and Conciliation Section to the Legal Section for further inquiry and possible reporting.

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



Conciliated	28%
Referred for reporting	4%
Declined	25%
Discontinued (withdrawn)	19%
Discontinued (lost contact)	24%

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



Complaints successfully resolved	60%
Complaints unable to be resolved	40%