**2023-24 COMPLAINT STATISTICS**

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##

# OVERVIEW

## Enquiries and complaints received

In 2023-24, the Commission received 14,385 enquiries. The main issues related to:

* disability discrimination (18%)
* racial discrimination including racial hatred (14%)
* discrimination on grounds covered by the Sex Discrimination Act (10%)
* human rights related issues including immigration and immigration detention (9%)
* general employment matters including harassment and bullying (6%)

In 2023-24, the Commission received 2,708 complaints, which is up from 2,562 complaints received in 2022-23 (6% 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 would be 3,785.

complaints received by grounds and areas of discrimination, the number of complaints received would be 5,679 and 3,398 respectively

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

In 2023-24:

* 43% of complaints were lodged under the *Disability Discrimination Act*
* 22% of complaints were lodged under the *Sex Discrimination Act*
* 14% of complaints were lodged under the *Racial Discrimination Act*
* 5% of complaints were lodged under the *Age Discrimination Act*
* 16% of complaints were lodged under the *Australian Human Rights Commission Act*

In terms of employment, this made up:

* 39% of complaints under the *Disability Discrimination Act*
* 81% of complaints under the *Sex Discrimination Act*
* 39% of complaints under the *Racial Discrimination Act*
* 63% of complaints under the *Age Discrimination Act*

In terms of goods and services, this made up:

* 45% of complaints under the *Disability Discrimination Act*
* 15% of complaints under the *Sex Discrimination Act*
* 38% of complaints under the *Racial Discrimination Act*
* 32% of complaints under the *Age Discrimination Act*

## Outcomes of complaints

The Commission finalised 2,771 complaints during 2023-24. Of the complaints that progressed to conciliation, 898 were resolved. This represents successful dispute resolution for more than 1,800 people and organisations involved in complaints before the Commission.

***Unlawful discrimination complaints***

The Commission conducted approximately 1,503 conciliation processes through which 853 complaints (57%) were successfully resolved.

***Human rights and ILO complaints***

The Commission conducted approximately 92 conciliation processes through which 45 complaints (49%) were successfully resolved.

Information on the outcomes of conciliated complaints under federal anti-discrimination law indicates that 23% of those 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[[1]](#footnote-2) also highlights the educative effect of the Commission’s complaint process. For example, in relation to conciliated complaints, 74% 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 2023-24, approximately 125 complaints regarding unlawful discrimination proceeded to court.

## COVID-19 pandemic related matters

The Commission received 299 COVID-19 pandemic related enquiries in 2023-24. The main areas of concern were vaccinations in employment.

In 2023-24, the Commission received 391 COVID-19 pandemic related complaints. These constituted:

* 104 complaints under the *Disability Discrimination Act*
* 6 complaints under the *Sex Discrimination Act*
* 2 complaints under the *Racial Discrimination Act*
* 1 complaint under the *Age Discrimination Act*
* 278 complaints under the *Australian Human Rights Commission Act*

In 2023-24, the Commission finalised 124 COVID-19 pandemic related complaints. These constituted:

* 94 complaints under the *Disability Discrimination Act*
* 6 complaints under the *Sex Discrimination Act*
* 7 complaints under the *Racial Discrimination Act*
* 3 complaints under the *Age Discrimination Act*
* 14 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 their 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 2023-24, of the 2,708 complaints received by the Commission, 86 (3% 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:

* 56 complaints under the *Disability Discrimination Act*
* 11 complaints under the *Sex Discrimination Act*
* 14 complaints under the *Racial Discrimination Act*
* 5 complaints under the *Age Discrimination Act*

In 2023-24, of the 2,771 complaints finalised by the Commission, 38 (1% of total complaints finalised) were finalised under subsection 46PF(1) of the *Australian Human Rights Commission Act.*

These constituted:

* 20 complaints under the *Disability Discrimination Act*
* 7 complaints under the *Sex Discrimination Act*
* 6 complaints under the *Racial Discrimination Act*
* 5 complaints under the *Age Discrimination Act*

## Timeliness of the complaint process

In 2023-24, the average ‘active’[[2]](#footnote-3) complaint handling timeframe was approximately 8.7 months. A breakdown by periods indicates that of the 2,771 complaints finalised in 2023-24:

* 16% were finalised within 3 months
* 32% were finalised within 6 months
* 52% were finalised within 9 months
* 72% were finalised within 12 months

## Demographic data

The available demographic data indicates that in 2023-24:

* 51% of complaints were lodged by individual females
* 41% of complaints were lodged by individual males
* 1% of complaints were lodged by joint/multiple complainants or organisations
* 6% of complaints were lodged by individual persons who identity as intersex or who did not specify a sex

Where identified, the main referral sources for complainants were:

* previous knowledge of the Commission (12%)
* trade unions (10%)
* private lawyers (9%)
* family members and friends (5%)
* community legal centres (2%)
* 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 1,063 complainants who identified a form of employment as their income source, 69% indicated they were in full or part-time permanent employment and13% were engaged in casual, contract or outwork.

Approximately 1,109 (41%) of complainants said they were represented during the complaint process. The representative type included:

* privately funded solicitors (37%)
* trade unions or professional associations (29%)
* family members or friends (23%)
* community legal centres, including Aboriginal or disability legal services (9%)
* other advocacy groups such as working women’s centres or disability advocacy services (2%)

The main respondent organisation categories were

* private enterprises (54%)
* state/territory departments/statutory authorities (14%)
* Commonwealth departments/statutory authorities (8%)

## Satisfaction with the complaint service[[3]](#footnote-4)

We seek feedback on aspects of the service from people lodging complaints (complainants) and people responding to complaints (respondents). The survey[[4]](#footnote-5) 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 2023-24, 394 parties agreed to participate in the survey. Details of survey feedback is provided below.

* 85% of participants (78% of complainants and 94% of respondents) reported that they were satisfied with the service provided and 67% of participants (59% of complainants and 77% 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 78% rating the service as ‘very good‘ or ‘excellent’.
* 93% of participants (89% of complainants and 98% of respondents) felt that Commission staff explained things in a way that was easy for them to understand.
* 90% of participants (85% of complainants and 97% of respondents) felt that forms and correspondence from the Commission were easy to understand.
* 55% of participants (48% of complainants and 63% of respondents) felt that the Commission dealt with the complaint in a timely manner.
* 85% of participants (80% of complainants and 92% of respondents) felt they were treated fairly.

Our [Charter of Service](https://humanrights.gov.au/our-work/complaint-information-service/complaints-charter-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.

In 2023-24, the Commission received no complaints about its service under the complaint process provided in the Charter.

# ENQUIRIES - OVERVIEW

## Table 1: Enquiries received by mode of contact

|  |  |  |
| --- | --- | --- |
| **Enquiry type** | **Number** | **Percentage** |
| Telephone | 5,348 | 37% |
| Written | 9037 | 63% |
| **Total** | **14,385** | **100%** |

## Table 2: Enquiries received by State/Territory of enquirer

|  |  |  |
| --- | --- | --- |
| **State of origin**  | **Number**  | **Percentage** |
| New South Wales  | 3082 | 21.5% |
| Victoria | 2039 | 14% |
| South Australia  | 688 | 5% |
| Western Australia  | 1148 | 8% |
| Queensland | 1787 | 12.5% |
| Australian Capital Territory  | 323 | 2% |
| Tasmania  | 198 | 1% |
| Northern Territory | 121 | 1% |
| Unknown/overseas | 4999 | 35% |
| **Total**  | **14,385** | **100%** |

# COMPLAINTS - OVERVIEW

## Table 3: Complaints received in 2023-24

|  |  |
| --- | --- |
| Counted by complaints and acts\*  | 2,708 |
| Counted by complainants (including co-complainants and on behalf of) | 2,813 |
| Counted by respondents  | 3,785 |
| Counted by grounds of discrimination raised in the complaint  | 5,679 |
| Counted by areas of discrimination raised in the complaint  | 3,398 |

\* The Commission counts complaints by complainants and acts. 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 4: Complaints received and finalised over the past five years

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|   | **2019-20** | **2020-21** | **2021-22** | **2022-23** | **2023-24** |
| Received | 2,307 | 3,113 | 3,736 | 2,562 | 2,708 |
| Finalised | 2,237 | 2,624 | 3,338 | 2,538 | 2,771 |

## Table 5: Outcomes of finalised complaints over the past five years

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|   | **2019-20** | **2020-21** | **2021-22** | **2022-23** | **2023-24** |
| Terminated/declined  | 27% | 26% | 28% | 30% | 31% |
| Conciliated  | 46% | 41% | 35% | 30% | 33% |
| Withdrawn\*  | 6% | 6% | 9% | 9% | 9% |
| Discontinued\*\*  | 20% | 26% | 28% | 30% | 27% |
| 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 6: Complaints resolved by conciliation over the past five years

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **2019-20** | **2020-21** | **2021-22** | **2022-23** | **2023-24** |
| Complaints successfully resolved  | 70% | 70% | 62% | 58% | 56% |
| Complaints unable to be resolved  | 30% | 30% | 38% | 42% | 44% |

## Table 7: Complaints received by State/Territory of complainant

|  |  |  |
| --- | --- | --- |
| **State of origin** | **Number** | **Percentage**  |
| New South Wales  | 944 | 35% |
| Victoria  | 448 | 17% |
| South Australia  | 170 | 6% |
| Western Australia | 379 | 14% |
| Queensland | 582 | 21% |
| Australian Capital Territory | 59 | 2% |
| Tasmania | 44 | 2% |
| Northern Territory | 25 | 1% |
| Unknown/overseas | 57 | 2% |
| **Total** | **2,708** | **100%** |

## Table 8: Complaints received and finalised by Act

|  |  |  |
| --- | --- | --- |
| **Act**  | **Received**  | **Finalised** |
| *Disability Discrimination Act* (DDA)  | 1164 | 1288 |
| *Sex Discrimination Act* (SDA)  | 586 | 615 |
| *Racial Discrimination Act* (RDA)  | 388 | 488 |
| *Age Discrimination Act* (ADA) | 138 | 180 |
| *Australian Human Rights Commission Act* (AHRCA)  | 432 | 200 |
| **Total**  | **2,708** | **2771** |

## Chart 1: Complaints received by Act

*Disability Discrimination Act* 43%

*Sex Discrimination Act* 22%

*Racial Discrimination Act* 14%

*Age Discrimination Act* 5%

*Australian Human Rights Commission Act* 16%

## Table 9: Complaints received by Act over the past five years

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|   | **2019-20** | **2020-21** | **2021-22** | **2022-23** | **2023-24** |
| *Disability Discrimination Act* | 1,006 | 1,163 | 1,960 | 1,190 | 1,164 |
| *Sex Discrimination Act*  | 479 | 504 | 597 | 561 | 586 |
| *Racial Discrimination Act*  | 403 | 523 | 464 | 473 | 388 |
| *Age Discrimination Act* | 168 | 191 | 217 | 160 | 138 |
| *Australian Human Rights Commission Act* | 251 | 732 | 498 | 178 | 432 |
| **Total** | **2,307** | **3,113** | **3,736** | **2,562** | **2,708** |

## Table 10: Indigenous status of complainants

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| A | **DDA****(%)** | **SDA****(%)** | **RDA****(%)** | **ADA****(%)** | **AHRCA****(%)** | **Total****(%)** |
| Aboriginal  | 2% | 2% | 24% | 1% | <1% | **5%** |
| Torres Strait Islander  | <1% | <1% | <1% |  |  | **<1%** |
| Both of the above | <1% |  | 1% | 1% |  | **<1%** |
| None of the above/Unknown | 98% | 98% | 75% | 98% | 100% | **95%** |

## Table 11: Time from receipt to finalisation for finalised complaints

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| A | **DDA** | **SDA** | **RDA** | **ADA** | **AHRCA** | **Cumulative Total** |
| 0 - 3 months | 215 | 110 | 58 | 19 | 36 | **438** |
| 0 - 6 months  | 424 | 214 | 136 | 56 | 65 | **895** |
| 0 - 9 months  | 661 | 337 | 246 | 86 | 104 | **1434** |
| 0 - 12 months  | 911 | 457 | 348 | 128 | 147 | **1991** |

# DISABILITY DISCRIMINATION ACT

## Table 12: *Disability Discrimination Act* – Complaints received and finalised

|  |  |
| --- | --- |
| ***Disability Discrimination Act*** | **Total** |
| Received | 1,164 |
| Finalised | 1,288 |

## Table 13: *Disability Discrimination Act* – Nature of complainant’s disability

|  |  |  |
| --- | --- | --- |
| ***Disability Discrimination Act* – Complainant’s disability \*** | **Number** | **Percentage** |
| Physical disability  | 227 | 13% |
| Disability aid  | 86 | 5% |
| Assistance animal  | 103 | 6% |
| Carer/Associate | 25 | 1% |
| Physical disfigurement | 2 | <1% |
| Presence in the body of organisms causing disease (e.g. HIV/AIDS) | 1 | <1% |
| Presence in the body of organisms causing disease (other)  | 18 | 1% |
| Mental health/psychosocial  | 372 | 21% |
| Neurological disability  | 272 | 15% |
| Intellectual disability  | 50 | 3% |
| Learning disability | 53 | 3% |
| Sensory disability (hearing impaired)  | 29 | 2% |
| Sensory disability (deaf)  | 20 | 1% |
| Sensory disability (vision impaired)  | 36 | 2% |
| Sensory disability (blind)  | 56 | 3% |
| Work-related injury  | 38 | 2% |
| Medical condition (e.g. diabetes)  | 276 | 15% |
| Other/Unknown | 122 | 7% |
| **Total** | **1786** | **100%** |

\* One complainant may have multiple disabilities.

## Table 14: Complaints received by ground

|  |  |  |
| --- | --- | --- |
| ***Disability Discrimination Act* – Grounds\*** | **Number** | **Percentage** |
| Disability of person(s) aggrieved  | 1961 | 78% |
| Associate  | 56 | 2% |
| Disability – person assisted by a trained animal  | 118 | 5% |
| Disability – accompanied by a carer or assistant  | 14 | 1% |
| Disability – aid  | 91 | 4% |
| Harassment  | 10 | <1% |
| Victimisation  | 64 | 3% |
| Causes, instructs, induces, aids or permits an unlawful act  | 8 | <1% |
| Incites unlawful act |  |  |
| Advertisements |  |  |
| Disability Standards  | 185 | 7% |
| **Total** | **2,507** | **100%** |

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

## Table 15: *Disability Discrimination Act* – Complaints received by area

|  |  |  |
| --- | --- | --- |
| ***Disability Discrimination Act* – Areas\*** | **Number**  | **Percentage**  |
| Employment  | 452 | 29% |
| Goods, services and facilities  | 521 | 33% |
| Access to premises | 100 | 6% |
| Land |  |  |
| Accommodation  | 57 | 4% |
| Superannuation & insurance  | 17 | 1% |
| Education  | 176 | 11% |
| Clubs or incorporated associations  | 17 | 1% |
| Administration of Commonwealth laws and programs  | 42 | 3% |
| Sport  | 5 | <1% |
| Requests for information  | 4 | <1% |
| Qualifying bodies  | 7 | <1% |
| Registered organisations  |  |  |
| Disability standards | 185 | 12% |
| **Total** | **1583** | **100%** |

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

## Table 16: *Disability Discrimination Act* – Outcomes of finalised complaints

|  |  |
| --- | --- |
| ***Disability Discrimination Act* – Outcomes of finalised complaints** | **Number**  |
| **Terminated without inquiry under section 46PF\***  | **20** |
| **Terminated after inquiry** | **335** |
| Not unlawful | 1 |
| Trivial, vexatious, frivolous, misconceived, lacking in substance  | 16 |
| More effective or convenient remedy  |  |
| No reasonable prospect of conciliation (NRPC) | 296 |
| Inquiry not warranted | 18 |
| Adequately dealt with | 1 |
| Out of time | 3 |
| **Discontinued\*\*** | **328** |
| **Withdrawn\*\*\*** | **125** |
| **Conciliated**  | **466** |
| **Administrative closure\*\*\*\*** | **14** |
| **Total**  | **1288** |

\* 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 37%

Discontinued 26%

Withdrawn 9%

Terminated without inquiry 2%

Terminated - NRPC 23%

Terminated - other reason 3%

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

Complaints successfully resolved 61%

Complaints unable to be resolved 39%

# SEX DISCRIMINATION ACT

## Table 17: *Sex Discrimination Act* – Complaints received and finalised

|  |  |
| --- | --- |
| ***Sex Discrimination Act*** | **Total** |
| Received | 586 |
| Finalised | 615 |

## Table 18: *Sex Discrimination Act* – Complaints received by complainant category

|  |  |  |
| --- | --- | --- |
| ***Sex Discrimination Act* – Complainant category** | **Number** | **Percentage** |
| Female  | 428 | 73% |
| Male  | 123 | 21% |
| Intersex | 1 | <1% |
| Other category\* | 34 | 6% |
| **Total**  | **586** | **100%** |

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

## Table 19: *Sex Discrimination Act* – Complaints received by ground

|  |  |  |
| --- | --- | --- |
| ***Sex Discrimination Act* – Grounds**\* | **Number** | **Percentage** |
| Sex discrimination  | 317 | 24% |
| Marital or relationship status  | 13 | 1% |
| Pregnancy  | 103 | 8% |
| Sexual harassment  | 314 | 24% |
| Sex based harassment | 135 | 10% |
| Hostile workplace on the basis of sex | 95 | 7% |
| Family responsibilities  | 65 | 5% |
| Breastfeeding | 12 | 1% |
| Gender identity | 68 | 5% |
| Intersex | 2 | <1% |
| Sexual orientation | 40 | 3% |
| Victimisation | 130 | 10% |
| Causes, instructs, induces, aids or permits an unlawful act  | 21 | 2% |
| Advertisements |  |  |
| **Total** | **1,315** | **100%** |

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

## Table 20: *Sex Discrimination Act* – Complaints received by area

|  |  |  |
| --- | --- | --- |
| ***Sex Discrimination Act* – Areas\*** | **Number** | **Percentage** |
| Employment  | 476 | 78% |
| Goods, services and facilities  | 89 | 15% |
| Accommodation  | 6 | 1% |
| Superannuation & insurance  | 1 | <1% |
| Education  | 22 | 4% |
| Clubs  | 3 | <1% |
| Administration of Commonwealth laws and programs  | 11 | 2% |
| Requests for information  | 1 | <1% |
| Qualifying bodies  | 2 | <1% |
| **Total** | **611** | **100%** |

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

## Table 21: *Sex Discrimination Act* – Outcomes of finalised complaints

|  |  |
| --- | --- |
| ***Sex Discrimination Act* - Outcomes** | **Number** |
| **Terminated without inquiry under section 46PF\*** | **7** |
| **Terminated after inquiry**  | **207** |
| Trivial, vexatious, frivolous, misconceived, lacking in substance  | 8 |
| No reasonable prospect of conciliation (NRPC) | 187 |
| Inquiry not warranted | 9 |
| Out of time | 3 |
| **Discontinued\*\***  | **113** |
| **Withdrawn\*\*\*** | **79** |
| **Conciliated**  | **209** |
| **Administrative closure\*\*\*\***  |  |
| **Total**  | **615** |

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

Conciliated 34%

Discontinued 18.5%

Withdrawn 13%

Terminated without inquiry 1%

Terminated – NRPC 30.5%

Terminated – other reason 3%

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

Complaints successfully resolved 53%

Complaints unable to be resolved 47%

# RACIAL DISCRIMINATION ACT

## Table 22: *Racial Discrimination Act* – Complaints received and finalised

|  |  |
| --- | --- |
| ***Racial Discrimination Act***  | **Total** |
| Received | 388 |
| Finalised | 488 |

## Table 23: *Racial Discrimination Act* – Complaints received by ground

|  |  |  |
| --- | --- | --- |
| ***Racial Discrimination Act* - Grounds\*** | **Number**  | **Percentage** |
| Colour  | 109 | 9% |
| National origin  | 212 | 18% |
| Ethnic origin  | 251  | 21% |
| Descent  | 210 | 17% |
| Race  | 336  | 28% |
| Racial hatred | 77 | 6% |
| Immigrant status | 1 | <1% |
| Association | 3 | <1% |
| Victimisation | 3 | <1% |
| Incite unlawful act | 1 | <1% |
| Advertisements  |  |  |
| **Total** | **1,203** | **100%** |

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

## Table 24: *Racial Discrimination Act* – Complaints received by area

|  |  |  |
| --- | --- | --- |
| ***Racial Discrimination Act* - Areas\*** | **Number**  | **Percentage** |
| Access to places and facilities | 6 | 1% |
| Land, housing and other accommodation  | 15 | 2% |
| Provision of goods and services | 149 | 24% |
| Superannuation and insurance |  |  |
| Employment | 152 | 25% |
| Education  | 28 | 5% |
| Section 9  | 186 | 30% |
| Racial hatred  | 77 | 13% |
| **Total** | **613** | **100%** |

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

## Table 25: Racial hatred complaints received by sub-area

|  |  |  |
| --- | --- | --- |
| **Racial hatred sub-areas**  | **Number** | **Percentage**  |
| Media – press/TV/radio | 5 | 6.5% |
| Disputes between neighbours | 7 | 9% |
| Personal conflict | 7 | 9% |
| Employment | 25 | 32.5% |
| Internet - e-mail/webpage/chat room | 4 | 5% |
| Entertainment |  |  |
| Sport |  |  |
| Public debate | 3 | 4% |
| Provision of goods and services  | 20 | 26% |
| Education | 2 | 3% |
| Racist propaganda | 3 | 4% |
| Other/Unknown | 1 | 1% |
| **Total** | **77** | **100%** |

## Table 26: *Racial Discrimination Act* – Outcomes of finalised complaints

|  |  |
| --- | --- |
| ***Racial Discrimination Act* - Outcomes** | **Number**  |
| **Terminated without inquiry under section 46PF\*** | **6** |
| **Terminated after inquiry** | **144** |
| Inquiry not warranted  | 8 |
| Trivial, vexatious, frivolous, misconceived, lacking in substance  | 14 |
| No reasonable prospect of conciliation (NRPC) | 121 |
| Out of time | 1 |
| **Discontinued\*\***  | **162** |
| **Withdrawn\*\*\*** | **37** |
| **Conciliated**  | **130** |
| **Administrative closure\*\*\*\***  | **9** |
| **Total** | **488** |

\* 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 finalized complaints

Conciliated 27%

Discontinued 34%

Withdrawn 8%

Terminated without inquiry 1%

Terminated - NRPC 25%

Terminated - other reason 5%

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

Complaints successfully resolved 52%

Complaints unable to be resolved 48%

# AGE DISCRIMINATION ACT

## Table 27: *Age Discrimination Act* – Complaints received and finalised

|  |  |
| --- | --- |
| ***Age Discrimination Act***  | **Total** |
| Received | 138 |
| Finalised | 180 |

## Table 28: *Age Discrimination Act* – Age group of complainants

|  |  |  |
| --- | --- | --- |
| ***Age Discrimination Act* – Complainant age group** | **Number** | **Percentage** |
| 0 – 12 years  | 3 | 2% |
| 13 – 17 years | 6 | 4% |
| 18 – 24 years  | 5 | 4% |
| 25 – 34 years  | 11 | 8% |
| 35 – 44 years  | 22 | 16% |
| 45 – 54 years  | 17 | 12% |
| 55 – 64 years  | 28 | 20% |
| 65 – 74 years  | 27 | 20% |
| >75 years | 16 | 12% |
| Unknown | 3 | 2% |
| **Total**  | **138** | **100%** |

## Table 29: *Age Discrimination Act* – Complaints received by ground

|  |  |  |
| --- | --- | --- |
| ***Age Discrimination Act* - Grounds\*** | **Number** | **Percentage** |
| Age | 181 | 98% |
| Causes, instructs, induces, aids or permits an unlawful act  |  |  |
| Victimisation  | 3 | 2% |
| **Total** | **184** | **100%** |

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

## Table 30: *Age Discrimination Act* – Complaints received by area

|  |  |  |
| --- | --- | --- |
| ***Age Discrimination Act* - Areas\*** | **Number**  | **Percentage**  |
| Employment  | 87 | 55% |
| Goods, services and facilities  | 44 | 28% |
| Access to premises | 1 | <1% |
| Accommodation  | 11 | 7% |
| Advertisements |  |  |
| Superannuation & insurance  | 5 | 3% |
| Education  | 4 | 3% |
| Administration of Commonwealth laws and programs  | 4 | 3% |
| Qualifying bodies | 1 | <1% |
| Requests for information  | 2 | 1% |
| Victimisation  |  |  |
| **Total** | **159** | **100%** |

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

## Table 31: *Age Discrimination Act* – Outcomes of finalised complaints

|  |  |
| --- | --- |
| ***Age Discrimination Act* – Outcomes** | **Number** |
| **Terminated without inquiry under section 46PF\*** | **5** |
| **Terminated after inquiry** | **54** |
| Trivial, vexatious, frivolous, misconceived, lacking in substance  | 6 |
| No reasonable prospect of conciliation (NRPC) | 46 |
| Inquiry not warranted | 2 |
| Out of time |  |
| **Discontinued\*\***  | **56** |
| **Withdrawn\*\*\*** | **14** |
| **Conciliated**  | **48** |
| **Administrative closure\*\*\*\*** | **3** |
| **Total**  | **180** |

\* 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 27%

Discontinued 31.5%

Withdrawn 8%

Terminated without inquiry 3%

Terminated - NRPC 26%

Terminated - other reason 4.5%

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

Complaints successfully resolved 51%

Complaints unable to be resolved 49%

# AUSTRALIAN HUMAN RIGHTS COMMISSION ACT

## Table 32: AHRCA – Complaints received and finalised

|  |  |
| --- | --- |
| ***Australian Human Rights Commission Act (AHRCA)*** | **Total** |
| Received | 432 |
| Finalised | 200 |

## Table 33: AHRCA – Complaints received by ground

|  |  |  |
| --- | --- | --- |
| ***Australian Human Rights Commission Act* – Grounds\*** | **Number**  | **Percentage**  |
| Religion (ILO 111)  | 54 | 11% |
| Political opinion (ILO 111)  | 277 | 59% |
| Social origin (ILO 111)  |  |  |
| Criminal record (ILO 111)  | 75 | 16% |
| Sexual preference (ILO 111)  |  |  |
| Trade union activity (ILO 111)  | 5 | 1% |
| International Covenant on Civil and Political Rights  | 51 | 11% |
| Convention on the Rights of the Child  | 4 | 1% |
| Convention on the Rights of Persons with Disabilities | 3 | 1% |
| Declaration on the Elimination of All Forms of Intolerance and of Discrimination Based on Religion or Belief |  |  |
| Victimisation  | 1 | <1% |
| **Total** | **470** | **100%** |

\* One complaint may raise multiple grounds.

## Table 34: AHRCA – Complaints received by area

|  |  |  |
| --- | --- | --- |
| ***Australian Human Rights Commission Act* - Areas\*** | **Number**  | **Percentage**  |
| Acts or practices of the Commonwealth  | 54 | 12.5% |
| No acts or practices of the Commonwealth |  |  |
| Employment  | 378 | 87.5% |
| **Total** | **432** | **100%** |

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

## Table 35: AHRCA – Outcomes of finalised complaints

|  |  |
| --- | --- |
| ***Australian Human Rights Commission Act* - Outcomes** | **Number** |
| **Declined** | **71** |
| Does not constitute discrimination |  |
| Human rights breach, not inconsistent or contrary to any human right |  |
| More than 12 months old  | 1 |
| Trivial, vexatious, frivolous, misconceived, lacking in substance  | 12 |
| No reasonable prospect of conciliation | 47 |
| Inquiry not warranted | 11 |
| **Discontinued - withdrawn**  | **50** |
| **Discontinued - lost contact**  | **26** |
| **Conciliated**  | **45** |
| **Referred for reporting\*\***  | **8** |
| **Administrative closure** |  |
| **Total** | **200** |

\* 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 22.5%

Referred for reporting 4%

Declined 35.5%

Discontinued (withdrawn) 25%

Discontinued (lost contact) 13%

## Chart 11: AHRCA – Complaints resolved by conciliation

Complaints successfully resolved 49%

Complaints unable to be resolved 51%

1. Service satisfaction survey data is based on surveys received in the relevant financial year and may Include surveys relating to complaints finalised in the previous year [↑](#footnote-ref-2)
2. This does not include times when a complaint is deferred by request (or as a result of an action) of a party. [↑](#footnote-ref-3)
3. Service satisfaction survey data is based on surveys received in the relevant financial year and may include surveys relating to complaints finalised the previous year [↑](#footnote-ref-4)
4. The Commission sends a voluntary survey to all parties except in circumstances where the complaint has been withdrawn or discontinued prior to the respondent being notified; or in circumstances where further contact with either party after the finalisation of a complaint would be inappropriate for reasons of personal safety of parties and/or staff. [↑](#footnote-ref-5)