

## 2015 - 2016 Complaint statistics

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### Enquiries and complaints received

In 2015-16 the Commission received 16 836 enquiries. The majority of enquiries (63%) were received via the Commission's National Information Hotline. The main issues raised by enquirers in this reporting year related to disability discrimination (18%), general employment matters including harassment and bullying (15%), discrimination on grounds covered by the Sex Discrimination Act (11%), human rights related issues including immigration and immigration detention (7%) and racial discrimination including racial hatred (7%).

In 2015-16 the Commission received 2 013 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 2015-16 would increase to 2 630. If the Commission counted complaints received by grounds and areas of discrimination, the number of complaints received would increase to 3 962 and 2 306 respectively.

In 2015-16:

- 37% of complaints were lodged under the Disability Discrimination Act
- 21% of complaints were lodged under the Racial Discrimination Act
- 20% of complaints were lodged under the Sex Discrimination Act
- 14% 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 82% of complaints under the Sex Discrimination Act, 62% of complaints under the Age Discrimination Act, 35% of complaints under the Disability Discrimination Act and 21% 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, 23% of complaints under the Age Discrimination Act, 18% of complaints under the Racial Discrimination Act and 12% of complaints under the Sex Discrimination Act.

### Outcomes of complaints

The Commission finalised 1 982 complaints during 2015-16. The Commission conducted approximately 1 308 conciliation processes of which 989 complaints (76%) were successfully resolved. This represents successful dispute resolution for more than 1 978 people and organisations involved in complaints before the Commission. The conciliation success rate in 2015-16 is the highest on record.

Information on the outcomes of conciliated complaints under federal anti-discrimination law indicates that 34% 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, 72% of surveyed participants indicated that

involvement in the complaint process had assisted them to better understand rights and responsibilities under federal human rights and anti-discrimination law<sup>1</sup>.

Data provided to the Commission indicates that in 2015-16, approximately 3% of finalised complaints regarding unlawful discrimination proceeded to court.

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

In 2015-16, just under half of all complaints were finalised within 3 months (47%), 82% were finalised within 6 months, 94% within 9 months and 98% within 12 months. The average time from receipt to finalisation of a complaint was approximately 3.8 months.

### **Demographic data**

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

Available demographic data indicates that in 2015-16, 50% of complaints were lodged by individual females, 47% by individual males and 3% by other categories. Other categories include intersex, sex not specified, joint/multiple complainants and organisations.

Where referral source was identified, 41% of complainants reported that they knew about the Commission prior to lodging their complaint. The other main identified referral sources were private lawyers (19%), family members, friends or support people (11%), the internet (9%), 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 (4%).

The majority of complainants (67%) indicated that their main source of income at the time of the alleged act was from a form of employment. The majority of complainants (51%) indicated they were in full or part-time permanent employment, 14% were engaged in casual, contract or outwork and 2% were self-employed.

Approximately 39% of complainants said they were represented at the beginning of the complaint process which is consistent with the average level of representation over recent years. Of these complainants, 48% said they were represented by privately funded solicitors. Other identified forms of representation were family members or friends (22%), community legal centres, including Aboriginal or disability legal services (13.5%), other advocacy groups such as working women's centres or disability advocacy services (13%) and trade unions or professional associations (3.5%).

In 2015-16, the main respondent organisation categories were private enterprise (50%), State departments/statutory authorities (20%) and Commonwealth departments/statutory authorities (16%). 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.

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Feedback is sought regardless of the outcome of the complaint and include feedback from parties where the complaint was terminated, withdrawn or discontinued.

In 2015-16, 223 complainants and 247 respondents agreed to participate in the survey. Details of survey feedback is provided below.

- 94% of surveyed parties (88% of complainants and 98% of respondents) reported that they were satisfied with the service provided and 73% (68% of complainants and 78% of respondents) rated the service as 'very good' or 'excellent'. Where complaints were conciliated, these figures increased with 98% reporting they were satisfied with the service and 82% rating the service as 'very good' or 'excellent'.
- 94% of participants (93% of complainants and 95% of respondents) felt that Commission staff explained things in a way that was easy for them to understand.
- 94% of participants (93% of complainants and 95% of respondents) felt that forms and correspondence from the Commission were easy to understand.
- 79% of participants (75% of complainants and 83% of respondents) felt that the Commission dealt with the complaint in a timely manner.
- 88% of participants (82% of complainants and 93% 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 2015–16 the Commission received one complaint about its service under the complaint process provided in the Charter.

## National Information Service

**Table 1: Website enquiries**

Webpage views	243,156
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**Table 2: Enquiries received by mode of contact**

Enquiry type	Total	Percent
Telephone	10 702	63
TTY/NRS	5	-
Email/Smartform/Webform	5 404	32
In-person	121	1
Written	604	4
<b>Total</b>	<b>16 836</b>	<b>100</b>

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

State of origin	Total	Percentage
New South Wales	4 279	25
Victoria	2 564	15
South Australia	732	4
Western Australia	1 303	8
Queensland	2 060	12
Australian Capital Territory	419	3
Tasmania	241	2
Northern Territory	392	2
Unknown/overseas	4 846	29
<b>Total</b>	<b>16 836</b>	<b>100</b>

## Complaints overview

**Table 4: Complaints received in 2015-16**

	2015-16
Counted by complainants*	2 013
Counted by respondents	2 630
Counted by grounds of discrimination raised in complaint	3 962
Counted by areas of discrimination raised in complaint	2 306

\* 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**

	2011-12	2012-13	2013-14	2014-15	2015-16
Received	2 610	2 177	2 223	2 388	2 013
Finalised	2 605	2 500	2 178	2 251	1 982

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

	2011-12	2012-13	2013-14	2014-15	2015-16
Terminated/declined	31%	33%	23%	23%	19%
Conciliated	48%	45%	49%	51%	52%
Withdrawn*	12%	13%	16%	16%	17%
Discontinued**	8%	9%	9%	9%	9%
Referred for reporting (AHRCA only)	1%	-	3%	1%	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, including after being provided with an assessment of the complaint.

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

	2011-12	2012-13	2013-14	2014-15	2015-16
Complaints successfully resolved	66%	65%	70%	72%	76%
Complaints unable to be resolved	34%	35%	30%	28%	24%

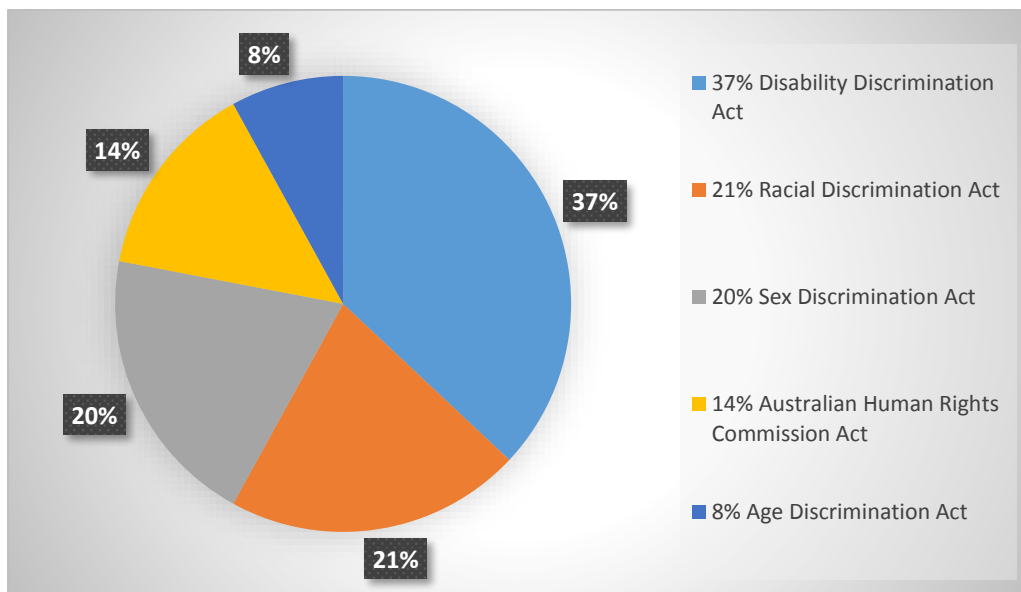
**Table 8: Complaints received by State/Territory of complainant**

State of origin	Total	Percentage
New South Wales	702	35
Victoria	402	20
South Australia	129	6
Western Australia	179	9
Queensland	422	21
Australian Capital Territory	70	3
Tasmania	17	1
Northern Territory	62	3
Unknown/overseas	30	2
<b>Total</b>	<b>2 013</b>	<b>100</b>

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

Act	Received	Finalised
Racial Discrimination Act (RDA)	429	396
Sex Discrimination Act (SDA)	409	394
Disability Discrimination Act (DDA)	750	702
Age Discrimination Act (ADA)	152	161
Australian Human Rights Commission Act (AHRCA)	273	329
<b>Total</b>	<b>2 013</b>	<b>1 982</b>

**Chart 1: Complaints received by Act**



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

	2011-12	2012-13	2013-14	2014-15	2015-16
Racial Discrimination Act	477	500	380	561	429
Sex Discrimination Act	505	417	474	453	409
Disability Discrimination Act	955	793	830	740	750
Age Discrimination Act	196	157	184	149	152
Australian Human Rights Commission Act	477	310	355	485	273
<b>Total</b>	<b>2 610</b>	<b>2 177</b>	<b>2 223</b>	<b>2 388</b>	<b>2 013</b>

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

	RDA (%)	SDA (%)	DDA (%)	ADA (%)	AHRCA (%)	Total (%)
Born in Australia	56	36	40	43	15	<b>39</b>
Born outside of Australia	25	28	8	24	61	<b>25</b>
Unknown/unspecified	19	36	52	33	24	<b>36</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	54	3	2	2	2	<b>13</b>
Torres Strait Islander	-	-	-	-	-	-
Both of the above	-	-	-	-	-	-
None of the above/ Unknown	46	97	98	98	98	<b>87</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</b> <b>Total (%)</b>
0 – 3 months	42	45	53	48	40	<b>47</b>
3 - 6 months	78	85	87	85	68	<b>82</b>
6 - 9 months	93	95	98	99	82	<b>94</b>
9 - 12 months	98	99	99	100	93	<b>98</b>

## Racial Discrimination Act

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

<b>Racial Discrimination Act</b>	<b>Total</b>
Received	429
Finalised	396

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

<b>Racial Discrimination Act - Grounds</b>	<b>Number</b>	<b>Percentage</b>
Colour	39	5
National origin	95	13
Ethnic origin	86	12
Descent	14	2
Race	401	54
Racial hatred	77	10
Immigrant status	7	1
Association	3	-
Victimisation	16	2
Incite unlawful act	5	1
Advertisements	-	-
<b>Total*</b>	<b>743</b>	<b>100</b>

\* One complaint may raise multiple grounds

**Table 16: 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	3	1
Land, housing, other accommodation	12	2
Provision of goods and services	91	18
Right to join trade unions	-	-
Employment	107	21
Education	8	2
Other - section 9	205	41
Racial hatred	77	15
<b>Total*</b>	<b>503</b>	<b>100</b>

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

**Table 17: Racial hatred complaints received by sub-area**

<b>Racial hatred sub-areas</b>	<b>Number</b>	<b>Percentage</b>
Media – press/TV/radio	5	7
Disputes between neighbours	3	4
Personal conflict	10	13
Employment	25	32
Racist propaganda	2	3
Internet - e-mail/webpage/chat room	6	8
Entertainment	1	1
Sport	1	1
Public debate	1	1

Provision of goods and services	22	29
Education	1	1
<b>Total</b>	<b>77</b>	<b>100</b>

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

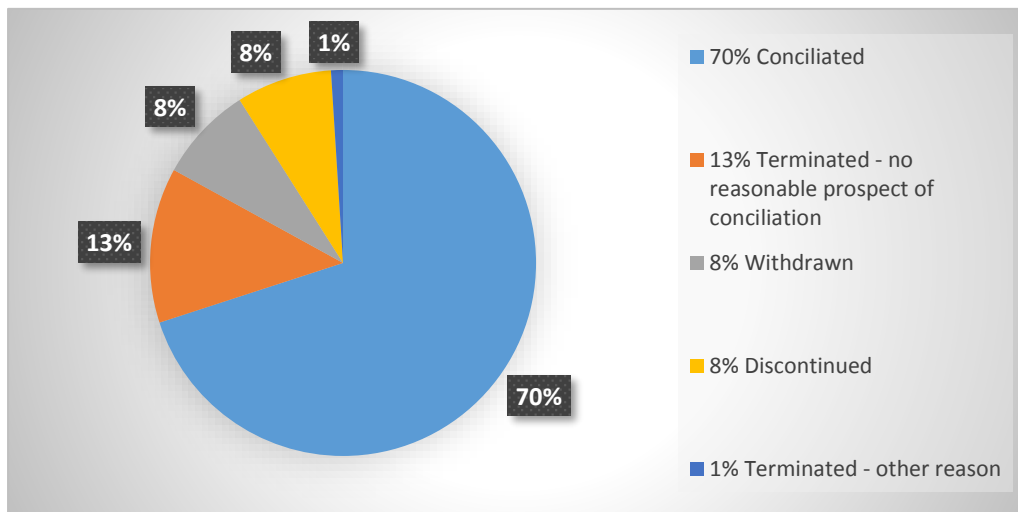
<b>Racial Discrimination Act - Outcomes</b>	<b>Number</b>
<b>Terminated</b>	<b>55</b>
At complainants request – s.46PE	-
Not unlawful	-
More than 12 months old	1
Trivial, vexatious, frivolous, misconceived, lacking in substance	3
Adequately dealt with already	1
More appropriate remedy available	-
Subject matter of public importance	-
No reasonable prospect of conciliation	50
<b>Discontinued*</b>	<b>29</b>
<b>Withdrawn**</b>	<b>30</b>
<b>Conciliated</b>	<b>268</b>
<b>Administrative closure***</b>	<b>14</b>
<b>Total</b>	<b>396</b>

\* A complaint may be discontinued where a complainant does not respond to the Commission's attempts to contact them, including after being provided with an assessment of the complaint.

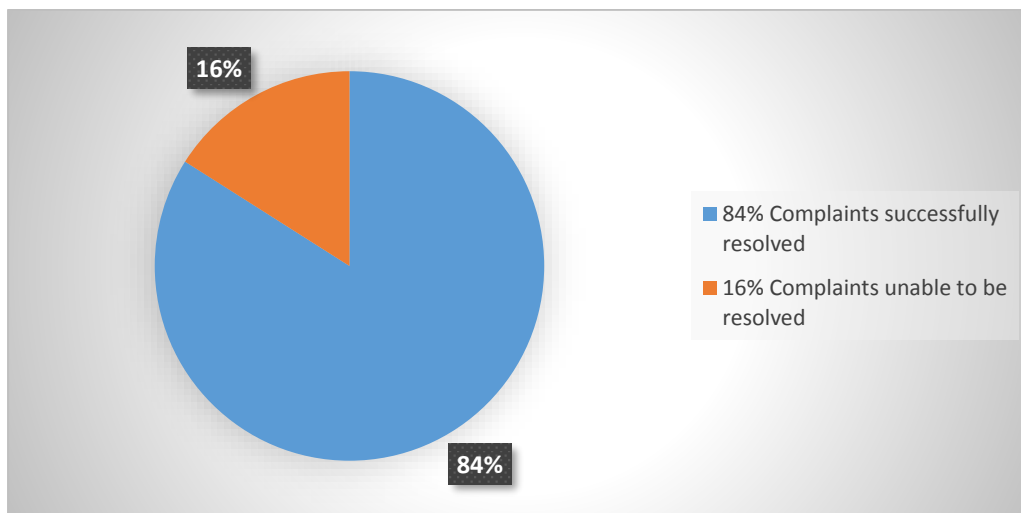
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\*\*\*Includes where complaint is not lodged by or on behalf of an aggrieved person and where a complaint has also been lodged under State or Territory anti-discrimination law

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



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



## Sex Discrimination Act

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

<b>Sex Discrimination Act</b>	<b>Total</b>
Received	409
Finalised	394

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

<b>Sex Discrimination Act – Complainant category</b>	<b>Number</b>	<b>Percentage</b>
Female	316	77
Male	86	21
Intersex	1	-
Other category*	6	2
<b>Total</b>	<b>409</b>	<b>100%</b>

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

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

<b>Sex Discrimination Act – Grounds</b>	<b>Number</b>	<b>Percentage</b>
Sex discrimination	421	43
Marital or relationship status	13	1
Pregnancy	105	11
Sexual harassment	217	22
Family responsibilities	40	4
Breastfeeding	10	1

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Gender identity	29	3
Intersex	2	-
Sexual orientation	54	5
Victimisation	85	9
Causes, instructs, induces, aids or permits an unlawful act	8	1
Advertisements	-	-
<b>Total*</b>	<b>984</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	346	82
Goods, services and facilities	50	12
Land	1	-
Accommodation	1	-
Superannuation & insurance	-	-
Education	9	2
Clubs	1	-
Administration of Commonwealth laws and programs	11	3
Requests for information	-	-
Registered organisations	-	-
Qualifying bodies	2	1
<b>Total*</b>	<b>421</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>70</b>
At complainants request - s.46PE	-
Not unlawful	-
More than 12 months old	4
Trivial, vexatious, frivolous, misconceived, lacking in substance	5
Adequately dealt with already	3
More appropriate remedy available	-
Subject matter of public importance	-
No reasonable prospect of conciliation	58
<b>Discontinued*</b>	<b>42</b>
<b>Withdrawn**</b>	<b>67</b>
<b>Conciliated</b>	<b>181</b>
<b>Administrative closure***</b>	<b>34</b>
<b>Total</b>	<b>394</b>

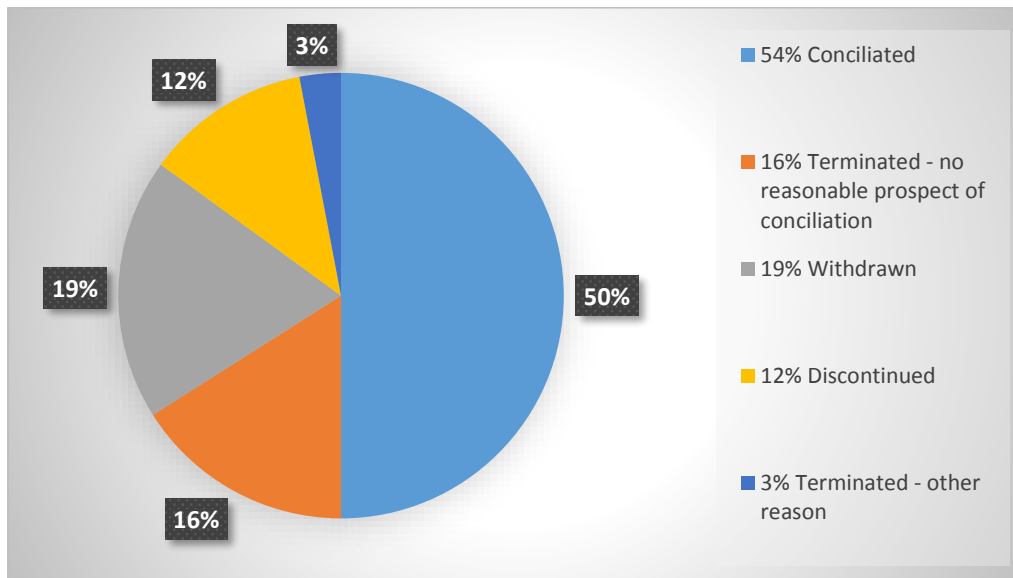
\* A complaint may be discontinued where a complainant does not respond to the Commission's attempts to contact them, including after being provided with an assessment of the complaint.

\*\* 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.

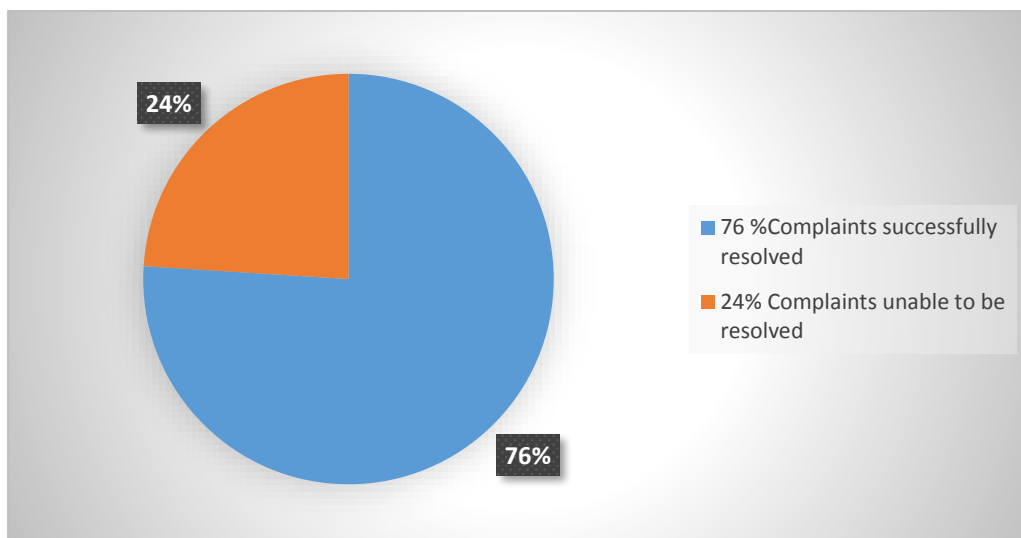
\*\*\*Includes where complaint is not lodged by or on behalf of an aggrieved person and where a complaint has also been lodged under State or Territory anti-discrimination law



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



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



## Disability Discrimination Act

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

<b>Disability Discrimination Act</b>	<b>Total</b>
Received	750
Finalised	702

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

<b>Disability Discrimination Act – Complainant's disability</b>	<b>Number</b>	<b>Percentage</b>
Physical disability	160	20
A mobility aid is used (e.g. walking frame or wheelchair)	83	10
Physical disfigurement	4	0.5
Presence in the body of organisms causing disease (e.g. HIV/AIDS)	10	1
Presence in the body of organisms causing disease (other)	15	2
Mental health/psychosocial	204	25
Neurological disability (e.g. epilepsy)	34	4
Intellectual disability	24	3
Learning disability	29	4
Sensory disability (hearing impaired)	28	3.5
Sensory disability (deaf)	20	2.5
Sensory disability (vision impaired)	31	4
Sensory disability (blind)	29	4
Work-related injury	36	4.5

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Medical condition (e.g. diabetes)	69	9
Other	25	3
<b>Total*</b>	<b>801</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	1 384	82
Associate	65	4
Disability - person assisted by trained animal	39	2
Disability - accompanied by carer or assistant	7	-
Disability – aid	56	3
Harassment	6	-
Victimisation	27	2
Causes, instructs, induces, aids or permits an unlawful act	27	2
Incites unlawful act	-	-
Advertisements	-	-
Unlawful to contravene disability standard	80	5
<b>Total*</b>	<b>1 691</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	331	35
Goods, services and facilities	309	33
Access to premises	74	8
Land	-	-
Accommodation	22	2
Superannuation, insurance	23	2
Education	101	11
Clubs, incorporated associations	12	1
Administration of Commonwealth laws and programs	19	2
Sport	5	1
Requests for information	-	-
Qualifying bodies	2	-
Registered organisations	-	-
Disability standards	42	5
<b>Total*</b>	<b>940</b>	<b>100</b>

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

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

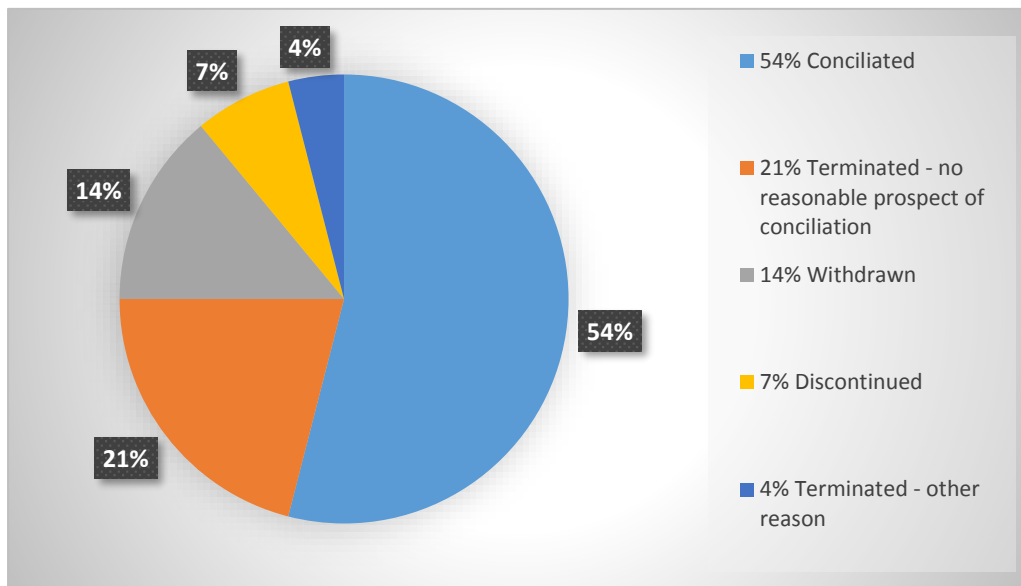
<b>Disability Discrimination Act – Outcomes</b>	<b>Number</b>
<b>Terminated</b>	<b>170</b>
At complainants request - s.46PE	-
Not unlawful	2
More than 12 months old	4
Trivial, vexatious, frivolous, misconceived, lacking in substance	10
Adequately dealt with already	3
More appropriate remedy available	6
Subject matter of public importance	-
No reasonable prospect of conciliation	145
<b>Discontinued*</b>	<b>46</b>
<b>Withdrawn**</b>	<b>97</b>
<b>Conciliated</b>	<b>364</b>
<b>Administrative closure***</b>	<b>25</b>
<b>Total</b>	<b>702</b>

\* A complaint may be discontinued where a complainant does not respond to the Commission's attempts to contact them, including after being provided with an assessment of the complaint.

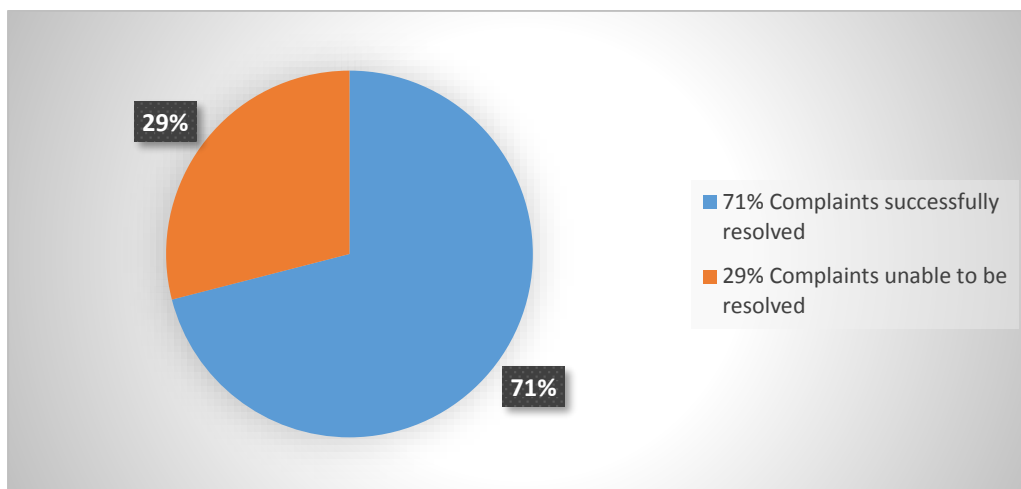
\*\* This category includes where a complainant withdraws due to personal circumstances or where they decide not to proceed after reviewing information from the respondent or being provided with information about the law and/or a preliminary assessment of the complaint.

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

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



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



## Age Discrimination Act

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

Age Discrimination Act	Total
Received	152
Finalised	161

**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	7	5
18 – 24 years	13	8
25 – 34 years	9	6
35 – 44 years	5	3
45 – 54 years	29	19
55 – 64 years	45	30
65 – 74 years	36	24
>75 years	6	4
<b>Total</b>	<b>152</b>	<b>100</b>

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

Age Discrimination Act - Grounds	Number	Percentage
Age - direct	145	61
Age – indirect	81	34
Causes, instructs, induces, aids or permits an unlawful act	8	3
Victimisation	3	1
Advertisements	2	1
<b>Total*</b>	<b>239</b>	<b>100</b>

\* One complaint may raise multiple grounds.

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

Age Discrimination Act - Areas	Number	Percentage
Employment	105	62
Goods, services and facilities	39	23
Access to premises	4	2
Land	-	-
Accommodation	1	1
Advertisements	-	-
Superannuation, insurance	8	5
Education	2	1
Administration of Commonwealth laws and programs	10	6
Sport	-	-
Requests for information	-	-



Registered organisations	-	-
Qualifying bodies	-	-
Victimisation	-	-
<b>Total*</b>	<b>169</b>	<b>100</b>

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

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

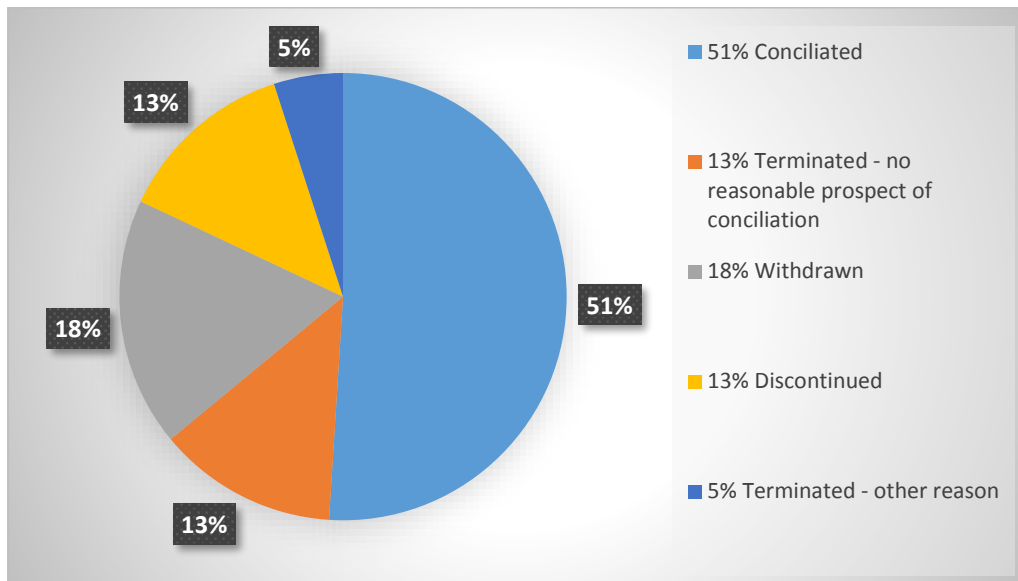
<b>Age Discrimination Act – Outcomes</b>	<b>Number</b>
<b>Terminated</b>	<b>28</b>
At complainants request - s.46PE	-
Not unlawful	2
More than 12 months old	1
Trivial, vexatious, frivolous, misconceived, lacking in substance	2
Adequately dealt with already	1
More appropriate remedy available	2
Subject matter of public importance	-
No reasonable prospect of conciliation	20
<b>Discontinued*</b>	<b>21</b>
<b>Withdrawn**</b>	<b>28</b>
<b>Conciliated</b>	<b>81</b>
<b>Administrative closure***</b>	<b>3</b>
<b>Total</b>	<b>161</b>

\* A complaint may be discontinued where a complainant does not respond to the Commission's attempts to contact them, including after being provided with an assessment of the complaint.

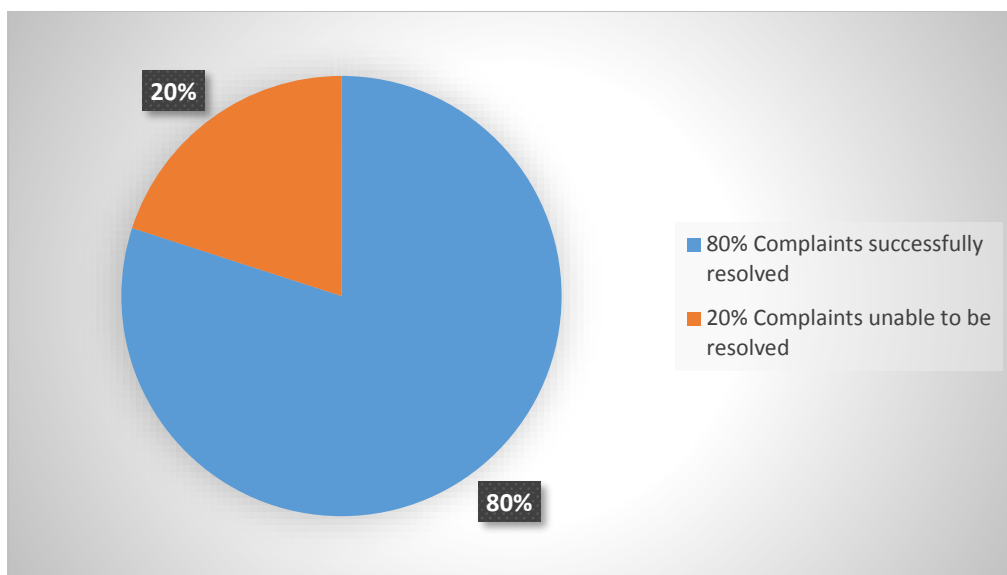
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\*\*\*Includes where complaint is not lodged by or on behalf of an aggrieved person and where a complaint has also been lodged under State or Territory anti-discrimination law

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



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



## Australian Human Rights Commission Act (AHRCA)

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

Australian Human Rights Commission Act	Total
Received	273
Finalised	329

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

Australian Human Rights Commission Act – Grounds	Number	Percentage
Religion (ILO 111)	10	3
Political opinion (ILO 111)	-	-
Social origin (ILO 111)	-	-
Medical record (ILO 111)	-	-
Criminal record (ILO 111)	77	25
Sexual preference (ILO 111)	-	-
Trade union activity (ILO 111)	3	1
International Covenant on Civil and Political Rights	180	59
Convention on the Rights of the Child	30	10
Declaration on the Elimination of All Forms of Intolerance and of Discrimination Based on Religion or Belief	1	-
Convention on the Rights of Persons with Disabilities	2	1
Victimisation	2	1
<b>Total*</b>	<b>305</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	177	65
Employment	91	33
Not act or practice of the Commonwealth (not employment cases)	5	2
<b>Total*</b>	<b>273</b>	<b>100</b>

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

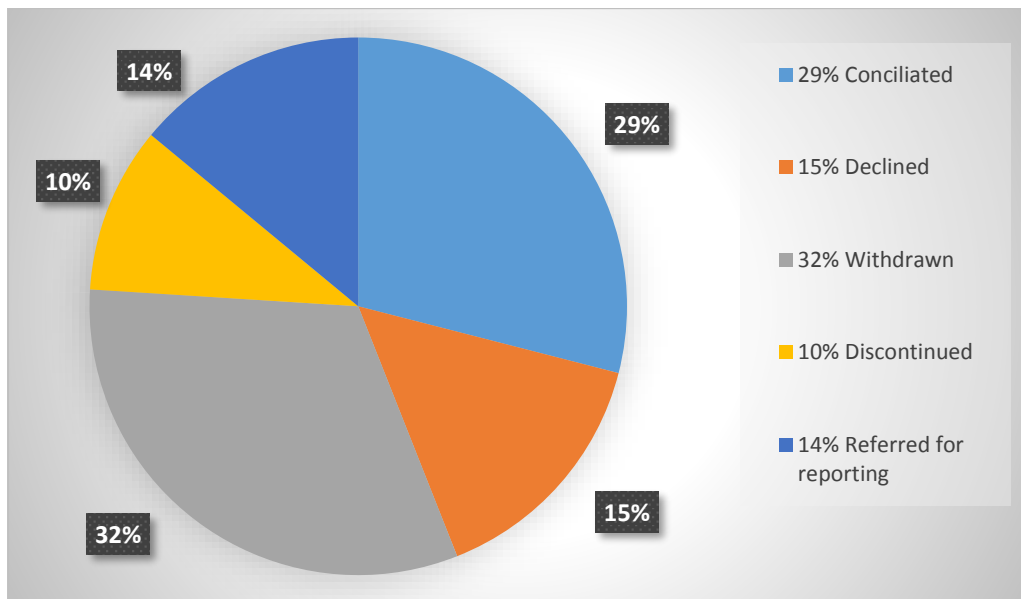
**Table 37: AHRCA - Outcomes of finalised complaints**

<b>Australian Human Rights Commission Act - Outcomes</b>	<b>Number</b>
<b>Declined</b>	<b>183</b>
Does not constitute discrimination	9
Human rights breach, not inconsistent or contrary to any human right	3
More than 12 months old	1
Trivial, vexatious, frivolous, misconceived, lacking in substance	20
Adequately dealt with already	12
More appropriate remedy available	2
Withdrawn, does not wish to pursue, advised the Commission	104
Withdrawn, does not wish to pursue, settled outside the Commission	-
Discontinued - lost contact	32
<b>Conciliated</b>	<b>95</b>
<b>Referred for reporting*</b>	<b>46</b>

Administrative closure	5
<b>Total</b>	<b>329</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**



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

