



Complaints involving Aboriginal and Torres Strait Islander corporations

1 January to 30 June 2015

Report prepared July 2015

Introduction

This report provides an overview of complaints submitted to the Registrar between 1 January and 30 June 2015. It also includes comparisons to data from previous years.

As at 30 June 2015 a total of **2688** Aboriginal and Torres Strait Islander corporations were registered under the *Corporations (Aboriginal and Torres Strait Islander) Act 2006* (CATSI Act).

Key findings

For the six months between 1 January and 30 June 2015:

- » **381** complaints were received
- » **396** complaints were finalised
- » the average number of complaints received each month was **63.5**
- » the average number of days to finalise complaints by type was:
 - straightforward—**four days (previous period two days)**
 - detailed—**10 days (same as previous period)**
 - complex—**54.5 days (previous period 49 days)**
- » most complaints related to the conduct of **directors and officers (129)**.

Changes in the number of complaints over recent years

The number of complaints received declined slightly in the six months to 30 June 2015 (Table 1) but the overall trend is still upwards (Table 2 and figure 1).

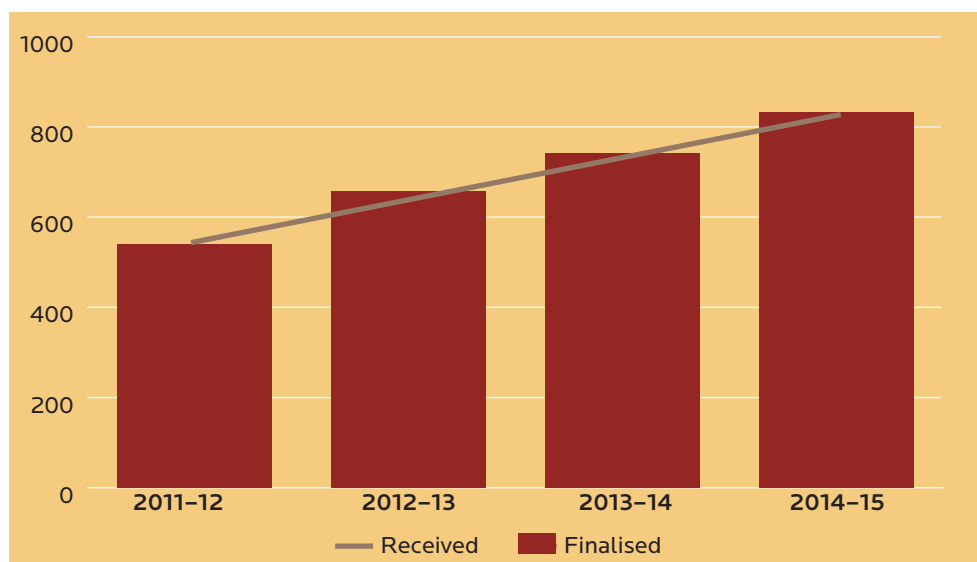
Table 1: Comparison of complaints received and finalised, six-monthly periods

Six-monthly period	Number received	Number finalised
1 July to 31 December 2013	363	358
1 January to 30 June 2014	378	392
1 July to 31 December 2014	452	438
1 January to 30 June 2015	381	396

Table 2: Number of complaints received and finalised, 2011–12 to 2014–15

Year	Number received	Number finalised	Number carried over to the next year
2011–12	541	544	27
2012–13	657	652	32
2013–14	741	750	23
2014–15	833	834	22

Figure 1: Number of complaints received and finalised, 2011–12 to 2014–15



Dealing with complaints

Table 3: Average number of days to finalise complaints by complexity, 1 January to 30 June 2015

	Straightforward	Detailed	Complex
January 2015	12	14	49
February 2015	3	9	46
March 2015	1	8	58
April 2015	1	7	76
May 2015	1	8	56
June 2015	3	13	42
Average for six-month period (rounded)	4	10	55

Table 4: Number of complaints received by complexity over past four reporting periods

	Jul–Dec 2013	Jan–Jun 2014	Jul–Dec 2014	Jan–Jun 2015
Straightforward	135	90	206	130
Detailed	132	140	167	154
Complex	96	148	79	97
Total	363	378	452	381

Categories of complaints

Table 5: Top five complaint categories from 1 January to 30 June 2015

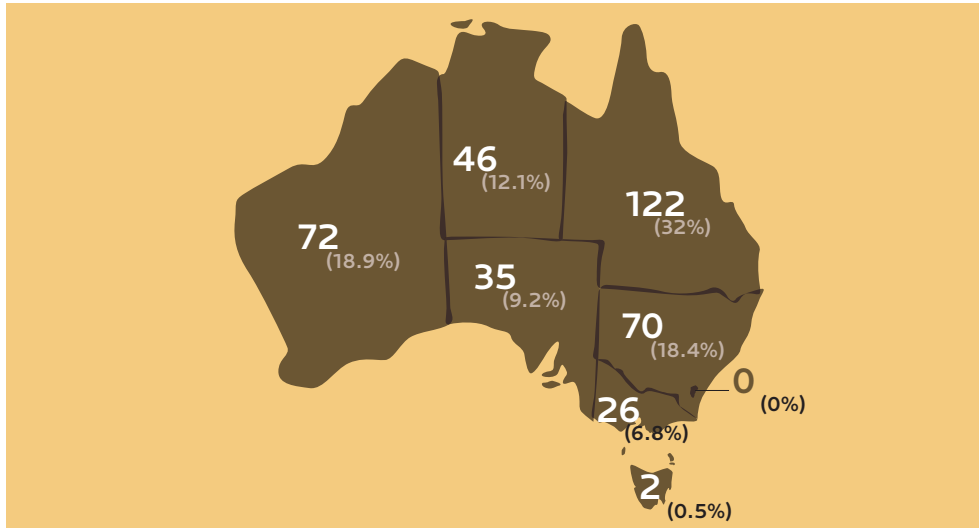
Rank	Complaint category	Number
1	Corporation directors and officers ¹	129
2	Multiple categories ²	129
3	Corporation meetings ³	44
4	Record keeping and financial issues ⁴	41
5	Membership issues ⁵	30

Notes:

1. Complaints about the conduct of directors or breaches of directors, officers or employees' duties
2. This group of complaints cover a wide range of issues not always captured within the other definitions of complaints, as well as complaints about a range of issues. It can include, but is not limited to, native title issues, staffing complaints, allegations and documentation.
3. Complaints that members' or directors' meetings are not being held or meetings are not being held in accordance with the corporation's rules or the CATSI Act.
4. Allegations of financial irregularities or misuse/misappropriation of corporation funds, members are not given information about the corporation's finances, corporation records not accurately kept, or the corporation trading while insolvent. Also includes follow up by the Registrar's office of financial irregularities and concerns resulting from a review of audited financial statements lodged by corporations.
5. Complaints about the management of memberships, including incorrect membership details, removal of members or members not being provided with information about their membership.

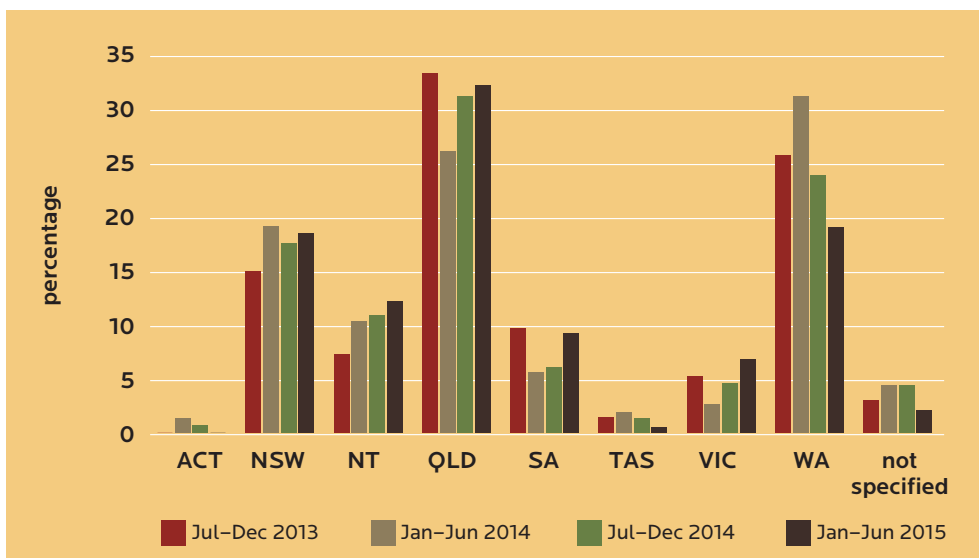
Geographic spread of complaints

Figure 2: Complaints received by state/territory, 1 January to 30 June 2015



Note: Eight complaints (2.1 per cent) were made where the corporation, and therefore the state, was not identified.

Figure 3: Percentage of complaints by state/territory, 1 July 2013 to 30 June 2015



Geographic spread of corporations involved in complaints

Figure 4: Corporations involved in complaints by state/territory, 1 January to 30 June 2015

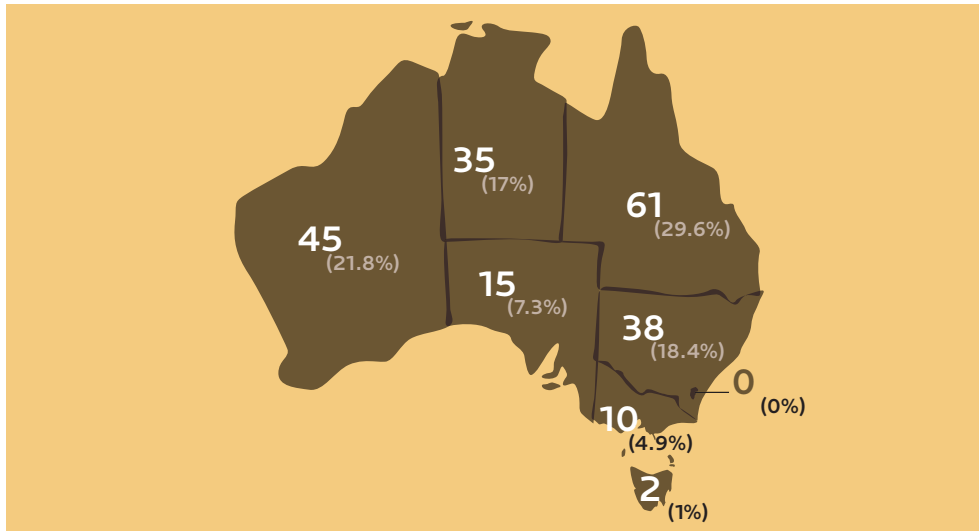
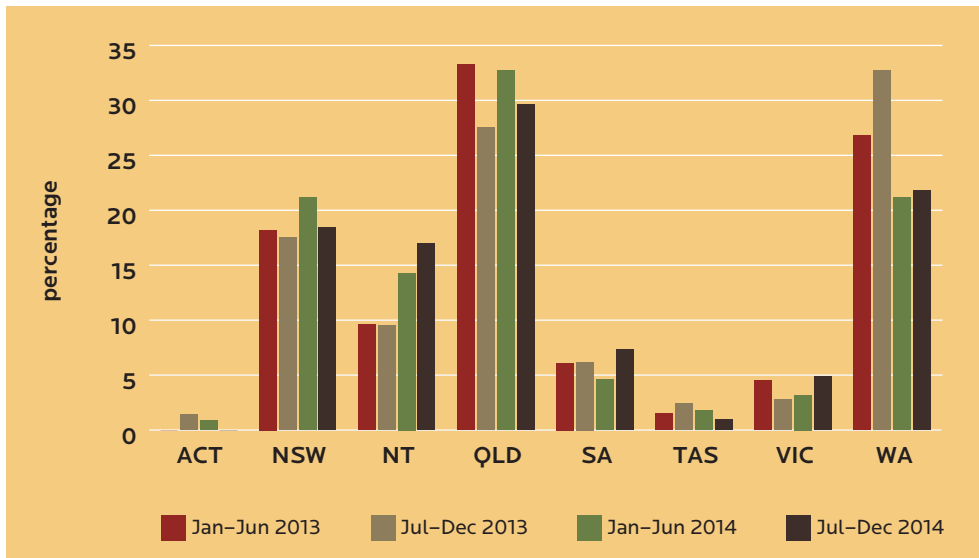


Figure 5: Percentage of corporations involved in complaints by state/territory, 1 July 2013 to 30 June 2015



Proportional level of corporations involved in complaints

Australia-wide 7.7 per cent of all corporations were involved in complaints

Figure 6: Proportion of corporations involved in complaints by state/territory, 1 January to 30 June 2015

The map shows the number and percentage of corporations involved in complaints in each state and territory against the number of corporations registered in that state/territory.

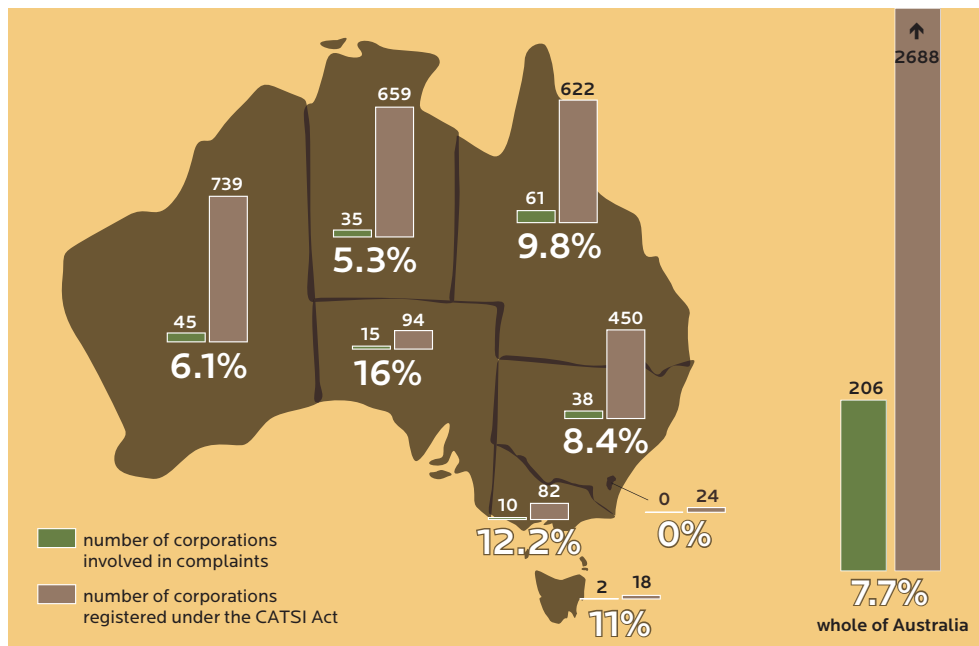
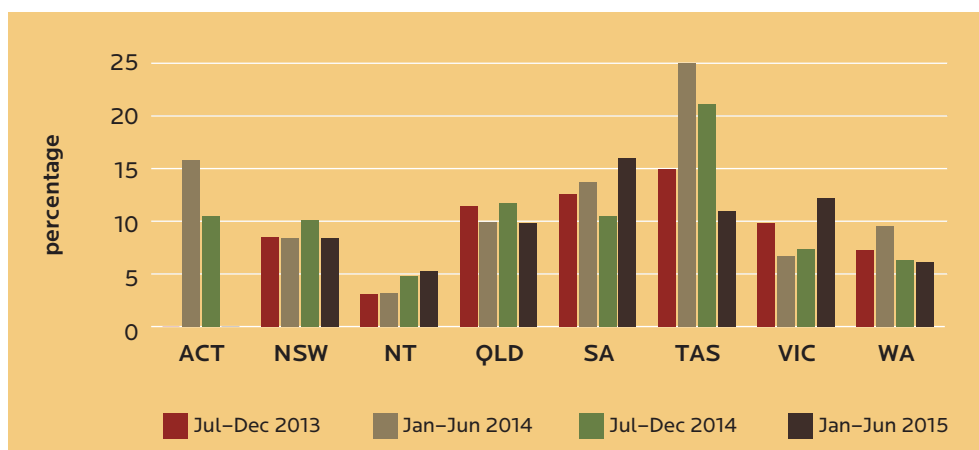


Figure 7: Proportion of corporations involved in complaints by state/territory, 1 July 2013 to 30 June 2015



The Registrar promotes the timely consideration of complaints by corporations and has produced two fact sheets which may be of help when considering how to manage complaints or finding out more about members' rights—*Complaints involving corporations* and *Members' rights*. The Registrar also produces a regular newsletter, the *ORIC Oracle*. It contains useful information on the roles of the CEO, directors, independent directors, the chairperson, how to call corporation meetings and the rule book. Please see the Registrar's website for the relevant information at www.oric.gov.au.