



Complaints involving Aboriginal and Torres Strait Islander corporations

1 January to 30 June 2018

Report prepared July 2018

Introduction

This report provides an overview of complaints submitted to the Registrar between 1 January and 30 June 2018. It also includes comparisons to data from previous periods.

As at 30 June 2018 a total of **3046** 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 2018:

- » **403** complaints were received
- » **395** complaints were finalised
- » the average number of complaints received each month was **67**
- » the average number of days to finalise complaints by type was:
 - straightforward—**three days (previous period two days)**
 - detailed—**eight days (previous period six days)**
 - complex—**33 days (previous period 51 days)**
- » the largest category of complaints received related to the conduct of **directors and officers (136)**.

Changes in the number of complaints over recent years

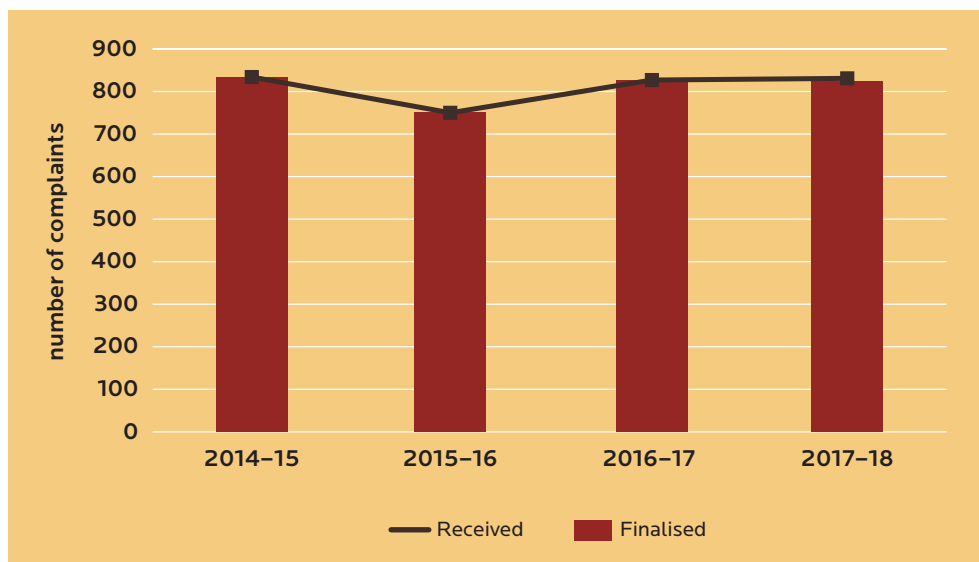
Table 1: Comparison of complaints received and finalised, six-monthly periods

Six-monthly period	Number received	Number finalised
1 July to 31 December 2016	372	383
1 January to 30 June 2017	438	444
1 July to 31 December 2017	428	428
1 January to 30 June 2018	403	395

Table 2: Number of complaints received and finalised, 2014–15 to 2017–18

Year	Number received	Number finalised	Number carried over to the next year
2014–15	833	834	22
2015–16	751	748	25
2016–17	810	827	8
2017–18	831	823	8

Figure 1: Number of complaints received and finalised, 2014–15 to 2017–18



Dealing with complaints

Table 3: Average number of days to finalise complaints by complexity, 1 January to 30 June 2018

	Straightforward	Detailed	Complex
January 2018	4	12	25
February 2018	5	5	34
March 2018	2	6	24
April 2018	2	7	40
May 2018	4	4	39
June 2018	3	14	30
Average for six-month period (rounded)	3	8	33

Table 4: Number of complaints received by complexity, six-monthly periods

	Jul–Dec 2016	Jan–Jun 2017	Jul–Dec 2017	Jan–Jun 2018
Straightforward	188 (50%)	215 (49%)	240 (56%)	168 (42%)
Detailed	133 (36%)	133 (30%)	141 (33%)	146 (36%)
Complex	51 (14%)	90 (21%)	47 (11%)	80 (20%)
Total	372	438	428	403*

* At the time of reporting nine complaints received had not been categorised by complexity.

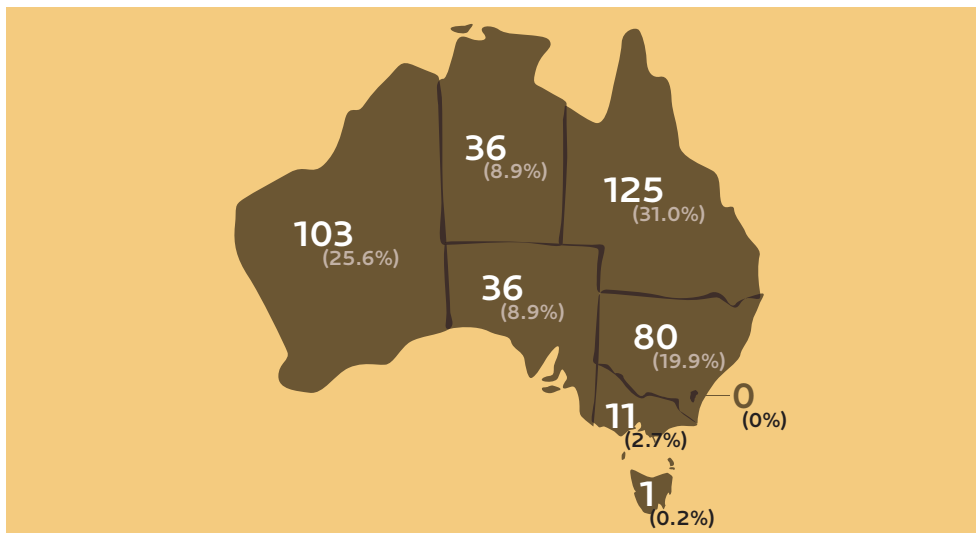
Categories of complaints

Table 5: All complaints received by category, 1 January to 30 June 2018

Rank	Complaint category	Number received
1	<p>Corporation directors and officers</p> <p>Complaints about the conduct of directors or breaches of directors, officers or employees' duties.</p>	136
2	<p>Corporation meetings</p> <p>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.</p>	63
3	<p>Other</p> <p>This group of complaints cover a wide range of issues that are within the Registrar's jurisdiction but not easily placed within the other defined complaint categories.</p>	38
4	<p>Membership issues</p> <p>Complaints about the management of memberships, including incorrect membership details, removal of members, or members not being provided with information about their membership.</p>	34
5	<p>Multiple categories</p> <p>Complaints that each cover a number of issues and are not easily placed into a single complaint category.</p>	32
6	<p>Out of scope</p> <p>Complaints about matters outside the Registrar's jurisdiction. This includes, but is not limited to, compliance with funding agreements, corporation business decisions and staffing. This category excludes native title matters. Although native title is outside the Registrar's jurisdiction, complaints of this nature are recorded separately in 'native title' to provide data that may inform the Registrar's support services.</p>	27
7	<p>Extreme risk rating</p> <p>Complaints generated by a corporation's audited financial statements showing a loss, inadequate current assets to meet current liabilities, a qualified audit, or other anomaly.</p>	16
8	<p>Native title</p> <p>Complaints about the way that native title matters are managed. This includes, but is not limited to, who can be a member of the claim group, how native title decisions are taken and the boundaries of the native title claim.</p> <p>While the Registrar cannot provide advice on these matters, the office tries where possible, to provide the complainants with information about other complaint-handling bodies that do have jurisdiction in native title matters.</p>	13
9	<p>Record keeping and financial issues</p> <p>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 is trading while insolvent.</p>	12
10	<p>Dispute handling</p> <p>Complaints about how a corporation is managing an internal dispute.</p>	11
11	<p>Public register and lodgment of documents</p> <p>Complaints about documents released on the public Register of Aboriginal and Torres Strait Islander Corporations at www.oric.gov.au.</p>	5
12	<p>Rules</p> <p>Complaints about the corporation's rules.</p>	4
13	<p>Annual returns compliance</p> <p>Complaints that a corporation has not met its annual reporting obligations under the CATSI Act.</p>	3

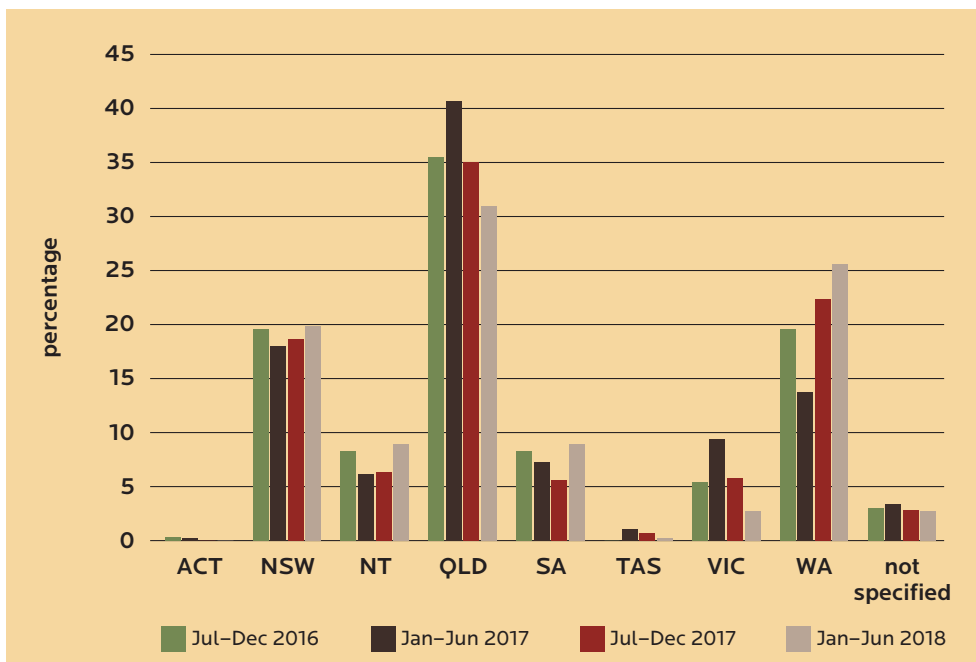
Geographic spread of complaints

Figure 2: Complaints received by state/territory, 1 January to 30 June 2018



Note: Eleven complaints (2.7 per cent) were made where the corporation, and therefore the state, was not identified.

Figure 3: Percentage share of complaints received by state/territory, six-monthly periods



Geographic spread of corporations involved in complaints

Figure 4: Corporations involved in complaints received by state/territory, 1 January to 30 June 2018

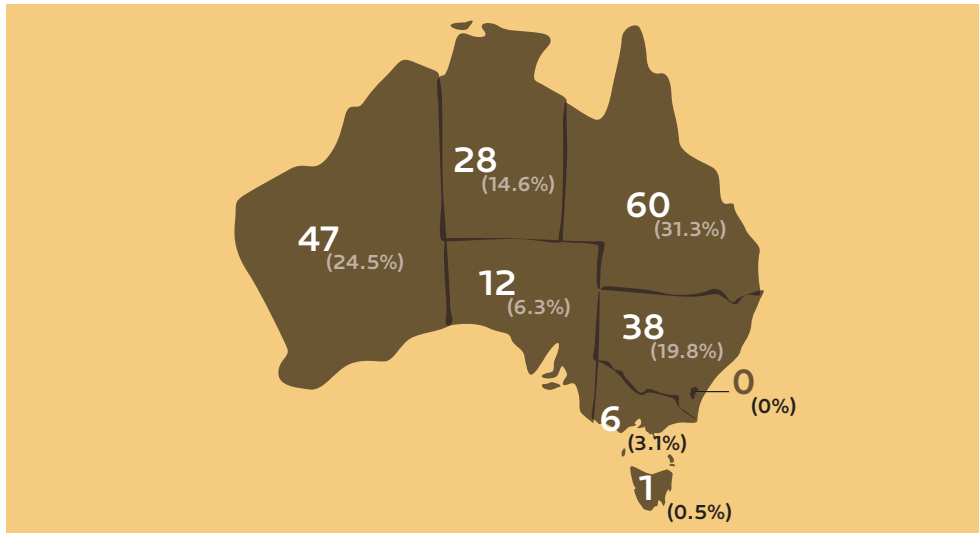
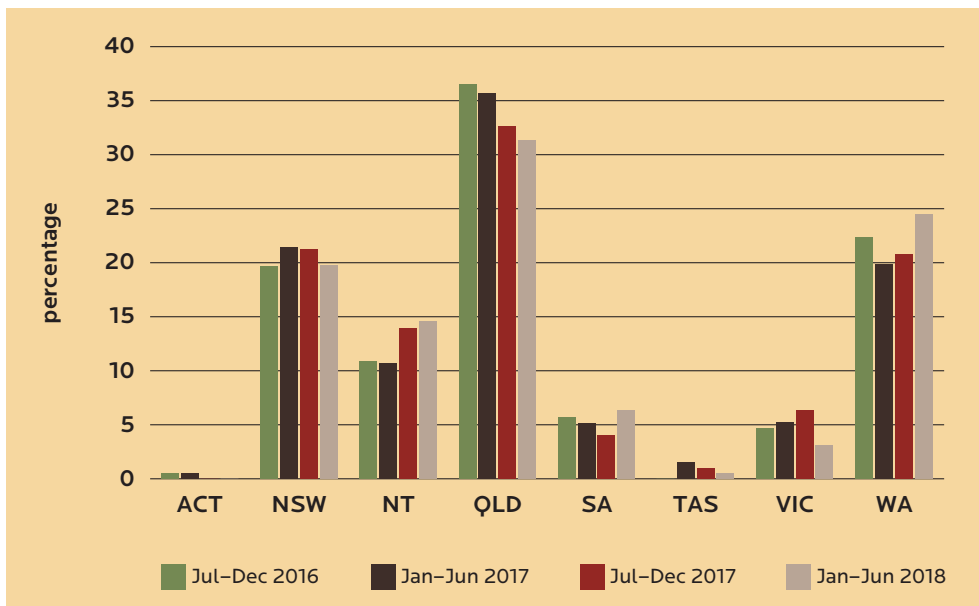


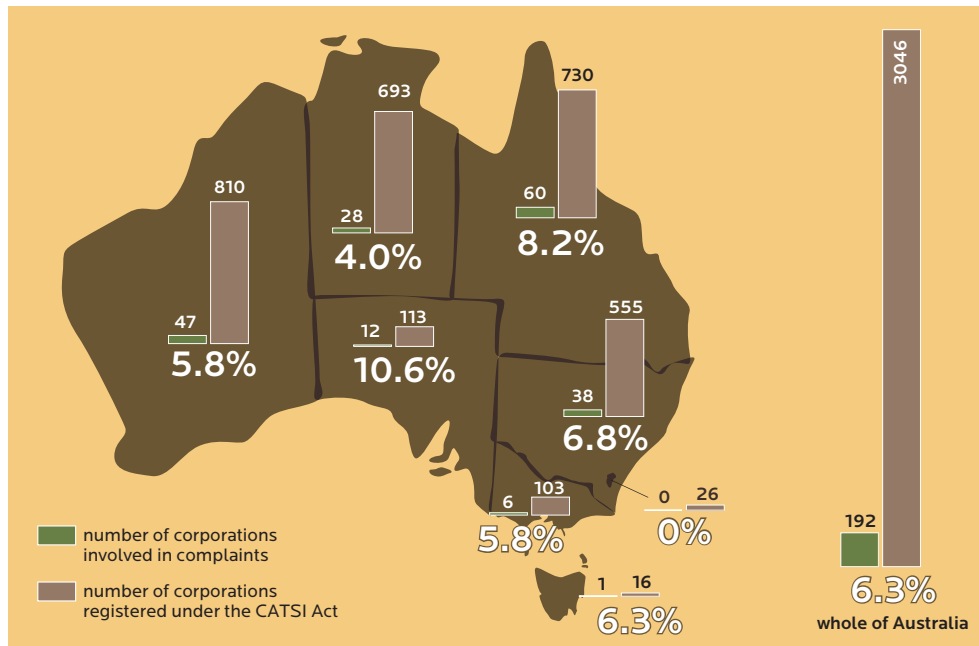
Figure 5: Percentage share of corporations involved in complaints by state/territory, six-monthly periods



Proportional level of corporations involved in complaints

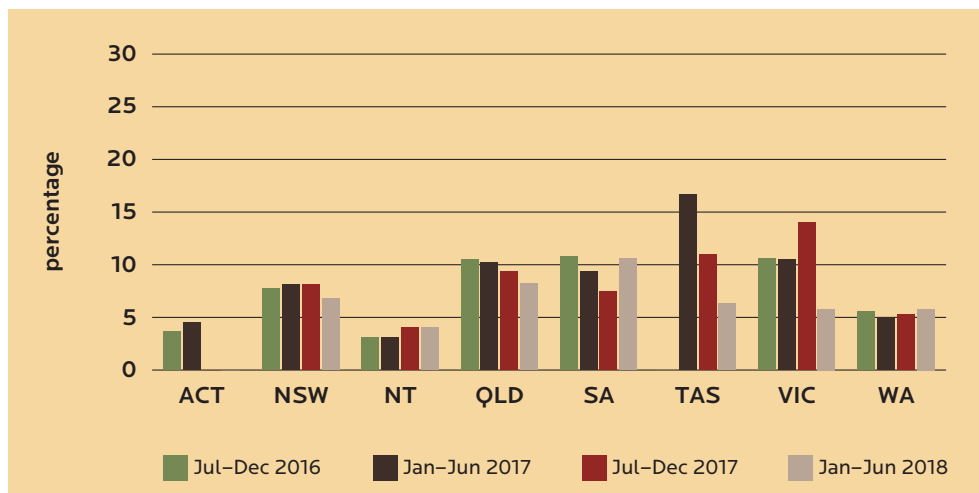
Australia-wide 6.3 per cent of all corporations were involved in complaints.

Figure 6: Proportion of corporations involved in complaints by state/territory, 1 January to 30 June 2018



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, six-monthly periods



The Registrar publishes a wide range of information to help corporations deal with complaints they receive, and to help people understand what types of complaints the Registrar's office can deal with and the related complaints management process. This includes fact sheets, policy statements and newsletters as well as information available at oric.gov.au.