



Complaints involving Aboriginal and Torres Strait Islander corporations

1 July to 31 December 2014

Report prepared January 2015

Introduction

This report provides an overview of complaints involving Aboriginal and Torres Strait Islander corporations submitted to the Registrar between 1 July and 31 December 2014. It also includes some comparisons to data from previous years.

As at 31 December 2014 a total of **2666** 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 July and 31 December 2014

- » **452** complaints were received
- » **438** complaints were finalised
- » the average number of complaints received each month was **75.3**
- » the average number of days to finalise complaints by type was:
 - straightforward—**two days (same as previous period)**
 - detailed—**10 days (same as previous period)**
 - complex—**49 days (previous period 47 days)**
- » most complaints related to the conduct of **directors and officers** (116).

Changes in the number of complaints over recent years

Complaints numbers have continued to increase over the past 24 months (Table 1).

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

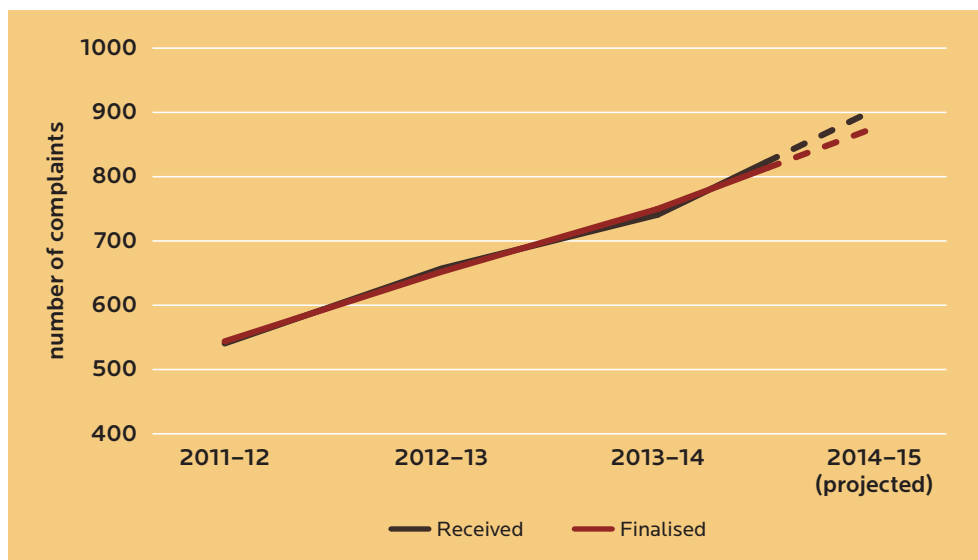
Six-monthly period	Number received	Number finalised
1 January to 30 June 2013	341	332
1 July to 31 December 2013	363	358
1 January to 30 June 2014	378	392
1 July to 31 December 2014	452	438

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 (projected)	452 (904)*	438 (876)*	(37)*

* Data for 2014–15 is projected based on the number of complaints received in the first half of the financial year. The projections are shown in brackets.

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



Dealing with complaints

Table 3: Average number of days to finalise complaints by complexity, 1 July to 31 December 2014

	Straightforward	Detailed	Complex
July 2014	1	12	31
August 2014	4	6	42
September 2014	1	11	61
October 2014	1	12	55
November 2014	1	9	49
December 2014	2	9	58
Average for six-month period (rounded)	2	10	49

Table 4: Number of complaints received by complexity, 1 January 2013 to 31 December 2014

	Jan–Jun 2013	Jul–Dec 2013	Jan–Jun 2014	Jul–Dec 2014
Straightforward	95	135	90	206
Detailed	130	132	140	167
Complex	107	96	148	79
Total	332	363	378	452

Categories of complaints

Table 5: Top five complaint categories from 1 July to 31 December 2014

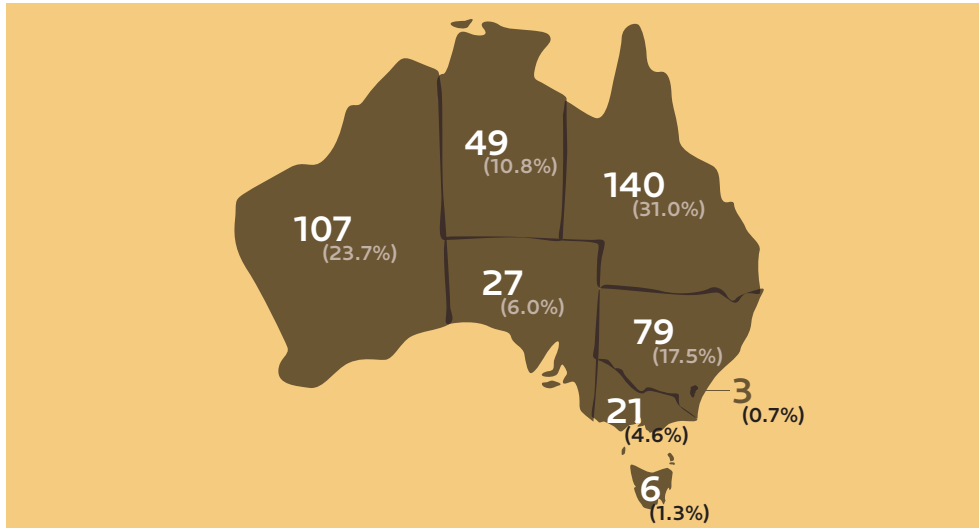
Rank	Complaint category	Number
1	Multiple categories ¹	181
2	Corporation directors and officers ²	116
3	Corporation meetings ³	53
4	Record keeping and financial issues ⁴	25
5	Membership issues ⁵	25

Notes:

1. This group of complaints cover a wide range of issues not captured within the other definitions of complaints. It can include, but is not limited to, native title issues, staffing complaints, allegations and documentation.
2. Complaints about the conduct of directors or breaches of directors, officers or employees' duties.
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 being given information about the corporation's finances, corporation records not being 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.

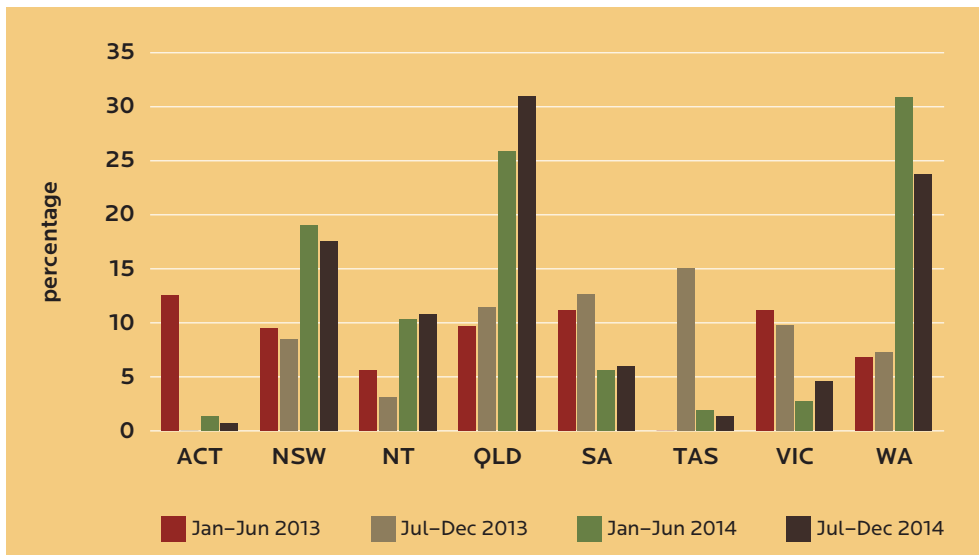
Geographic spread of complaints received

Figure 2: Complaints received by state/territory, 1 July to 31 December 2014



Note: 20 complaints (4.4 per cent) were made where the corporation, and therefore the state, was not identified.

Figure 3: Percentage of complaints received by state/territory, 1 January 2013 to 31 December 2014



Geographic spread of corporations involved in complaints

Figure 4: Corporations involved in complaints by state/territory, 1 July to 31 December 2014

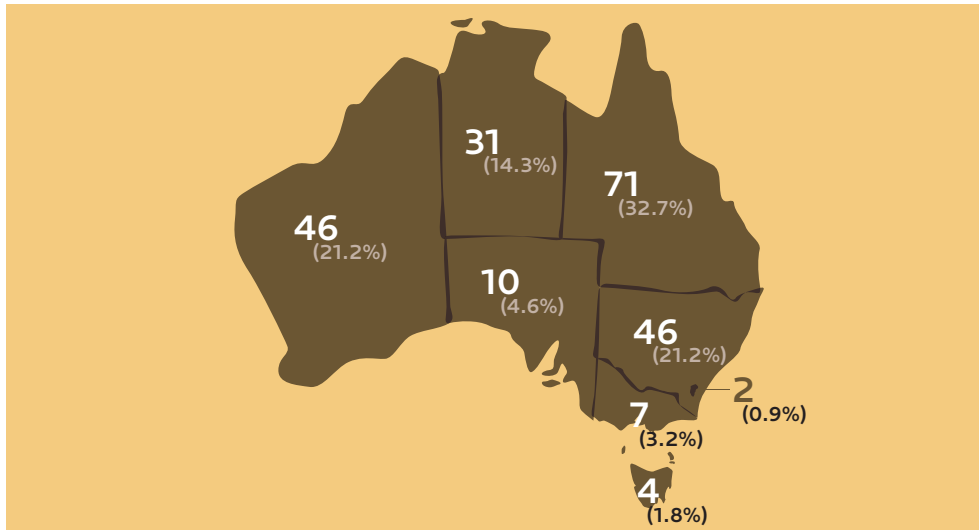
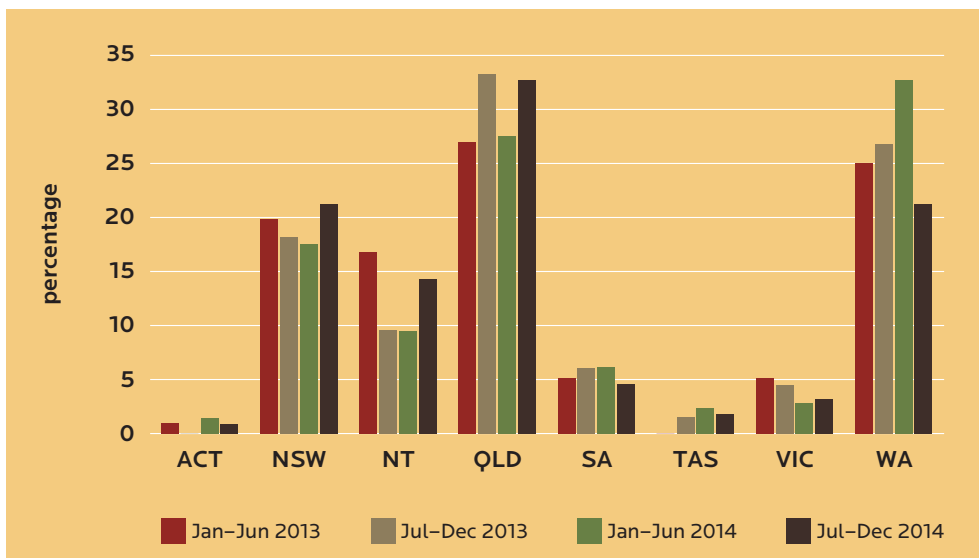


Figure 5: Percentage of corporations involved in complaints by state/territory, 1 January 2013 to 31 December 2014



Proportional level of corporations involved in complaints

Australia-wide 8.1 per cent of all corporations were involved in complaints.

Figure 6: Proportion of corporations involved in complaints by state/territory, 1 July 2012 to 30 June 2014

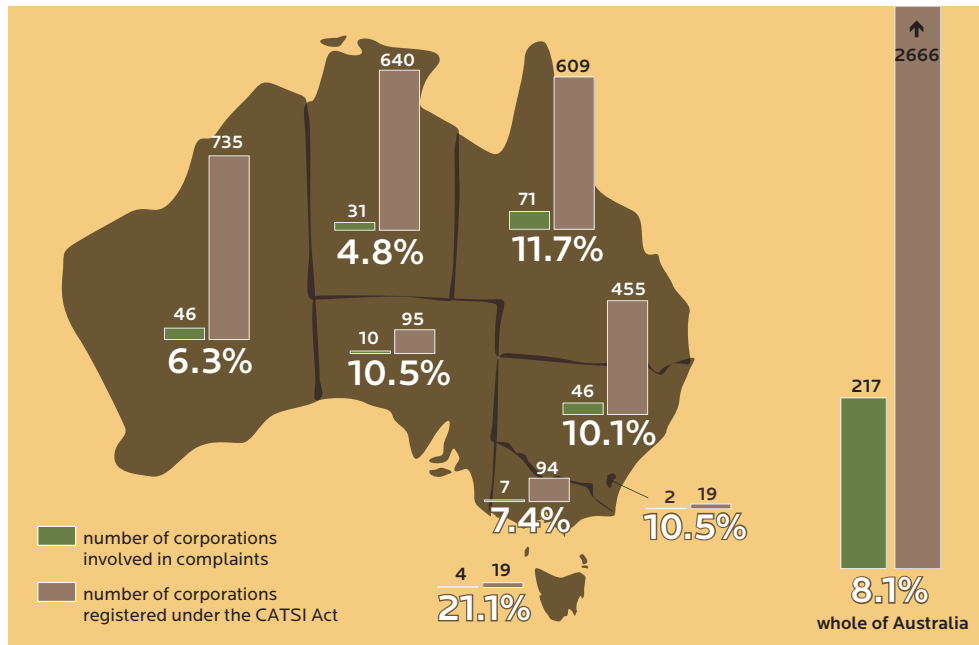
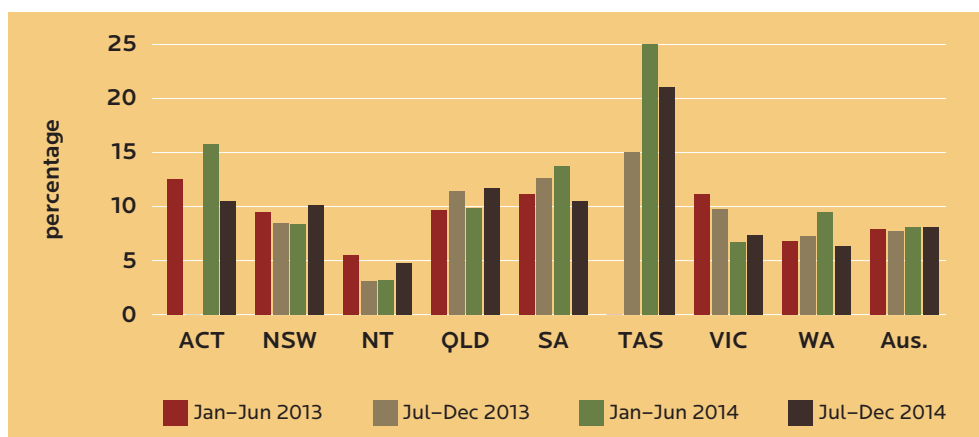


Figure 7: Proportion of corporations involved in complaints by state/territory, 1 January 2013 to 31 December 2014



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*, containing useful information such as the roles of the CEO, directors and the chairperson, and how to call corporation meetings. Please see the Registrar's website for the relevant information at www.oric.gov.au.