



Complaints involving Aboriginal and Torres Strait Islander corporations

1 July to 31 December 2017

Report prepared February 2018

Introduction

This report provides an overview of complaints submitted to the Registrar between 1 July and 31 December 2017. It also includes comparisons to data from previous periods.

As at 31 December 2017 a total of **2974** 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 2017:

- » **428** complaints were received
- » **428** complaints were finalised
- » the average number of complaints received each month was **71**
- » the average number of days to finalise complaints by type was:
 - straightforward—**two days (previous period three days)**
 - detailed—**six days (previous period seven days)**
 - complex—**51 days (previous period 43 days)**
- » the largest category of complaints received related to the conduct of **directors and officers (161)**.

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 January to 30 June 2016	389	400
1 July to 31 December 2016	372	383
1 January to 30 June 2017	438	444
1 July to 31 December 2017	428	428

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

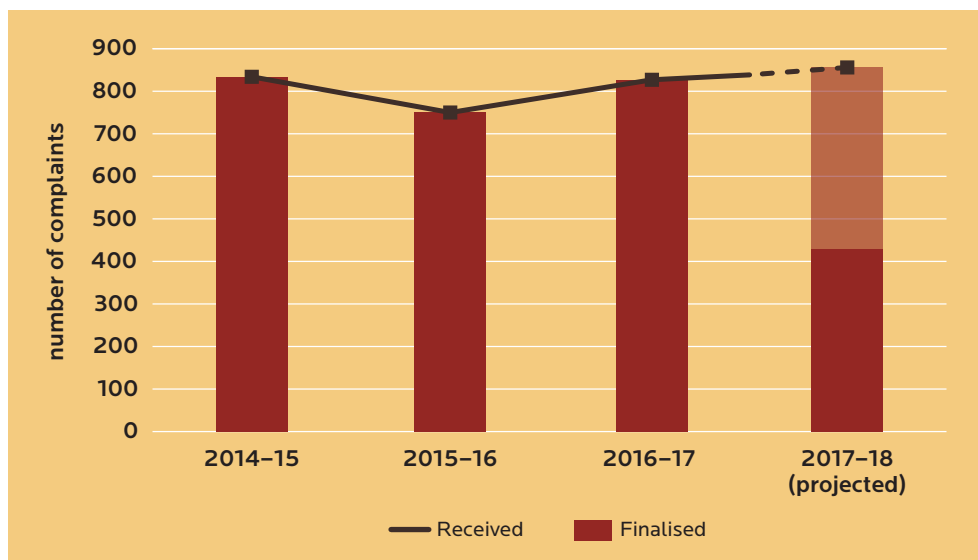
Year	Number received	Number finalised	Number carried over to the next year
2014–15	833	834	22
2015–16	751	748	25
2016–17	810	827	8
2017–18	428 ytd (856)*	428 ytd (856)*	–

Notes:

* Data for 2017–18 is projected based on the number of complaints received in the first half of the financial year. The projections are shown in brackets.

The number carried over to the next year for 2017–18 is not yet calculable.

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 July to 31 December 2017

	Straightforward	Detailed	Complex
July 2017	2	5	37
August 2017	1	2	90
September 2017	2	7	112
October 2017	1	9	28
November 2017	2	3	14
December 2017	3	11	22
Average for six-month period (rounded)	2	6	51

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

	Jan–Jun 2016	Jul–Dec 2016	Jan–Jun 2017	Jul–Dec 2017
Straightforward	156 (40%)	188 (50%)	215 (49%)	240 (56%)
Detailed	153 (39%)	133 (36%)	133 (30%)	141 (33%)
Complex	80 (21%)	51 (14%)	90 (21%)	47 (11%)
Total	389	372	438	428

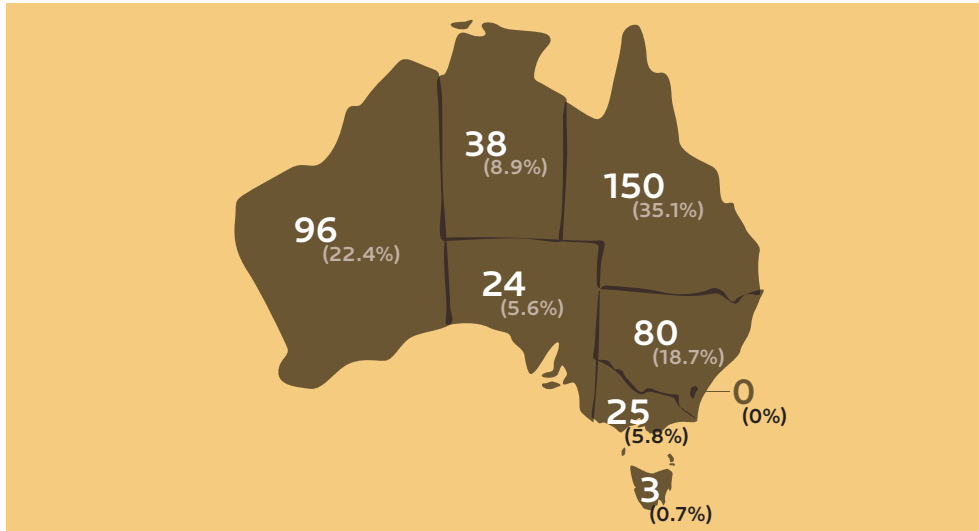
Categories of complaints

Table 5: All complaints received by category, 1 July to 31 December 2017

Rank	Complaint category	Number received
1	Corporation directors and officers Complaints about the conduct of directors or breaches of directors, officers or employees' duties.	161
2	Corporation meetings 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.	67
3	Other 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.	61
4	Membership issues Complaints about the management of memberships, including incorrect membership details, removal of members, or members not being provided with information about their membership.	31
5	Out of scope 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.	29
6	Multiple categories Complaints that each cover a number of issues and are not easily placed into a single complaint category.	26
7	Native title 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. 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.	18
8	Record keeping and financial issues 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.	10
9	Rules Complaints about the corporation's rules.	9
10	Dispute handling Complaints about how a corporation is managing an internal dispute.	5
11	Extreme risk rating 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.	5
12	Public register and lodgment of documents Complaints about documents released on the public Register of Aboriginal and Torres Strait Islander Corporations at www.oric.gov.au .	3
13	Annual returns compliance Complaints that a corporation has not met its annual reporting obligations under the CATSI Act.	3

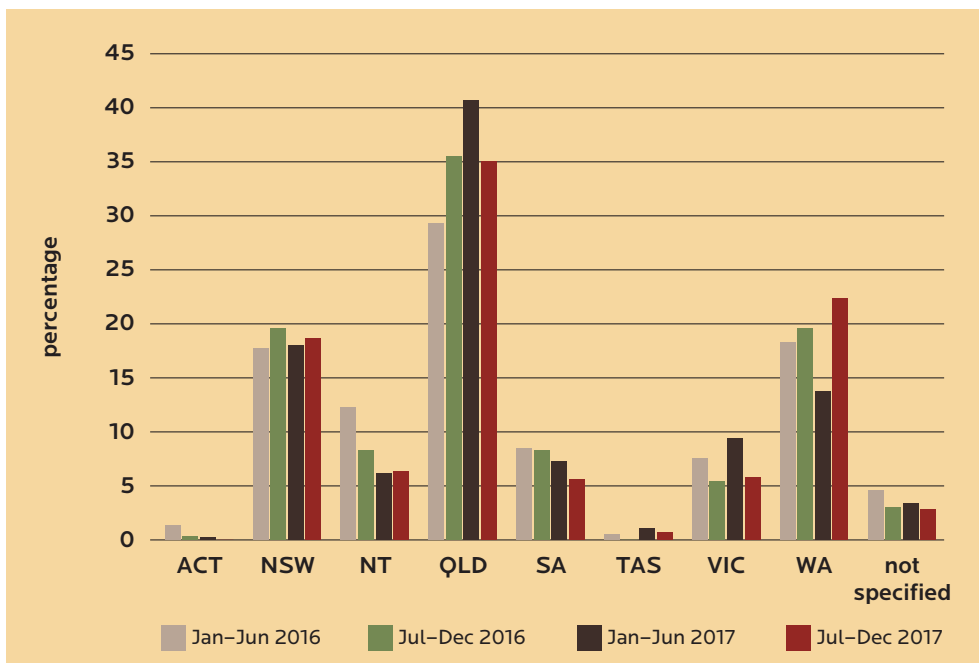
Geographic spread of complaints

Figure 2: Complaints received by state/territory, 1 July to 31 December 2017



Note: Twelve complaints (2.8 per cent) were made where the corporation, and therefore the state, was not identified.

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



Geographic spread of corporations involved in complaints

Figure 4: Corporations involved in complaints by state/territory, 1 July to 31 December 2017

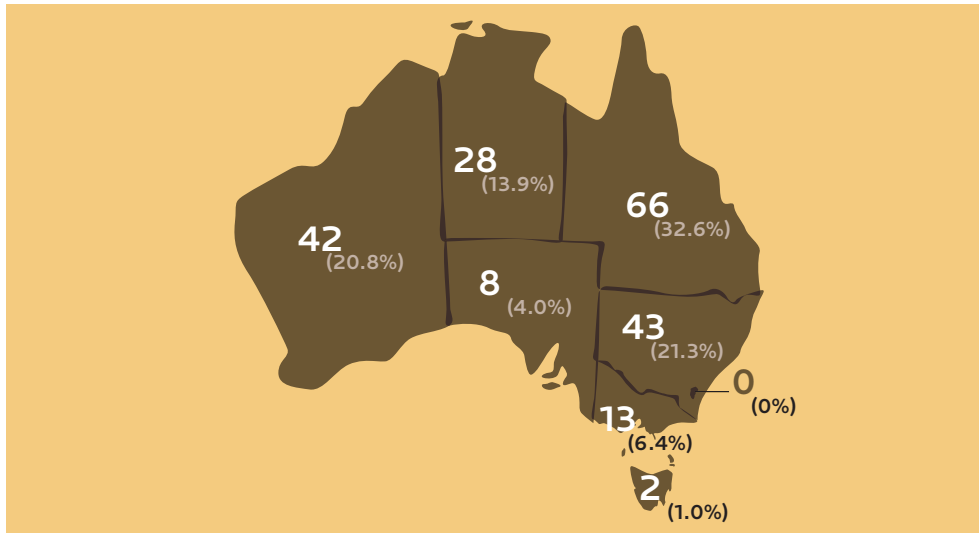
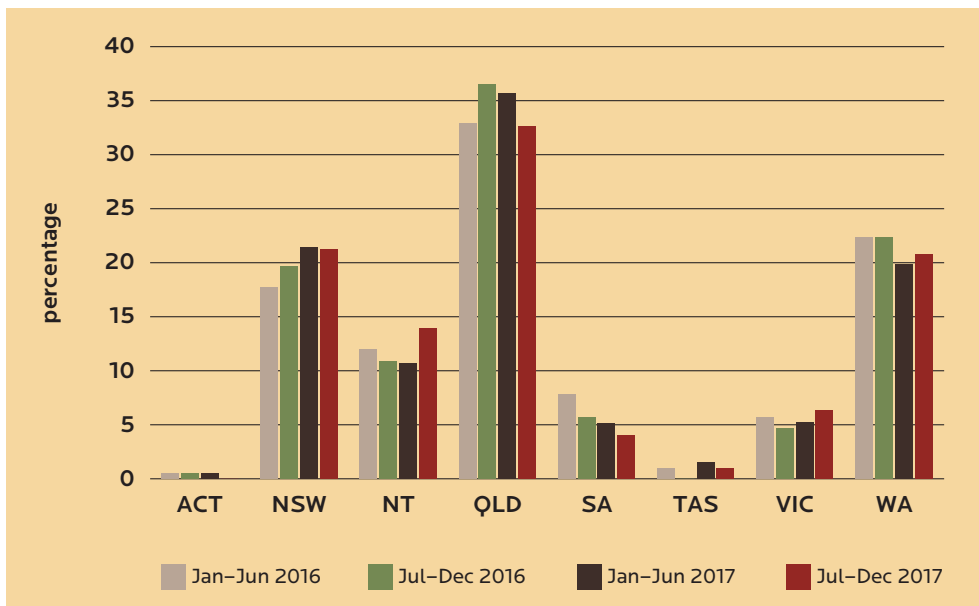


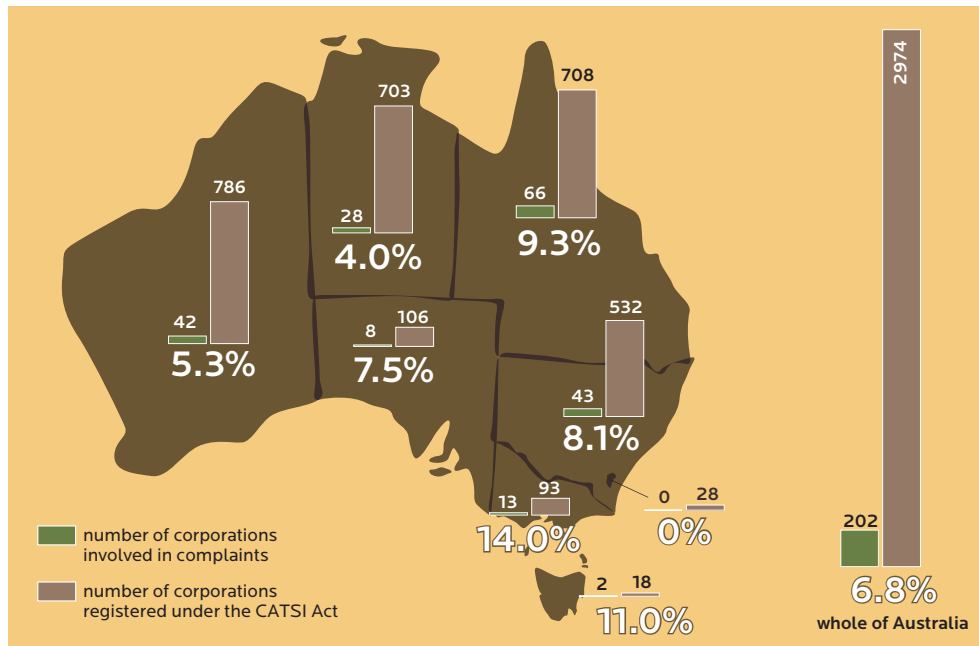
Figure 5: Percentage share of corporations involved in complaints by state/territory, six-monthly periods



Proportional level of corporations involved in complaints

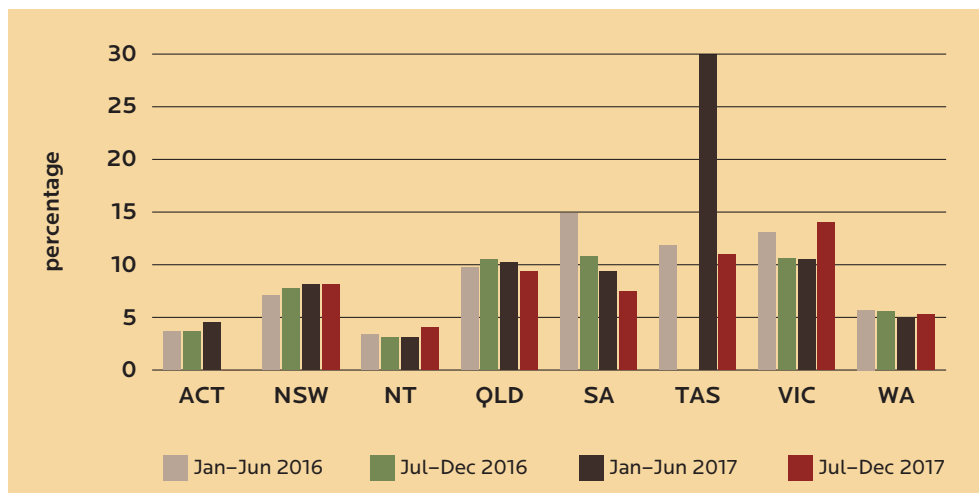
Australia-wide 6.8 per cent of all corporations were involved in complaints.

Figure 6: Proportion of corporations involved in complaints by state/territory, 1 July to 31 December 2017



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.