

**Senate Finance and Public Administration Legislation Committee**

**ANSWERS TO QUESTIONS ON NOTICE**

Budget Estimates 26 May-6 June 2014

Prime Minister and Cabinet Portfolio

**Department/Agency:** Registrar of Indigenous Corporations

**Outcome/Program:** Registrar of Indigenous Corporations

**Topic:** Complaints

**Senator:** Senator Nick Xenophon

**Question reference number:** 128

**Type of Question:** FPA, Friday 30 May 2014, page 16

**Date set by the committee for the return of answer:** 11 July 2014

**Number of pages:** 2

**Question:**

Senator XENOPHON: Your year book says that in 2012-13 ORIC responded to a total of 662 complaints during the year, a nearly 22 per cent increase over the previous years. It says that: on average, straightforward complaints were answered within two working days; on average, detailed complaints were finalised in 13 days; and, on average, the most complex complaints were resolved in 53 days. Were there any complaints that took more than 60 days to resolve?

Mr Beven: I will have to take that on notice.

Senator XENOPHON: Can you take on notice: more than 60 days, more than 90 days, more than six months, more than 12 months, more than two years.

**Answer:**

Under section 658-1 of the *Corporations (Aboriginal and Torres Strait Islander) Act 2006* one of the Registrar's functions is to assist with complaints involving Aboriginal and Torres Strait Islander corporations.

The Office of the Registrar of Indigenous Corporation's (ORIC) key performance indicators (KPI's) for complaints handling are as follows:

1. Straightforward complaints – finalised within 5 days.
2. Detailed complaints – finalised within 21 days.
3. Complex complaints – finalised within 90 days.

The number of complaints finalised in 2012-13 was 652. <sup>1</sup>

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<sup>1</sup> The figure is slightly lower than the figure in the ORIC 2012-13 Year Book due to data verification that occurred in this financial year.

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The number of complaints finalised by complexity was as follows:

- (a) 210 straightforward complaints were finalised during 2012-13 with 190 (90%) finalised within 5 days. On average, straightforward complaints were answered within 2 days.
- (b) 264 detailed complaints were finalised during the year with 224 (84%) finalised within 21 days. On average, detailed complaints were finalised in 13 days.
- (c) 178 complex complaints were finalised during the year with 151 (85%) finalised within 90 days. On average complex complaints were finalised in 53 days.
  - (i) Thirty-one complex complaints were resolved after 60 days but within 90 days.
  - (ii) Only 27 complex complaints (representing 4% of all complaints finalised during the year) were completed outside the 90 day KPI period:
    - (A) twenty-five of these complaints (92.6%) were finalised between 91 days and six months; and
    - (B) two of these complaints (7.4%) complaints (representing 1% of complex complaints and 0.3% of all complaints) were finalised between 181 days and one year. One of these complaints was part of proceedings in the Administrative Appeals Tribunal and outside the control of ORIC. This complaint took 318 days to finalise.

No complaints took more than 12 months to finalise.