

Senate Community Affairs Committee
ANSWERS TO ESTIMATES QUESTIONS ON NOTICE
FAMILIES, HOUSING, COMMUNITY SERVICES AND
INDIGENOUS AFFAIRS PORTFOLIO
2011-12 Supplementary Estimates Hearings

Outcome Number: 7

Question No: 289

Topic: Yura Yungi Medical Service

Hansard Page: Written

Senator Adams asked:

Allegations of financial mismanagement and bullying at Yura Yungi Medical Service Aboriginal Corporation.

With regard to the letter the ex-CEO of the Yura Yungi Medical Service Aboriginal Corporation (Mr Robert Berwick) wrote to Minister Snowden, (cc OATSIH and ORIC) on 8 August 2011 "to express a number of the gravest concerns relating to the governance, operations and patient care provided by Yura Yungi Aboriginal Medical Service Aboriginal Corporation, in Halls Creek, Western Australia."

- (a) What type of complaints does the Office of the Registrar of Indigenous Corporations (ORIC) investigate? Numbers?
- (b) What is the process (procedure) for making a complaint about an AMS?
- (c) What is the process for investigating a complaint?
- (d) Has ORIC ever investigated the Yura Yungi Medical Service Aboriginal Corporation at Halls Creek?

Answer:

The Registrar of Indigenous Corporations (the Registrar) receives many types of complaints about Aboriginal and Torres Strait Islander corporations, largely related to corporate governance, financial management and alleged breaches of the *Corporations (Aboriginal and Torres Strait Islander) Act 2006*. The types of complaints the Registrar handles are listed in section 3 of the Registrar's policy statement PS-02 *Complaints involving corporations*. This policy statement is publicly available on the Registrar's website, www.oric.gov.au. In 2010-11 ORIC received 622 complaints.

The process for making a complaint about an Aboriginal and Torres Strait Islander corporation is also set out in the Registrar's policy statement PS-02 *Complaints involving corporations*. A complaint can be made in writing, face to face with a member of the Registrar's staff or via telephone. How the Registrar deals with complaints once received is also set out in the policy statement.

The Registrar records and formally acknowledges all complaints. Complaints are assessed against the information provided, the requirements of the *Corporations (Aboriginal and Torres Strait Islander) Act 2006* and the corporation's rule book, and other information held by the Registrar. The Registrar's office may write to the complainant or the corporation for further information. Complaints may lead to other action (including regulatory action or a criminal investigation) being undertaken by the Registrar.