

**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:** 291

**Topic:** Yura Yungi Medical Service

**Hansard Page:** Written

**Senator Adams** asked:

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

- (a) How many complaints has the ORIC investigated since its inception? Please provide a breakdown by year and type of complaint (on notice).
- (b) As of 26 October 2011, how many complaints have been received this year? How many are currently being investigated?
- (c) Who investigates these complaints? Are investigations conducted by ORIC staff or consultants?
- (d) How many of these complaints have been resolved? Please provide information by year and type of complaint (as above).
- (e) How many investigations are still ongoing? Please provide information by year and type of complaint (as above).

**Answer:**

- (a) The Registrar has complaint data going back to 2002-03. Complaints are not recorded by type.

Year	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09	2009-10	2010-11	2011-12
Number of complaints	107	131	119	103	110	239	244	341	622	166

- (b) As at 4 November 2011, 166 complaints have been received by the Registrar for 2011-12. Of these, 37 complaints are still open and under assessment.
- (c) The Registrar's staff receive and assess complaints, and if necessary conduct an investigation. The Registrar may appoint persons other than staff of the Registrar's office to exercise the investigation powers under the *Corporations (Aboriginal and Torres Strait Islander) Act 2006*, but this occurs in only exceptional cases.

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- (d) As at 4 November 2011, all complaints other than 37 complaints have been recorded, assessed, replied to and closed by the Registrar's office. Complaints are not recorded by type.
  
- (e) Complaints may or may not lead to an investigation being undertaken by the Registrar. As at 4 November 2011 ORIC is undertaking 11 criminal investigations relating to contraventions of the *Corporations (Aboriginal and Torres Strait Islander) Act 2006* and other relevant laws.