



LEGISLATIVE ASSEMBLY
FOR THE AUSTRALIAN CAPITAL TERRITORY

JACS No. 55

STANDING COMMITTEE ON JUSTICE AND COMMUNITY SAFETY

JEREMY HANSON CSC MLA (CHAIR), MARISA PATERSON MLA (DEPUTY CHAIR), JO CLAY MLA

Inquiry into referred 2019–20 Annual and Financial Reports and Budget Estimates 2020-21
ANSWER TO QUESTION ON NOTICE

Asked by Mrs Elizabeth Kikkert MLA: To ask the Discrimination, Health Services, Disability and Community Services Commissioner

In relation to: **Key performance indicator – closing complaints within 250 days**

Ref: Budget Statements D, Disability, Output class 1.5 Protection of Rights

1. For each year since the establishment of the Commission, how many complaints were:
 - a. Closed within 250 days?
 - b. Closed within 250 days and successfully conciliated?
 - c. Closed after 250 days?
 - d. Closed after 250 days and successfully conciliated?
 - e. Referred to ACAT?
 - f. Deemed nonconciliatory?
 - g. Left open?

Ms Karen Toohey: The answer to the Member's question is as follows:—

1. We are not able to respond to all aspects of this request due to limitations on our historical data collection and reporting capability and a change in database from July 2020.

	2019/20	2018/19	2017/18	2016/17
Closed w/i 250 days	363	243	Not available	Not available
Closed w/l 250 days & successfully conciliated	Not available	Not available	Not available	Not available
Closed > 250 days	114	65	Not available	Not available
Closed > 250 days & conciliated	42	60	Not available	Not available
Referred to ACAT	31	19	17	11
Non-conciliable	81	58	63	Not available
Left Open*	259	263	269	187



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- Note that matters received in a reporting period that are not finalised carry over to the next reporting period eg matters received in June 2019 that were not finalised by the end of June would carry over as open to the 2020/21 reporting period .

Approved for circulation to the Standing Committee on Justice and Community Safety

Signature:

A handwritten signature in black ink, appearing to read "K Toohey".

Date:

8/3/2021

By the Discrimination, Health Services, Disability and Community Services Commissioner, Ms Karen Toohey