

Appendix C: Complaints and enquiries data tables

Refer to section *Human rights complaints snapshot* for explanations of terms such as ‘accepted’, ‘resolved’ and ‘finalised.’

Table 20: Country of birth of enquirers, 2020-21

Enquirer country of birth	Number of enquirers
Australia	343
New Zealand	12
United Kingdom	11
India	5
Netherlands	4
Philippines	3
United States of America	3
Iran	2
Poland	2
South Africa	2
Spain	2
Sri Lanka	2
Canada	1
Chile	1
China	1
Croatia	1

Denmark	1
El Salvador	1
Hong Kong	1
Ireland	1
Israel	1
Jamaica	1
Malaysia	1
Mauritius	1
Singapore	1
Slovakia	1
Somalia	1
Switzerland	1
Uganda	1

Table 21: Human rights enquiries to the Commission by age bracket, 2020-21

Enquirer age range	Number of enquirers
Under 15	19
15 - 19	9
20 - 24	6
25 - 34	50
35 - 44	83
45 - 54	84
55 - 64	65
Over 65	55

Table 22: Outcome of finalised complaints – inclusive of piggy-back complaints and human rights only complaints, 2020-21

Outcome of finalised complaints – all (piggy-back complaints and human rights only)	No. finalised
Information provided indicates not covered by the HR Act	98
Prior internal complaint requirements not met	72
Accepted and resolved	47
Withdrawn or lost contact	36
Unconciliable piggy-back complaint: referred to Tribunal	26
Unconciliable piggy-back complaint: no referral	21
Unconciliable human rights only complaint: no referral	21
Has been or could be dealt with better elsewhere	14
Rejected - lacked substance	5
Unconciliable human rights only complaint: report with recommendations published	2
Referred to Office of the Health Ombudsman	2

Table 23: Human rights identified in all finalised human rights complaints – inclusive of piggy-back complaints and human rights only complaints, 2020-21

Relevant human right	Allegations made in finalised complaints 2020-21	Allegations made in accepted and finalised complaints 2020-21
Cultural rights—First Nations peoples	24	5
Cultural rights—generally	26	3
Fair hearing	64	2
Freedom from forced work	6	
Freedom of expression	59	10
Freedom of movement	127	54
Freedom of thought, conscience, religion	24	
Humane treatment when deprived of liberty	140	44
Not tried or punished more than once	8	
Peaceful assembly	16	2

Relevant human right	Allegations made in finalised complaints 2020-21	Allegations made in accepted and finalised complaints 2020-21
Privacy and reputation	117	32
Property rights	36	3
Protection from retrospective criminal laws	10	
Protection of children in the criminal process	12	1
Protection of families and children	80	29
Recognition and equality before the law	298	103
Right to education	39	17
Right to health services	67	13
Right to liberty and security of person	56	10
Right to life	45	6
Rights in criminal proceedings	23	1
Taking part in public life	35	4
Torture & cruel, inhuman, degrading	77	14

Table 24: Human rights identified in finalised human rights only complaints, 2020-21

Relevant human right	Allegations made in finalised complaints 2020-21	Allegations made in accepted and finalised complaints 2020-21
Cultural rights—First Nations peoples	10	2
Cultural rights—generally	12	1
Fair hearing	34	
Freedom from forced work	4	
Freedom of expression	25	3
Freedom of movement	65	26
Freedom of thought, conscience, religion	17	
Humane treatment when deprived of liberty	84	30
Not tried or punished more than once	3	

Relevant human right	Allegations made in finalised complaints 2020-21	Allegations made in accepted and finalised complaints 2020-21
Peaceful assembly	6	
Privacy and reputation	49	12
Property rights	20	2
Protection from retrospective criminal laws	5	
Protection of children in the criminal process	7	
Protection of families and children	44	12
Recognition and equality before the law	77	18
Right to education	17	5
Right to health services	27	9
Right to liberty and security of person	29	7
Right to life	21	3
Rights in criminal proceedings	14	1
Taking part in public life	14	
Torture & cruel, inhuman, degrading	37	7

Table 25: Human rights identified in resolved human rights complaints, 2020-21

Relevant human right	Allegations made in resolved complaints 2020-21
Cultural rights—Aboriginal peoples and Torres Strait	2
Cultural rights—generally	2
Fair hearing	1
Freedom of expression	2
Freedom of movement	17
Humane treatment when deprived of liberty	11
Privacy and reputation	8
Property rights	2
Torture & cruel, inhuman, degrading	5
Protection of families and children	10

Relevant human right	Allegations made in resolved complaints 2020-21
Recognition and equality before the law	35
Right to education	6
Right to health services	3
Right to liberty and security of person	3
Right to life	1

Table 26: Finalised human rights complaints by sectors – inclusive of piggy-back complaints and human rights only complaints, 2020-21

Public entity by sector	No. finalised complaints
Accommodation/housing	13
Child Safety	15
Corrections	45
Court services	19
Disability	7
Health	86
Local government agency	22
Not a public entity	4
Other government services	26
Other state laws and programs	33
Police	60
Public education	30
Transport	2
Work	35

Table 27: Accepted and finalised human rights complaints by sectors – inclusive of piggy-back complaints and human rights only complaints, 2020-21

Public entity by sector	No. accepted and finalised complaints
Accommodation/housing	7
Child safety	4
Corrections	8

Disability	2
Health	45
Local government agency	13
Other government services	5
Other state laws and programs	11
Police	34
Public education	20
Transport	1
Work	24

Table 28: Finalised human rights complaints by sectors – human rights only complaints, 2020-21

Public entity by sector	No. finalised complaints
Accommodation/housing	8
Child safety	9
Corrections	42
Court services	17
Disability	5
Health	67
Local government agency	11
Not a public entity	4
Other government services	17
Other state laws and programs	29
Police	40
Public education	14
Transport	1
Work	9

Table 29: Accepted and finalised human rights complaints by sectors – human rights only complaints, 2020-21

Public entity by sector	No. accepted and finalised complaints
Accommodation/housing	2
Corrections	8
Court services	3
Health	5
Local government agency	3
Other government services	2
Other state laws and programs	7
Police	15
Public education	5

Table 30: Finalised complaints by complainant age bracket, 2020-21

Complainant age group	No. of finalised complaints
Under 15	3
15-19	7
20-24	11
25-34	34
35-44	60
45-54	52
55-64	30
Over 65	19