

Question on Notice

No. 810

Asked on 16 June 2021

MS A CAMM asked the Minister for Children and Youth Justice and Minister Multicultural Affairs (HON L LINARD)—

QUESTION

Will the Minister outline, since the enactment of the *Human Rights Act 2019* to date (a) the total number of human rights complaints made to the department, (b) the total number of human rights complaints investigated by the department and (c) of those, the total number of complaints (i) dealt with by the department, (ii) referred to the Queensland Human Rights Commission, (iii) referred to the Queensland Ombudsman and (iv) yet to be investigated?

ANSWER

Complaints mechanisms are an essential component of transparent and accountable systems, with clients informed of their right to provide feedback and to raise complaints about the service they receive. Complaints information can assist practice approaches and continuous quality improvement activities and ensure clients are managed effectively within legislative and values-based frameworks.

It is expected that Human Rights complaints will increase as individuals and agencies grow in their understanding of the legislation and the application to practice and service delivery.

The *Human Rights Act 2019* came into effect on 1 January 2020.

- (a) For the period 1 January 2020 to 31 May 2021, the total number of human rights complaints made to the department is 86. One was withdrawn by the complainant and one was assessed to be out of scope.
- (b) The total number of human rights complaints investigated by the department is 52.
- (c) Of those, the total number of complaints
 - (i) dealt with by the department (finalised) is 52.
 - (ii) The department has not referred any human rights complaints to Queensland Human Rights Commission. Complainants are advised of their rights to seek an external review by QHRC at closure of their complaint.
 - (iii) The department has not referred any human rights complaints to the Queensland Ombudsman. Complainants are advised of their rights to seek an external review by the Queensland Ombudsman at closure of their complaint.
 - (iv) The number of complaints that are currently under investigation or other administrative process is 32.