

**Estimates Committee 2012**  
**Questions Taken On Notice**

( 12/06/2012 to 21/06/2012 )

Date: 20/06/2012 Output:  
Sub Output:  
Subject: Key deliverables and Performance measures - Anti-Discrimination  
Commission

**From:** Mr John Elferink to Hon Robert Knight  
Department of Justice

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**Question:** **9-5**  
Could you provide numbers in relation to the key deliverables or performance measures in the area of anti-discrimination commission in such a fashion that I am able to compare them with previous annual reports? Is that sufficient for your purposes, Mr Shoyer?

**Answer:**  
Answered On: 12/07/2012

# ESTIMATES COMMITTEE

## Question Taken on Notice

**Date:** 20 June 2012 **Output:** 2.4

**Subject:** Court Support and Independent Officers – Anti Discrimination Commission

**From:** Chief Executive Officer

**To:** Minister for Justice and Attorney-General

**Agency:** Department of Justice

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**Number:** 9.05

**Question:** Could you provide numbers in relation to key deliverables or performance measures in the area of Anti-Discrimination Commission in such a fashion that I am able to compare them with previous annual reports?

**Answer:**

The following table sets out information from the Department of Justice Annual Report 2010-11 in the first four columns.

The Revised estimates in the final column sets out estimates for each measure that continued to be counted in 2011-12.

	Previous year		Current year	
	2010-11 Estimate	2010-11 Actual	2011-12 Estimate	2011-12 Revised estimate
<b>Quantity</b>				
Public Awareness and training				
- hours	250	217	N/A	N/A
- number of participants	1,700	1,085	N/A	N/A
Public awareness/community development and partnership (hours)	N/A	N/A	100 <sup>1</sup>	245
Public awareness events	5	5	N/A	N/A
Complaints received	130	244	130	192
Total complaints handled	198	512	198	318
Complaints closed	130	236	130	231
Community Visitor Program (CVP site visits)	78	144	N/A	134
CVP panel and community visitor inspections completed	N/A	N/A	8 <sup>2</sup>	9

**Notes**

1. The target of 100 appeared in BP3 2011-12. It appeared incorrectly as 1002 in the DoJ Annual Report 2010-11. It is not certain why a “2” appeared at the end. It is possible that a reference note

was misinterpreted as a part of the target figure. The measure was expanded to include training hours and time spent on development of educational resources in a midyear variation in 2011-12.

2. The target of 8 appeared in BP3 2011-12. It appeared incorrectly as 82 in the DoJ Annual Report 2010-11. It is not certain why a “2” appeared at the end.

	Previous year		Current year	
	2010-11 Estimate	2010-11 Actual	2011-12 Estimate	2011-12 Revised estimate
<b>Quality</b>				
Participant satisfaction with training	85%	100%	85%	100%
Percentage of finalised complaints conciliated	35%	22%	35%	44%
<b>Timeliness</b>				
Complaints closed within six months of receipt	50%	53%	50%	55%
CVP contacts within one day of receipt	100%	98%	N/A	N/A
CVP contact within one working day of request	N/A	N/A	100% <sup>3</sup>	95%

**Notes**

3. This is the same measure as contacts within one day of receipt. Language was changed to reflect an amendment to the *Mental Health and Related Services Act* 9 March 2009