

ESTIMATES COMMITTEE

Question Taken on Notice

Question Number: 1.12

Output Number: 7.1

Date: 10/06/2025

From: Mr Clinton Howe

To: Hon Lia Finocchiaro

Portfolio: Chief Minister

Agency: Ombudsman's Office

Subject: Ratio of substantiated police and Corrections complaints

QUESTION:

Could you please provide the figure for the ratio of Police and Corrections complaints and the number that is substantiated?

ANSWER:

During the reporting period 1 July 2024 to 31 March 2025, the office **finalised**:

- 309 matters relating to the Department of Corrections
- 452 matters relating to Northern Territory Police conduct
- 27 matters relating to Northern Territory Police administration.

The below table summarises:

- instances where a matter includes at least one substantiated issue
- the total number of issues that were substantiated.

Case Type	No. of matters finalised	Matters where at least one issue was substantiated*	No. of discrete issues	No. of issues substantiated
Corrections	309	19 (6.15%)	410	26 (6.34%)
Police Conduct	452	46 (10.18%)	710	101 (14.23%)
Police Administration	27	1 (3.7%)	31	1 (3.23%)

**Police conduct matters use the outcome 'sustained' rather than substantiated, for readability, findings of 'substantiated' or 'sustained' are both referred to as 'substantiated'.*

In interpreting the above data, it is important to note that not all matters raised will reach a clear resolution where allegations are either substantiated or not substantiated. In many Department of Corrections matters, complainants were directed to make a complaint to the Department or relevant prison in the first instance, so were declined without consideration of the issues of complaint. Further, in some instances, the outcome of a complaint may be that a resolution process is conducted, information provided, or some other action taken without a finding being made. These factors mean the above ratios of sustained matters are lower than if confined to only matters where we made a determination on the merits of the complaint.

It is also important to note that individual complaints frequently include a number of discrete issues, not all of which may necessarily be substantiated where a matter records an outcome of substantiated.

Additional information regarding matter and issue outcomes will be included in our annual report and will be tabled following its completion in August.