

**Senate Economics Legislation Committee**

**ANSWERS TO QUESTIONS ON NOTICE**

**Treasury Portfolio**

Supplementary Budget Estimates

2016 - 2017

**Division/Agency:** Australian Charities and Not-for-profits Commission (ACNC)

**Question No:** 122

**Topic:** Complaints

**Reference:** Written

**Senator:** Ketter, Chris

**Question:**

- 1) Since the ACNC was established, what has been the trend regarding complaints from the sector? Can you characterise any themes that dominate those complaints?
- 2) Since the ACNC was established, what has been the trend regarding complaints from the public? Can you characterise any themes that dominate those complaints?

**Answer:**

1. The ACNC received its highest volume of concerns from the sector in 2014 (at total of 221). Concerns from the sector have reduced since that time. The most common concerns received from the sector relate to potential private benefits, governance standards, fraudulent or criminal activities.

Concerns from the sector have reduced across all risk types.

2. The number of concerns the ACNC receives from the community have increased each year. This may be due, in part, to an increasing awareness of the role of the ACNC. The most common concerns from the community relate to governance standards, private benefit, fraudulent or criminal activity and record keeping.