

Our year

Our workload and outcomes

	2009-10	2010-11	% change
Cases lodged	28,227	30,032	6%
Cases finalised	26,435	27,457	4%
Cases pending	6,806	7,594	12%
Overall clearance rate	94%	91%	-3%

Table 1: Lodgements, finalisations, pending cases and clearance rate 2009-10 and 2010-11

Outcomes by jurisdiction

	Lodgements			Clearance rates		
	2009-10	2010-11	% change	2009-10	2010-11	% change
Human rights						
Anti-discrimination	105	151	44%	64%	60%	4%
Children	231	219	(5%)	98%	87%	(11%)
Clinical research	17	32	88%	100%	75%	(25%)
Guardianship	9,002	9,842	9%	86%	92%	6%
Civil						
Building	484	422	(13%)	111%	103%	(8%)
Retail shop leases	114	125	10%	93%	94%	1%
Minor civil disputes	17,155	17,871	4%	98%	91%	(7%)
Other civil disputes	160	204	28%	89%	89%	-
Administrative and Disciplinary						
General administrative review	354	386	n/a	56%	94%	38%
Occupational regulation	474	285	(40%)	108%	117%	9%
Appeals, reopenings and renewals						
Appeals	119	460	-	29%	77%	48%
Reopenings	8	28	-	38%	82%	44%
Renewals	4	5	-	50%	100%	50%

Table 2: Lodgements and clearance rates 2009-10 and 2010-11

Alternative dispute resolution success

	2008-09	2009-10	2010-11
Mediation success rate in minor civil disputes	N/A	46%	46%
Mediation success rate in non-minor civil disputes	N/A	68%	60%

Table 3: Mediation success rates 2010-2011

	2010-11
Compulsory conferences	1461
Compulsory conference success rate*	60%

Table 4: Compulsory conference success rates 2010-2011

Compulsory conference success rates reflect that individual matters may contain a number of issues in dispute – some of which may be resolved at the compulsory conference even if the dispute continues to a hearing.

Two-year financial summary

	2009-10 (7 months \$m)	2010-11 (12 months \$m)
Income		
Appropriations	8.4	15.7
User charges	1.5	3.0
Total income	9.9	18.7
Expenditure		
Salaries to staff	4.6	8.6
Member costs	3.0	6.2
Property costs	1.5	2.3
Overheads	1.5	1.7
Total expenditure	10.3	18.8

Table 5: Two-year financial summary