

Year in Brief 2022-23

- We received 2,362 complaints and 11,680 enquiries.
- We finalised 96% of complaints within 3 months.
- Since 2007, we have:
 - Decreased the age of complaints from 173 days to 37 days; and
 - Reduced the cost of resolving complaints by 47%.
- 100% of our recommendations were accepted for the sixteenth consecutive year.
- In relation to our important function to review child deaths and family domestic violence fatalities, we:
 - Received 56 investigable child deaths;
 - Received 16 reviewable family and domestic violence fatalities; and
 - Made 10 recommendations about ways to prevent or reduce these deaths and fatalities.

- We commenced three critical new functions:
 - The Reportable Conduct Scheme, providing independent oversight, and undertaking investigations, of how organisations that exercise care, supervision or authority over children handle allegations of, and convictions for, child abuse by their employees;
 - As the Western Australian Charitable Trusts Commission, investigating complaints about charitable trusts; and
 - Keeping under scrutiny the operation of the Protected Entertainment Precincts legislation and the exercise of powers by the WA Police Force under that legislation.
- We tabled three major investigation reports in Parliament: *Investigation into family and domestic violence and suicide*, *A report on giving effect to the recommendations arising from the Investigation into the handling of complaints by the Legal Services and Complaints Committee* and *A report on giving effect to the recommendations arising from An investigation into the Office of the Public Advocate's role in notifying the families of Mrs Joyce Savage, Mr Robert Ayling and Mr Kenneth Hartley of the deaths of Mrs Savage, Mr Ayling and Mr Hartley*.
- We enhanced regional awareness and access to the Office, including a visit to Northam, Jigalong, Tom Price and Paraburdoo in the East Pilbara Region, and Karratha, Roebourne and Port Hedland in the West Pilbara Region.