



- We received 12,321 contacts, comprised of:
  - 10,131 enquiries; and
  - 2,190 complaints.
- We finalised 94% of complaints within 3 months.
- Since 2007, we have:
  - Decreased the age of complaints from 173 days to 32 days; and
  - Reduced the cost of resolving complaints by 36%.
- Public authorities accepted 100% of our recommendations.
- We received:
  - 50 investigable child deaths; and
  - 15 reviewable family and domestic violence fatalities;and made 40 recommendations about ways to prevent or reduce these deaths.

- Significant work was undertaken on a major investigation into ways to prevent or reduce child deaths by drowning.
- We tabled in Parliament *A report on giving effect to the recommendations arising from the Investigation into issues associated with violence restraining orders and their relationship with family and domestic violence fatalities.*
- Significant work was undertaken on *A report on giving effect to the recommendations arising from the Investigation into ways that State government departments and authorities can prevent or reduce suicide by young people.*
- Significant work was undertaken in relation to a major report on our role to monitor the Infringement Notices provisions of *The Criminal Code.*
- We undertook a range of work to implement our inaugural *Aboriginal Action Plan.*
- We enhanced awareness and access to the Office for children and young people through a range of mechanisms, including continuing our visiting program to vulnerable groups of children in the child protection system.
- We enhanced regional awareness and access to the Office through visits to Broome and Carnarvon.

