



- We received 11,143 contacts, comprised of:
 - 9,096 enquiries; and
 - 2,047 complaints.
- We finalised 98% of complaints within 3 months.
- We achieved a 21% reduction in the time to finalise complaints compared to last year.
- Since 2007, we have:
 - Decreased the age of complaints from 173 days to 21 days; and
 - Reduced the cost of resolving complaints by 37%.
- Public authorities accepted 100% of our Recommendations.

- We received:
 - 33 investigable child deaths; and
 - 16 reviewable family and domestic violence fatalities.
- Significant work was undertaken on a major own motion investigation into issues associated with Violence Restraining Orders and their relationship with family and domestic violence fatalities.
- We commenced a major own motion investigation into ways to prevent or reduce child deaths by drowning.
- We co-hosted the 4th Australasian Conference on Child Death Inquiries and Reviews.
- We commenced our role to monitor the Infringement Notices provisions of *The Criminal Code*.
- We enhanced regional awareness and access to the Office through visits to Kalgoorlie-Boulder and Northam.

