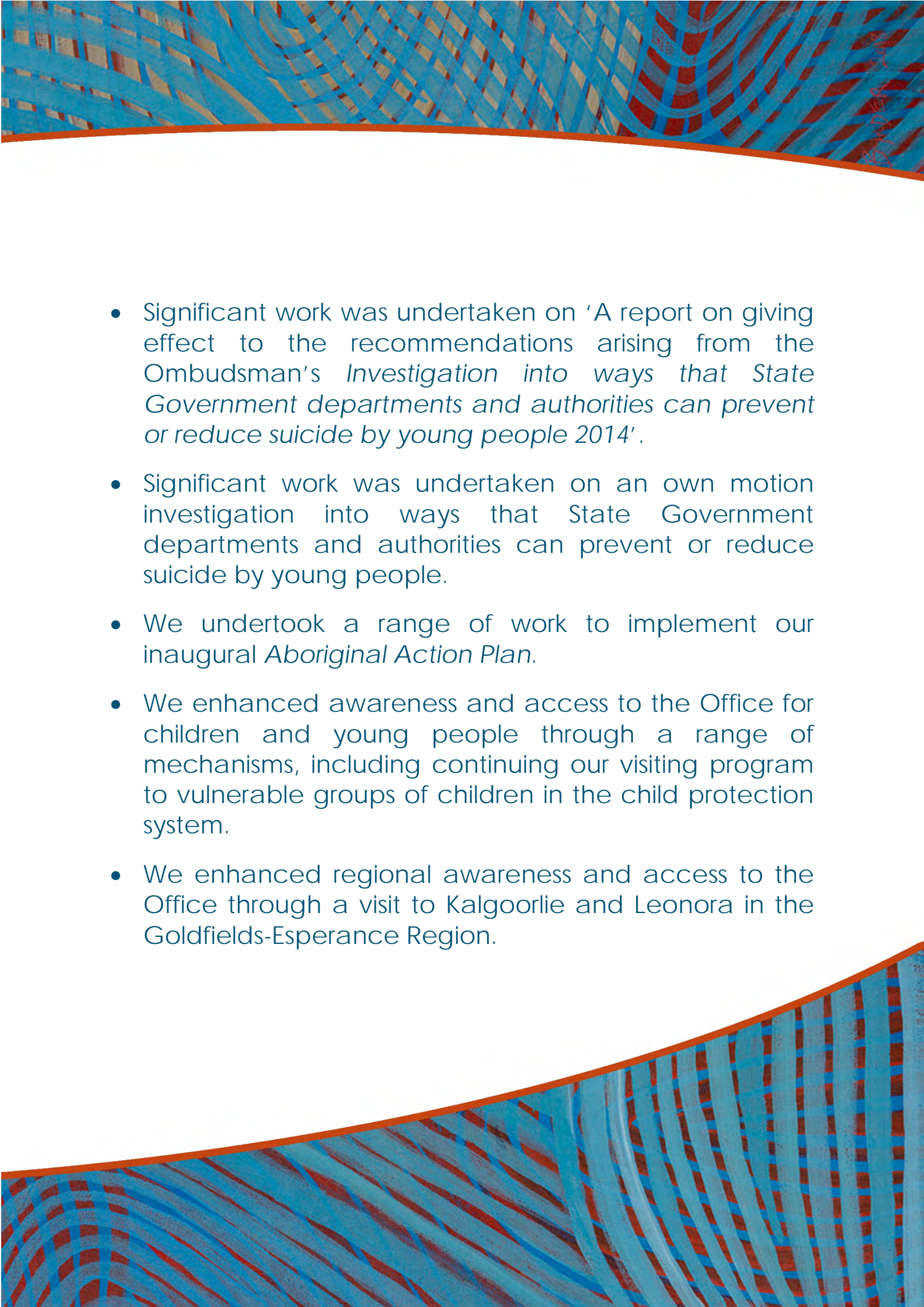




## Year in Brief 2019-20

- We finalised 95% of complaints within 3 months.
- Since 2007, we have:
  - Decreased the age of complaints from 173 days to 47 days; and
  - Reduced the cost of resolving complaints by 37%.
- 100% of our recommendations were accepted for the thirteenth consecutive year.
- We received:
  - 31 investigable child deaths;
  - 15 reviewable family and domestic violence fatalities; and
  - Made 16 recommendations about ways to prevent or reduce these deaths and fatalities.

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- Significant work was undertaken on 'A report on giving effect to the recommendations arising from the Ombudsman's *Investigation into ways that State Government departments and authorities can prevent or reduce suicide by young people 2014*'.
  - Significant work was undertaken on an own motion investigation into ways that State Government departments and authorities can prevent or reduce suicide by young people.
  - 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 a visit to Kalgoorlie and Leonora in the Goldfields-Esperance Region.