





## Year in Brief 2020-21

- We finalised 96% of complaints within 3 months.
  - Since 2007, we have:
    - Decreased the age of complaints from 173 days to 45 days; and
    - Reduced the cost of resolving complaints by 36%.
  - 100% of our recommendations were accepted for the fourteenth consecutive year.
  - In relation to our important function to review child deaths and family domestic violence fatalities, we:
    - Received 40 investigable child deaths;
    - Received 9 reviewable family and domestic violence fatalities; and
    - Made 14 recommendations about ways to prevent or reduce these deaths and fatalities.
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- We tabled in Parliament a major own motion investigation report, *Preventing suicide by children and young people 2020*, which included 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* and a further investigation into ways that State Government departments and authorities can prevent or reduce suicide by children and 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.
  - We enhanced regional awareness and access to the Office through a visit to Northam and Merredin in the Wheatbelt Region, a visit to the Indian Ocean Territories, a webinar for community service organisations across the Pilbara Region, and an information stall at the Wagin Woolorama Agricultural Show.
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