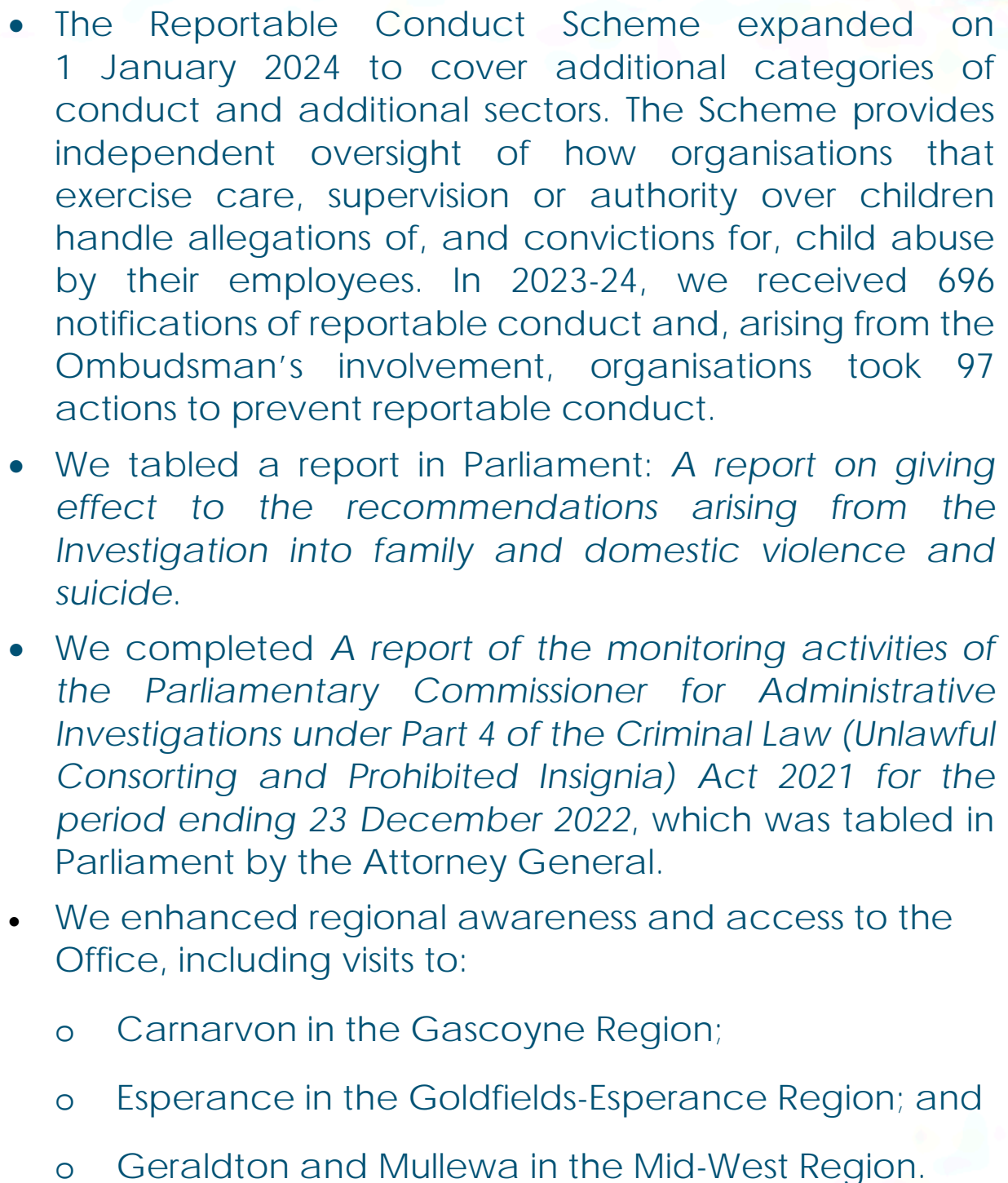




## **Year in Brief 2023-24**

- We received 2,437 complaints and 12,079 enquiries.
- We finalised 95% of complaints within 3 months.
- All our recommendations were accepted.
- In relation to our review of child deaths and family domestic violence fatalities, we:
  - Received 139 notifications of child deaths of which 49 went to investigation;
  - Received 29 reviewable family and domestic violence fatalities; and
  - Made eight recommendations about ways to prevent or reduce these deaths and fatalities.

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- The Reportable Conduct Scheme expanded on 1 January 2024 to cover additional categories of conduct and additional sectors. The Scheme provides independent oversight of how organisations that exercise care, supervision or authority over children handle allegations of, and convictions for, child abuse by their employees. In 2023-24, we received 696 notifications of reportable conduct and, arising from the Ombudsman's involvement, organisations took 97 actions to prevent reportable conduct.
  - We tabled a report in Parliament: *A report on giving effect to the recommendations arising from the Investigation into family and domestic violence and suicide*.
  - We completed *A report of the monitoring activities of the Parliamentary Commissioner for Administrative Investigations under Part 4 of the Criminal Law (Unlawful Consorting and Prohibited Insignia) Act 2021 for the period ending 23 December 2022*, which was tabled in Parliament by the Attorney General.
  - We enhanced regional awareness and access to the Office, including visits to:
    - Carnarvon in the Gascoyne Region;
    - Esperance in the Goldfields-Esperance Region; and
    - Geraldton and Mullewa in the Mid-West Region.