



- We received 11,145 contacts, comprised of:
 - 9,263 enquiries; and
 - 1,882 complaints.
- We finalised 98% of complaints within 3 months.
- We achieved a 48% reduction in the time to finalise complaints compared to last year.
- Since 2007, we have:
 - Decreased the age of complaints from 173 days to 23 days; and
 - Reduced the cost of resolving complaints by 37%.
- Public authorities accepted 100% of our Recommendations.

- We tabled in Parliament a major own motion investigation report *Investigation into ways that State government departments and authorities can prevent or reduce suicide by young people*, containing 22 Recommendations, all of which were accepted by the relevant agencies.
- We received:
 - 24 investigable child deaths; and
 - 15 reviewable family and domestic violence fatalities.
- We commenced a major own motion investigation into issues associated with Violence Restraining Orders and their relationship with family and domestic violence fatalities.
- We enhanced regional awareness and access to the Office through a visit to Kununurra and Wyndham.

