



Year in Brief

- We received 11,663 contacts, comprised of:
 - 9,700 enquiries; and
 - 1,963 complaints.
- We finalised 95% of complaints within 3 months.
- Since 2007, we have:
 - Decreased the age of complaints from 173 days to 27 days; and
 - Reduced the cost of resolving complaints by 36%.
- Public authorities accepted 100% of our recommendations.
- We received:
 - 41 investigable child deaths; and
 - 22 reviewable family and domestic violence fatalities.

- We tabled in Parliament the report of a major own motion investigation, *Investigation into issues associated with violence restraining orders and their relationship with family and domestic violence fatalities*, that contained 54 recommendations about ways to prevent or reduce family and domestic violence fatalities, all of which were accepted by the relevant agencies.
- Significant work was undertaken on a major own motion investigation into ways to prevent or reduce child deaths by drowning.
- Significant work was undertaken in relation to our role to monitor the Infringement Notices provisions of *The Criminal Code*.
- We enhanced regional awareness and access to the Office through visits to the Indian Ocean Territories, the Pilbara and the Kimberley.
- We enhanced awareness and access to the Office for children and young people through a range of mechanisms, including a new visiting program to vulnerable groups of children in the child protection system, a new youth space on our website and youth-friendly publications.

