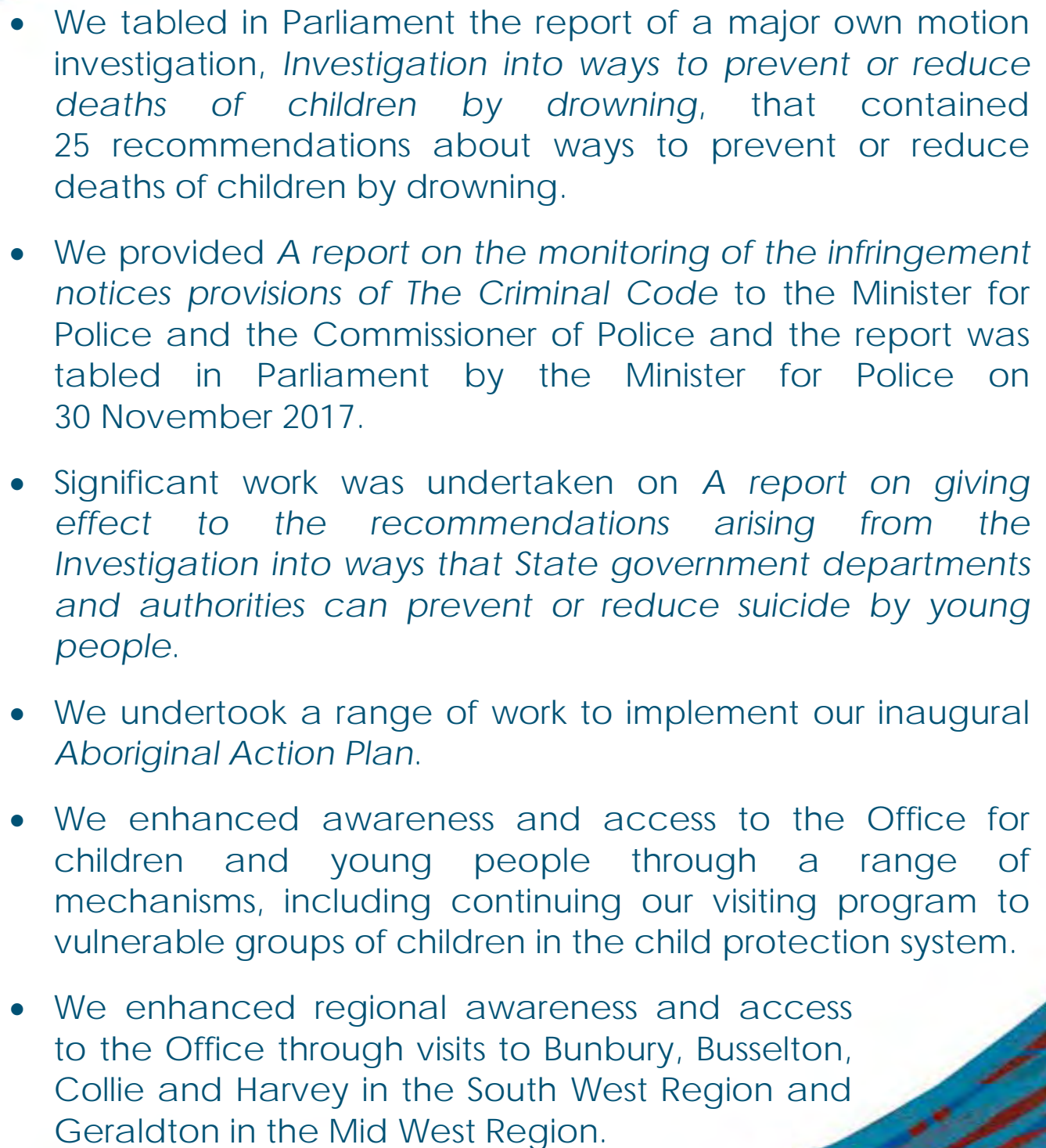




Year in Brief 2017-18

- We finalised 94% of complaints within 3 months.
- Since 2007, we have:
 - Decreased the age of complaints from 173 days to 33 days; and
 - Reduced the cost of resolving complaints by 36%.
- 100% of our recommendations were accepted for the eleventh consecutive year.
- We received:
 - 23 investigable child deaths;
 - 16 reviewable family and domestic violence fatalities; and
 - Made 39 recommendations about ways to prevent or reduce these deaths and fatalities.

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- We tabled in Parliament the report of a major own motion investigation, *Investigation into ways to prevent or reduce deaths of children by drowning*, that contained 25 recommendations about ways to prevent or reduce deaths of children by drowning.
 - We provided *A report on the monitoring of the infringement notices provisions of The Criminal Code* to the Minister for Police and the Commissioner of Police and the report was tabled in Parliament by the Minister for Police on 30 November 2017.
 - Significant work was undertaken on *A report on giving effect to the recommendations arising from the 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 visits to Bunbury, Busselton, Collie and Harvey in the South West Region and Geraldton in the Mid West Region.