Matter types by source of contact

| Case type | Source of contact |
| --- | --- |
| Advocate | Department | Region | School | Parent | Third party | Total |
| Enquiry | 1 | 1 | 2 | - | 47 | - | 51 |
| Refer and monitor[[1]](#footnote-1) | - | 2 | 3 | 2 | 18 | 2 | 27 |
| Complaint | - | 20 | 1 | - | - | - | 21 |
| Capability building[[2]](#footnote-2) | - | - | - | 1 | - | - | 1 |
| Conflict coaching | - | 3 | 3 | 4 | - | - | 10 |
| Community awareness | - | - | - | - | - | - | - |
| **Total** | **1** | **26** | **9** | **7** | **65** | **2** | **110** |

Outcome of matters received

| Case type | Outcome |
| --- | --- |
| Resolved | Partially resolved | Unresolved | Resolved and recommendation made | Partially resolved and recommendation made | Unresolved and recommendation made | In progress | Escalated to a complaint | Referred on | Total |
| Enquiry | 20 | - | - | - | - | - | 1 | - | 30 | 51 |
| Refer and monitor | 10 | - | 2 | - | - | - | 2 | 1 | 12 | 27 |
| Complaint | 12 | - | - | - | - | 1 | 8 | - | - | 21 |
| **Total** | **42** | **-** | **2** | **-** | **-** | **1** | **11** | **1** | **42** | **99** |

1. Refer and monitor cases: on occasion these escalate to being managed and finalised as a complaint enquiry. ‘Third party’ may be friends or relatives making initial contact, or an enquiry from an external organisation, including support and advocacy services. [↑](#footnote-ref-1)
2. Presentations, training and skill building programs to build the ability of department staff to avoid or reduce the incidences of unnecessary conflict, resolve conflict, manage ongoing challenging behavior, maintain staff resilience and ability in the face of conflict, and related topics, either at the request of the department or at the initiative of the Office. [↑](#footnote-ref-2)