Stage 1
Pre-Assessment and Information Gathering*

Report of Abuse received

PAO determines whether enough information is provided to proceed to RFI stage

AO drafts RFI and sends to DRU

DRU sends RFI response to DFO

Report determined to be ‘Assessment Ready’ and proceeds to Stage 2: Assessment

If further information is required from reportee, PAO requests further information through the LO

If further clarification is required from reportee, AO requests further information through the LO

If follow up RFI is required, AO completes and sends to DRU

DRU sends follow up RFI response to DFO

*May be determined OIJ at Pre-Assessment Stage by Liaison Director and reportee notified

Terminology

DRU  Defence Response Unit
DFO  Defence Force Ombudsman
AO  Assessment Officer
LO  Liaison Officer
SAO  Senior Assistant Ombudsman
DO  Deputy Ombudsman
MIJ  Matter in Jurisdiction
PU  Partial in Jurisdiction
OIJ  Out of Jurisdiction
OOJ  Out of Jurisdiction
PAO  Pre-Assessment Officer
RFI  Request for Information
RE  Restorative Engagement Program
Stage 2
Assessment and Recommendation

Report is assessed for Jurisdiction by AO, proceeds to Assessment Director for decision

- Report found OOJ
- Report found PIJ
- Report found MIJ

Reportee notified of jurisdiction decision by Director Assessment

If report assessed as MIJ or PIJ, reparation assessment completed by AO and proceeds to SAO for decision

- Report recommended for a reparation payment of less than $50,000 (including nil payment)
- Report recommended for a $50,000 reparation payment

- Preliminary view letter sent to reportee, who has 28 days to provide a response

Report found MIJ

- Reportee provides response to preliminary view
- Reparation payment review completed by AO and proceeds to SAO or DO for decision

Report found PIJ

- Reportee accepts preliminary view
- Recommendation sent to DRU (if applicable)

If review requested, assessment review is completed by a different AO, and proceeds to a fresh decision maker

If OOJ or PIJ, reportee has 28 days to request a review

Recommendation sent to DRU (if applicable) and reportee notified by SAO or DO of outcome of reparation payment review including reasons for final recommendation

If no reparation recommendation made, and reportee not interested in RE, report is closed and DRU notified by LO (email)
Stage 3
Finalisation of available outcomes

If **DRU** accepts reparation recommendation:
- **DRU** requests Case Referral
- **LO** seeks consent from reportee for a Case Referral to be prepared
- **AO** drafts Case Referral and awaits agreement from reportee to send to **DRU**
- Case referral is sent to **DRU** which includes preferred contact protocol

If no reparation payment recommended, letter is sent to **DRU** from **SAO** outlining reasons for jurisdiction decision

If reportee interested in RE, assessment for suitability conducted by **DFO** after:
- Reparation payment is made by Defence
- Any case referral requested has been finalised and sent to **DRU**
- Decisions have been finalised for MIJ or PJ cases where no reparation payment is recommended

RE conference undertaken and completed

If not requesting RE, report is closed
- Reparation payment made by Defence
- **LO** notifies reportee and obtains bank details for payment
- Case referral is sent to **DRU** which includes preferred contact protocol
- **Report is closed**