



**Terminology**

- |            |                            |            |                                |
|------------|----------------------------|------------|--------------------------------|
| <b>DRU</b> | Defence Response Unit      | <b>MIJ</b> | Matter in Jurisdiction         |
| <b>DFO</b> | Defence Force Ombudsman    | <b>PIJ</b> | Partial in Jurisdiction        |
| <b>AO</b>  | Assessment Officer         | <b>OOJ</b> | Out of Jurisdiction            |
| <b>LO</b>  | Liaison Officer            | <b>PAO</b> | Pre-Assessment Officer         |
| <b>SAO</b> | Senior Assistant Ombudsman | <b>RFI</b> | Request for Information        |
| <b>DO</b>  | Deputy Ombudsman           | <b>RE</b>  | 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 OOJ or PIJ, reportee has 28 days to request a review

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

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

Reportee provides response to preliminary view

Reportee accepts preliminary view

Recommendation sent to **DRU** and reportee notified by SAO of recommendation including reasons for recommendation

Reparation payment review completed by AO and proceeds to SAO or DO for decision

Recommendation sent to **DRU** (if applicable)

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)



COMMONWEALTH  
**OMBUDSMAN**

Defence Abuse Workflow

### Stage 3

## Finalisation of available outcomes

