



COMMONWEALTH
OMBUDSMAN
DEFENCE FORCE

Services for Defence members



The Commonwealth Ombudsman is external to Defence. Our services are free.


How the Ombudsman can help you

The Ombudsman, in its Defence Force Ombudsman jurisdiction, offers an independent complaints mechanism for serving and former Australian Defence Force (Defence) members.

We can investigate complaints about administrative actions taken by Defence relating to, or arising from, present or past service including:

- Allowances
- Discharges
- Postings
- Medical Employment Categorisation
- Housing
- Veterans' Affairs benefits
- Healthcare access
- Promotions
- Demotions
- Compensation
- Defence Service Home Loans
- Defence Force Retirement, and
- Death Benefits Scheme.

We are not able to investigate complaints about individual honours and awards, Defence disciplinary matters or decisions of Ministers, members of Parliament, courts and some tribunals.



Contact us after Defence has tried to resolve your complaint, except for reports of abuse.

The Ombudsman, is also able to receive reports of serious abuse within the Defence. This provides a confidential mechanism to report serious abuse for those who feel unable, for whatever reason, to access Defence's internal mechanisms. Serious abuse means sexual abuse, serious physical abuse or serious bullying or harassment which occurred between two (or more) people who were employed in Defence at the time.

For more information on reporting serious abuse, please visit: **ombudsman.gov.au/defence**

If you are feeling distressed and need to speak to someone urgently, please call one of the 24 hour support services listed below:

Lifeline: 13 11 14

Beyondblue: 1300 224 636

Confidentiality and privacy

All information is treated with confidentiality under the Commonwealth Ombudsman's Privacy Policy. We will not share any information with Defence or any other agency without your consent, except when we are required to disclose information under law or to protect the safety of an individual or others.

Contact us

By phone

Call **1300 395 776** between 9am and 5pm (AEDT)
Monday to Friday

Online

Visit **ombudsman.gov.au/defence**

Email **defenceforce.ombudsman@ombudsman.gov.au**

Writing

GPO Box 442, Canberra ACT 2601

Services available to help you make a complaint

If you are a non-English speaking person, we can help through the Translating and Interpreting Service (TIS) on **131 450**. If you are hearing, sight or speech impaired, a TTY Service is available through the National Relay Service on **133 677**.

THE OMBUDSMAN'S SERVICES ARE FREE

Image by Department of Defence

