

Flowchart Two – Reporting allegations of reportable conduct

The ACT Ombudsman has published a collection of flowcharts designed to assist designated entities with the process of responding to allegations of reportable conduct. The flowcharts are designed to be used in conjunction with the ACT Ombudsman Practice Guides.



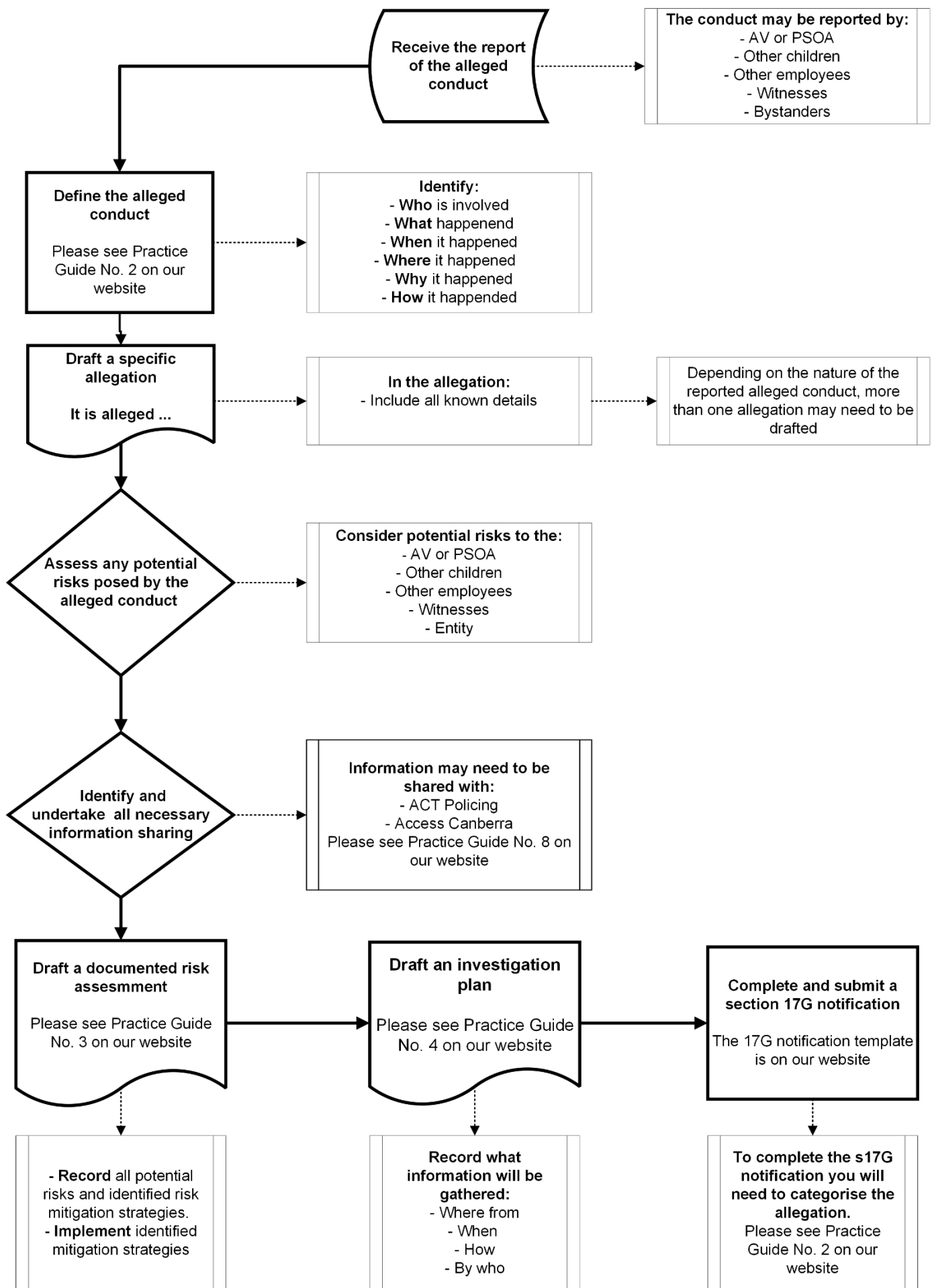
If your designated entity has any questions about the Reportable Conduct Scheme or would like to discuss the details of a specific reportable conduct allegation or matter, please contact the ACT Ombudsman Reportable Conduct Team on (02) 5119 5520 or at act@ombudsman.gov.au

Reporting Allegations of Reportable Conduct

To define an allegation, a designated entity needs to determine:

- **Who** was involved?
- **What** happened (include details of force and duration)?
- **Where** did it happen?
- **Who** witnessed it?
- **Why** did it happen?
- **How** did it happen?

Identifying the elements of a reportable conduct allegation in as much detail as possible, will assist with planning the investigation.



It is important to note:

- When assessing risk, designated entities should consider potential risks to the alleged victims, the person subject of allegation, other children, other employees, the investigation, and the entity more broadly.
- While assessing potential risk, the designated entity may consider strategies such as altering the PSO's duties for the duration of the investigation and providing support to everyone involved in the reportable conduct process.
- Potential risks and identified risk mitigation strategies should be recorded in a documented risk assessment and provided to the ACT Ombudsman with the section 17G notification.
- Further, information regarding managing risk can be found in the [ACT Ombudsman Practice Guide No.3](#).
- When planning a reportable conduct investigation, designated entities should consider who is going to collect what information from where and when and how this information will be collected and stored.
- The details of this plan should be documented in an investigation plan and provided to the ACT Ombudsman with the section 17G notification.
- Further, information regarding planning a reportable conduct investigation plan can be found in the [ACT Ombudsman Practice Guide No.4](#).
- Once the planning documents have been finalised the section 17G notification can be completed and emailed to ACT@ombudsman.gov.au.
- The section 17G notification and related documentation needs to be provided to the ACT Ombudsman within **30 days** of the designated entity becoming aware of the allegation or conviction.
- The ACT Ombudsman's [section 17G notification template](#) is on our website.

Please note: This document is intended as a guide only. For this reason, the information should not be relied on as legal advice or regarded as a substitute for legal advice in individual cases. To the maximum extent permitted by the law, the Commonwealth Ombudsman is not liable to you for any loss or damage suffered as a result of reliance on this document. For the most up-to-date versions of cited Acts, please refer to the [Federal Register of Legislation](#).

For more information visit ombudsman.act.gov.au or call 02 5119 5520

