

Flowchart Three – 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.

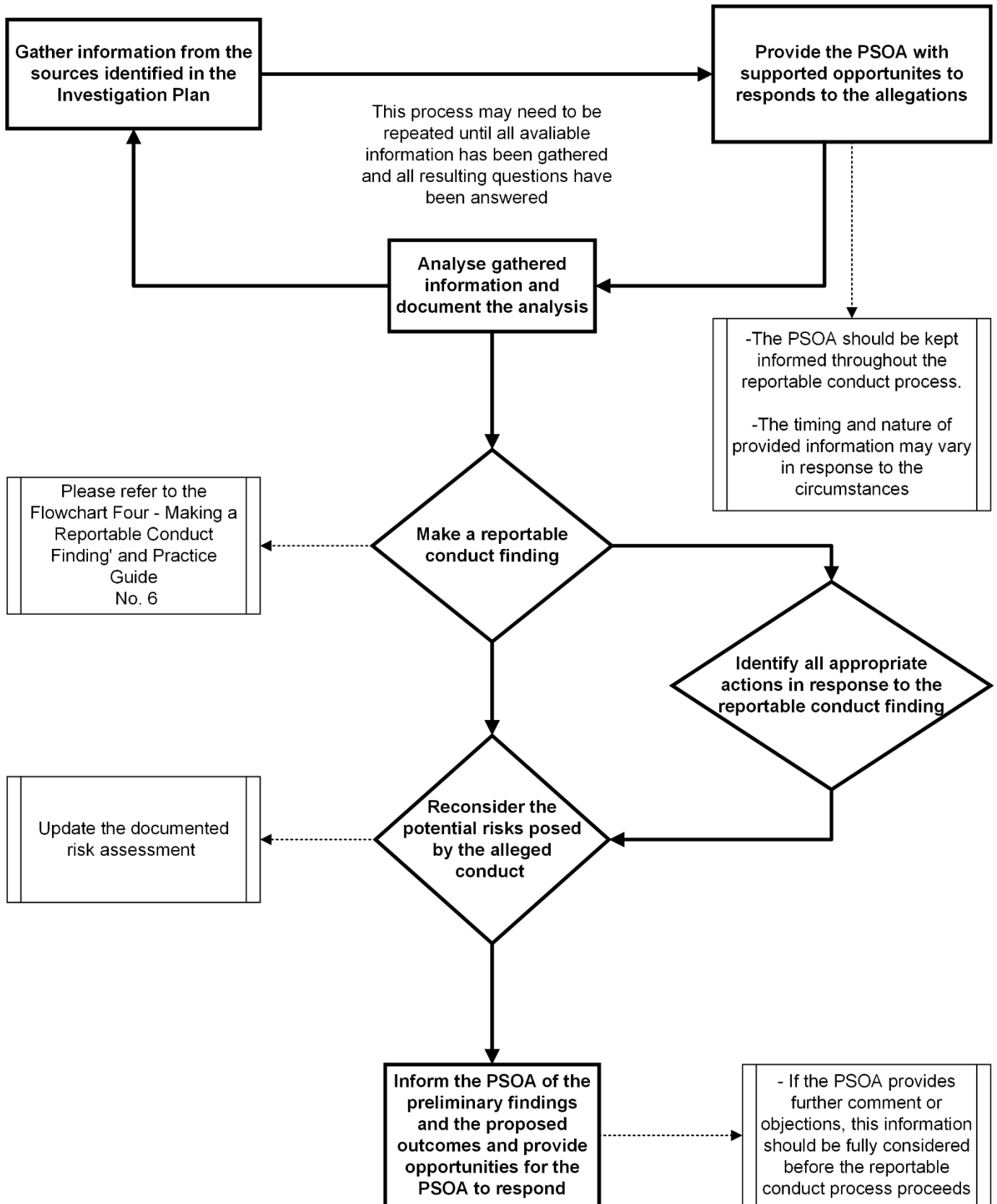


If your designated entity has any questions about the Reportable Conduct Scheme or would like to discuss the details of a specific reportable conduct allegation or matter, please contact the ACT Ombudsman Reportable Conduct Team on (02) 5119 5520 or at act@ombudsman.gov.au

Investigating Allegations of Reportable Conduct

When gathering information from the sources identified in the investigation plan, designated entities should:

- gather information from alleged victims, witnesses and secondary sources before asking the person subject of allegation (PSOA) to respond to the allegations.
- offer participants support when asking them to answer interview questions or provide statements regarding an allegation of reportable conduct.



It is important to note:

- Designated entities need to determine, when it is most appropriate to advise the PSOA that allegations have been raised against them and the specific nature of those allegations.
- This may be undertaken in a two-step process, where the PSOA is initially advised that allegations have been raised but the details of the conduct are withheld until further information has been gathered.
- As being part of a reportable conduct investigation may be stressful, designated entities should be mindful of minimizing delays and providing everyone involved with support.
- Once all available information has been obtained, it needs to be carefully analyzed and this analysis needs to be documented.
- Designated entities need to use their analysis of the gathered information to make a reportable conduct finding.
- Once a reportable conduct finding has been made, the entity needs to identify the actions it intends to take in response to the finding.
- Designated entities may consider actions such as providing the PSOA or staff more broadly with further training, placing the PSOA under further supervision or performance management arrangements or altering the entity's policies or procedures to address any identified shortfalls or needs.
- Identifying and implementing actions is a powerful way designated entities can prevent further allegations of reportable conduct.
- When updating the documented risk assessment, designated entities should consider if there are potential risks posed by the recorded finding and the PSOA's continued employment and/or contact with the alleged victim.

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

