

Flowchart Five – Finalising a reportable conduct investigation

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.

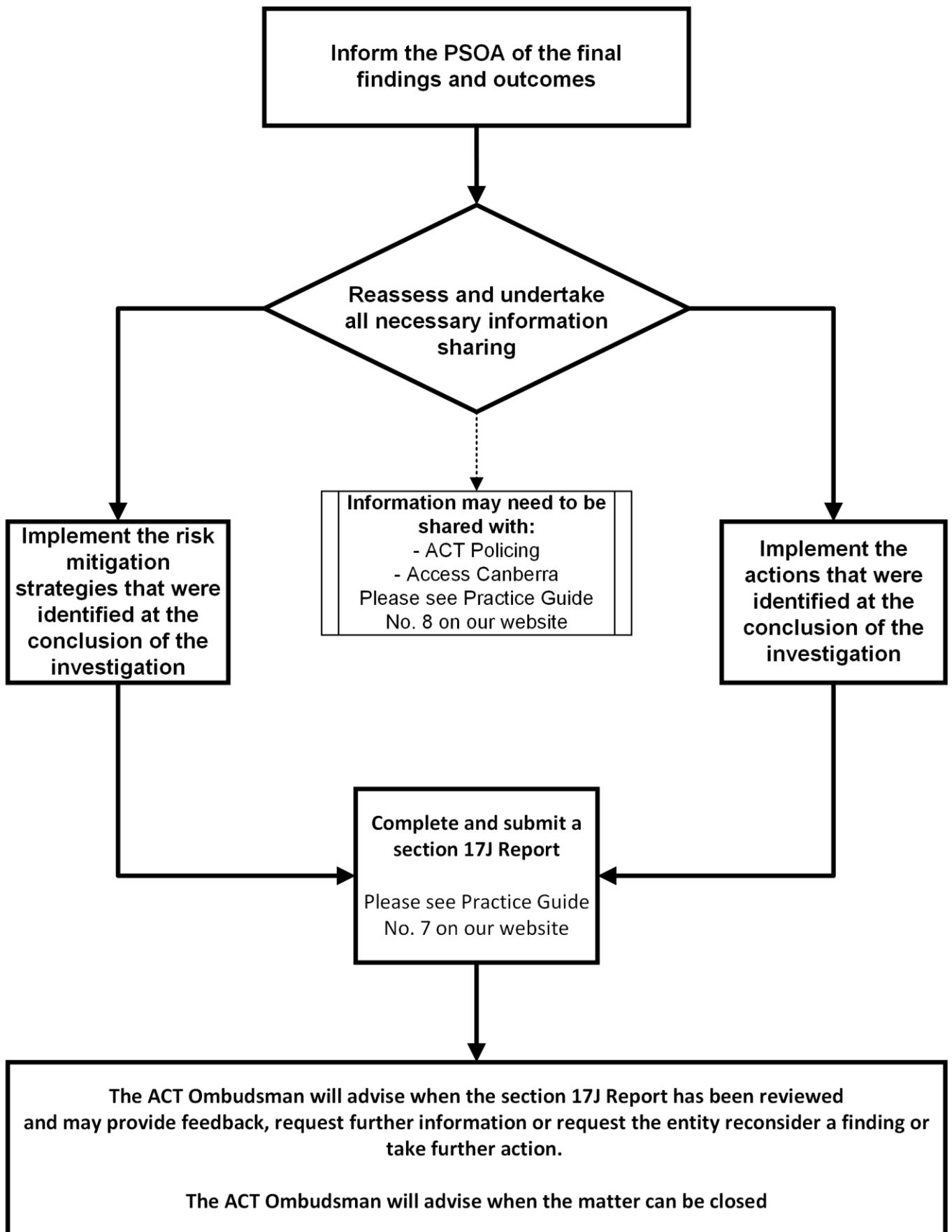


If your designated entity has any questions about the Reportable Conduct Scheme or would like to discuss the details of a specific reportable conduct allegation or matter, please contact the ACT Ombudsman Reportable Conduct Team on (02) 5119 5520 or at act@ombudsman.gov.au

Finalising a Reportable Conduct Investigation

At this point of a reportable conduct investigation, entities should:

- Ensure the person subject of the allegation (PSOA) has been given an opportunity to comment on the proposed finding and actions before they are finalised.
- Update the documented risk assessment.
- Reconsider any information sharing that should be undertaken regarding the alleged conduct and the outcome of the investigation.



It is important to note:

- The section 17J report and related documentation needs to be provided to the ACT Ombudsman **as soon as practicable** following the conclusion of the investigation.
- The ACT Ombudsman's [section 17J Report Coversheet template](#) can be downloaded from our website.
- Further, information regarding writing a section 17J report can be found in [ACT Ombudsman Practice Guide No.7.](#)
- Further, information regarding information sharing can be found in [ACT Ombudsman Practice Guide No.8.](#)
- The updated risk assessment should be provided to the ACT Ombudsman with the section 17J report.
- All supporting documentation that was gathered during the investigation, should also be provided to the ACT Ombudsman with the section 17J report. This may include communication with the person subject of allegation (PSOA) and the alleged victim's (AV) parents, interview transcripts and CCTV footage.
- Once the ACT Ombudsman receives a section 17J report, the designated entity will receive an email acknowledgement of receipt and then a 17J response within 28 days. The response may include feedback, request further information or may request the entity reconsider a finding or take further action.
- Once any outstanding components of the matter have been addressed, the ACT Ombudsman will advise the entity that the matter has been finalized and our record of the matter is to be closed.

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

