



Assist us to support your wellbeing by:

- Accessing the support services available to you
- Letting us know if you need reasonable adjustments, such as to attend an interview or provide a response
- Letting us know if there is a change in your circumstances.

Comply with requests from our office issued under the **Inspector-General of the Australian Defence Force Regulation 2016** and Chapter 6 of the Complaints and Alternative Resolutions Manual.

WE INVITE YOU TO

Contact us if you have any questions or concerns about our engagement, our processes or an outcome you have received, so we can work together to identify a way forward.

View the IGADF website (www.igadf.gov.au) where you will be able to locate useful information on making a submission.

Engage with the Post-IGADF Liaison Team (PILOT) after a matter has reached an outcome, to provide us feedback on your experience with the Office of the IGADF and help us to continuously improve our processes.

FOR MORE INFORMATION

Call: 1800 688 042 (between 8:00 am and 8:00 pm AEST, or AEDT during daylight savings hours)

Email: enquiries@igadf.gov.au

Address: Level 4, 25 Brindabella Circuit, Canberra Airport, ACT 2609

Mail: PO Box 7924, Canberra BC ACT 2610

Internet: www.igadf.gov.au

SUPPORT SERVICES

Employee Assistance Program – call 1300 OUR EAP (1300 687 327) for APS, ASD and Reservists

Lifeline Australia – call 13 11 14 (available 24/7) www.lifeline.org.au

Injury or illness – call 1800 IMSICK

Mental Health – call the All-hours Support Line on 1800 628 036 (available 24/7)

Defence Family Helpline – call 1800 624 608 (available 24/7) www.defence.gov.au/dco/

Chaplaincy – call 1300 DEFENCE and ask to speak to the on-call Chaplain (available 24/7)

Open Arms – call 1800 011 046 www.openarms.gov.au

Safe Zone Support – call 1800 142 072 (available 24/7; free and anonymous)



Australian Government
Inspector-General of the Australian Defence Force

SERVICE CHARTER

Office of the Inspector-General
of the Australian Defence Force

What you can expect when you
engage with our Office



WHAT WE DO

The Inspector-General of the Australian Defence Force (IGADF) is appointed by the Minister for Defence to oversee the quality and fairness of Australia's military justice system.

It is our job to promote trust and justice in the ADF and to ensure all members and veterans have access to a fair and impartial military justice system.

OUR ROLES & FUNCTIONS

The IGADF is independent of the ADF chain-of-command.

As a trusted, independent oversight body, it is our responsibility to:

- Investigate or inquire into military justice matters, including the professional conduct of Service Police
- Conduct performance reviews of the military justice system, including audits of ADF units, ships and establishments
- Advise on matters concerning the military justice system and make recommendations for improvement
- Promote military justice values across the ADF
- Independently consider complaints by ADF members under the Redress of Grievance scheme
- Conduct inquiries or investigate the death of ADF members, where the tragedy appears to have arisen out of, or in the course of, the member's Defence service.

WHO WE ARE

The IGADF is entrusted by the Australian Government to independently examine concerns about Defence. Leading a dedicated statutory office, the Inspector-General is supported by a team of experienced legal, para-legal and support professionals who are committed to fairness, integrity and impartial oversight.



Together, we provide a trusted avenue for Defence personnel and others to raise concerns, confident that they will be treated impartially and with respect. Our work strengthens the military justice system by ensuring it remains transparent, accountable and just – independent of the ADF's chain-of-command.



WHAT YOU CAN EXPECT

- A fair, transparent and trauma-informed process
- Staff you can trust
- Your privacy upheld and respected
- Regular communication about the progress of your matter
- The opportunity to provide feedback at conclusion of your matter

WE EXPECT YOU WILL

Cooperate with our office in good faith and actively assist us in performing our statutory functions. This means:

- Providing accurate details
- Responding to communications in a timely manner
- Proactively engaging with our office about issues affecting Defence's Military Justice System.

Behave at all times with Values and Behaviours including:

- Using respectful language
- Addressing concerns promptly through the right avenues
- Providing respectful feedback.