

Navy Family Ombudsman Program – Family Readiness Groups (FRGs)



BACKGROUND

The morale, health, welfare, and efficiency of command personnel are the responsibility of the commanding officer. Ombudsmen are professionally trained Information and referral volunteers who serve as a vital two-way communication link between the command and family members. The program enhances the exchange of information and ideas between the leadership of the command and the family members of those serving within the unit.

FRGs provide coordinated services in support of service members and their families. They may plan, coordinate and conduct social, informational, care-taking and morale-building activities to enhance preparedness and enable the total Navy family community to meet mission and military family lifestyle challenges.

GOALS

To provide clear, concise guidance which will ensure that command leadership and command ombudsmen understand how the role of the ombudsman relates to the FRG.

KEY MESSAGES

- Ombudsmen serve as the official liaison between the command and its families and cannot be part of an FRG when acting in their official capacity.
- The ombudsman may assist with the formation and facilitation of an FRG, but shall not serve as an officer of the FRG or as lead volunteer.
- Ombudsmen may attend FRG meetings for support as a command spouse.
- Ombudsmen may be asked to provide a command brief or update at FRG meetings, which is allowed.
- Ombudsmen are authorized to receive a copy of the official command roster.
- FRGs must create their social roster.

ACTION

Ensure that command leadership, ombudsmen and FRG officers understand the separate roles of each group and that all concerned adhere to the guidance as outlined in references noted in the Resources section.

RESOURCES

- OPNAVINST 1750.1F, 5.e (11), Ombudsman Program Manual, Module Four
- OPNAVINST 1754.5A – Family Readiness Groups, 4 b (3)



Supporting Sailors and Families
through Preparedness and Resiliency

