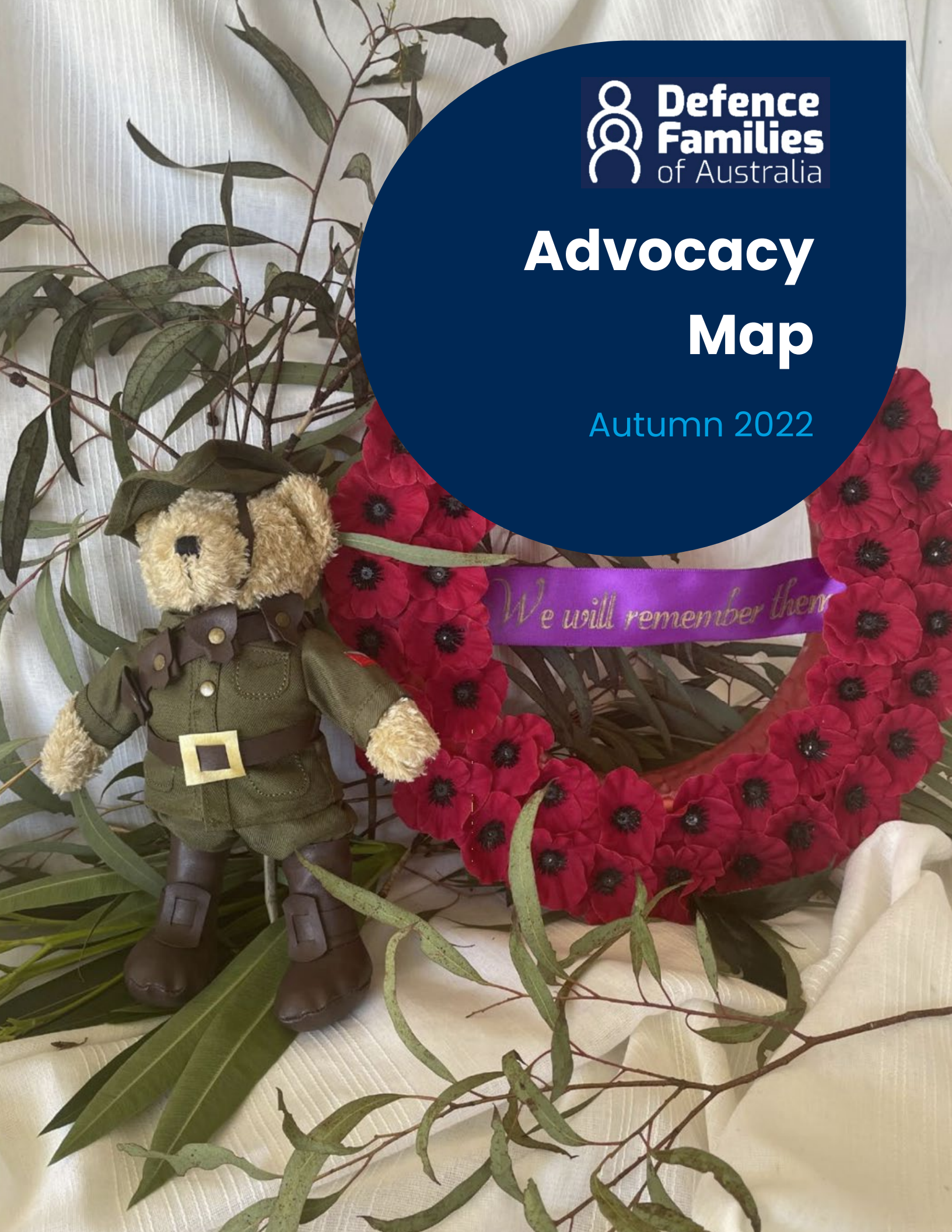




# Advocacy Map

Autumn 2022

*We will remember them*



## About us

Defence Families of Australia (DFA) is the official group appointed by the Government to represent the views of Defence Families. Its aim is to inform the Government and Defence of the needs of ADF families.

The DFA team are all partners of current serving members.

DFA is independent of Defence.

**[dfa.org.au](http://dfa.org.au)**

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We acknowledge the Traditional Owners of Country across Australia on which we live and work, and pay our respect to them, their culture, and Elders past and present.

ABN 27 688 368 241

# Advocacy Map Autumn 2022

*This tool is a quarterly snapshot of the advocacy currently being undertaken by Defence Families of Australia (DFA). The document aims to provide transparency of DFA's work, and to offer the opportunity for Defence families and other stakeholders to support these advocacy efforts. Goals are triaged and addressed over time within DFA resourcing constraints.*

## Map Legend

### Timeframe of Advocacy

#### Goal:

S – Short term

M – Medium term

L – Long term

### Status of Advocacy Goal:

Complete

Underway

Ongoing

## Postings and Relocations

This section focusses on advocating for policy and process change to help ease some of the challenges members and their families may encounter when posting and relocating.

## Family Stability

Families are at the heart of everything we do. Through advocacy, this section aims to ensure inclusiveness of all types of families and to support families through the positive and negative aspects of this unique lifestyle.

## General Advocacy

Ensuring diversity and inclusion of families, supporting pets during deployments, family and community engagement and connection and maximizing the use of valuable research to impact meaningful change are the key areas of this section.

Send your  
feedback or  
enquiries to:

[policy@dfa.org.au](mailto:policy@dfa.org.au)





# Postings and Relocations

1. Housing		
1.1 Expanding Housing Choices		
Ensure understanding from senior decision makers about the need for greater housing choice for Defence families.	S	Ongoing
Advocate for the expansion of the Flexible Housing Trial with commitment to roll out the final recommendations nationally.	M	Ongoing
Advocate for housing policy to be updated to enable the rejection of a Service Residence due to partner employment or proximity to key services, e.g. schooling, medical requirements.	M	Underway
Request greater clarity and reasonable notice of re-banding of Service Residences.	S	Underway
Advocate for the HomeFind website to provide links to State and Local government websites, e.g. referring to regulations or restrictions on sheds, caravans, pet registration, etc.	S	Underway
Propose updates to HomeFind website, Defence Housing Australia templates (inc. emails) and policy to clearly state any end of lease terms of a Service Residence, enabling families to make an informed decision before selecting a home.	M	Underway
Advocate for policy changes to allow the following options: <ul style="list-style-type: none"> <li>Subsidised rental assistance in the event that a Defence Housing Australia lease is ending in the short term (up to 6 months).</li> <li>Families may reject a Service Residence if there is less than 12 months remaining on the lease.</li> </ul>	L	Underway
Request update to policy for increased flexibility to rent allowance requests, including factors such as proximity to medical services, partner employment and schooling options.	M	Ongoing
Advocate for the relaxation of employment offer as a pre-requisite of a flexible housing offer.	M	Underway
Support the expansion of housing band categories to enable greater choice e.g. suitable townhouses, rent band choice.	L	Underway
1.2 Rental History Documentation		
Advocate for Defence Housing Australia to update the HomeFind rental history document which states that Defence Housing Australia is not able to provide further tenancy information to third parties without authorisation from the Defence member concerned. This is not correct information.	S	Complete
Propose that Defence Housing Australia produce a more comprehensive document confirming details of partner's tenancy history on request including: payment history/ledger, statement of regularity of inspections, satisfactory/unsatisfactory condition of premises. This document to be furnished within a 48hr turnaround time.	S	Underway
Seek to have partners be acknowledged or added to tenancy agreements.	S	Underway

<b>1.3 Signatories for removals in a breakdown of relationship</b>		
Advocate for policy change to enable either Defence member or partner to sign off on family removal.	S	Complete
Raise awareness of the risks of policy being misused in instances of family and domestic violence.	S	Ongoing
<b>1.4 Overnight accommodation between uplift and downlift for families</b>		
Advocate for the removal of the gap in entitlements to allow families moving out of a property to be covered for accommodation between the uplift and down lift of their possessions.	S	Underway
<b>1.5 Review of Defence owned properties and allowances for families in remote regions, e.g. Thursday Island, Tully &amp; Weipa</b>		
Support the review and improvement of standards of Service Residences in remote locations.	S	Underway
Increase awareness of the impacts on families living in remote locations.	S	Underway
<b>1.6 Review of rental ceiling &amp; Service Residence numbers</b>		
Advocate for the need for more stability in the numbers of Service Residences currently available and streamlined rental assistance processes.	M	Complete
Support a rental ceiling review; current rent ceiling for many areas is not reflective of the market.	M	Ongoing
Advocate for regular rent allowance reviews to keep pace with the market.	M	Ongoing
Request Defence communicates a clear course of action for families to follow when they are unable to obtain property due to the current housing crisis.	M	Ongoing
<b>1.7 Businesses from home</b>		
Advocate for Defence Housing Australia to update HomeFind to include the identification of houses owned by Defence or Defence Housing Australia, which impact business from home approvals ahead of selecting a Service Residence.	M	Underway
Support Defence Member and Family Support review of business from home needs and prevalence.	M	Underway
Support policy review to increase efficiencies for businesses from home.	M	Underway
<b>1.8 Consistency in policy application</b>		
Request Defence Housing Australia/Defence commit to review and update of policy regarding ownership rights and their maintenance responsibilities.	M	Complete
Flag areas of inconsistency as they are raised with DFA.	M	Underway
<b>1.9 Expansion of removal of deadlines during relationship breakdown</b>		
Raise awareness of the risks of this policy being misused in instances of family and domestic violence.	M	Ongoing
Seek Defence commitment to review current housing and relocations policy for any areas which may support or hinder family and domestic violence interventions.	M	Complete
Advocate for the extension of the standard 28-day deadline for family removals following the breakdown of a relationship, looking to The Five Eyes (FVEYS) nations for best practice.	M	Underway

<b>1.10 Capital inclusions (by State or Territory)</b>		
Advocate for coverage for appropriate heating and cooling in all Service Residences.	L	Underway
Propose the inclusion of sustainable options in Service Residences, such as solar panels.	L	Underway
<b>1.11 Expansion of removal deadlines during bereavement (death of a Defence member)</b>		
Seek an amendment to policy to recognise the needs of grieving families to have time to process and plan for the future (recommended 18 months).	L	Underway
Seek an amendment to policy to allow families to stay in a Service Residence or other rental property for up to 18 months, if required. This also makes best use of the single removal benefit.	M	Underway
Advocate for the Defence bereavement support process to be aligned to entitlement periods, to ensure support is timely and not adding further stress to the family during a period of grief.	M	Underway
<b>1.12 Trial of relationship separation program</b>		
Assess the possibility of providing families with suitable options to facilitate a period of separation in location, prior to deciding to dissolve a relationship i.e. a cooling off period.	L	Underway
<b>1.13 Eligibility for partner accommodation on night of pre-pack and uplift when relocating due to relationship breakdown</b>		
Obtain commitment from Defence to review policy to explore gaps.	S	Complete
Advocate for the policy to include accommodation for partner.	S	Ongoing
<b>2. Postings</b>		
<b>2.1 Co-location of Defence families relocating for capability during the Covid-19 pandemic</b>		
Approach state and local governments to raise awareness of the unique nature of military service and the impacts of border restrictions policies on Defence families.	S	Complete
Advocate for Defence families to be supported to relocate, keeping the family together and supporting the Defence member to deliver Defence capability.	S	Complete
Approach Defence and state governments for additional resources to help reduce delays in processing travel exemptions for some states, which impacts relocations and Married With Dependents (Unaccompanied).	S	Complete
Increase communication to families about relocation limitations due to State and Territory regulations.	S	Complete
<b>2.2 Reduce the frequency of relocations</b>		
Support the Defence review and planning to increase flexible and remote work options.	S	Ongoing
Advocate for longer term career planning by career management agencies.	S	Ongoing

<b>3. Relocations</b>		
<b>3.1 Remove restrictions on Defence families accompanying Defence member on postings to WA and VIC during the Covid-19 pandemic</b>		
Advise State Premiers and Ministers responsible for veterans about this issue.	S	Complete
Advocate for the removal of this general restriction, and increased support for co-location of families posting into these regions.	S	Complete
<b>3.2 Reduce interruptions to relocations due to State and Territory border restrictions during the Covid-19 pandemic</b>		
Request the Chief of Defence write to State and Territory leaders to highlight the issues facing Defence families posting during the pandemic, and those in Married With Dependents (Unaccompanied) arrangements.	S	Complete
Support Defence to establish Defence run hotel quarantine facilities to streamline state access.	S	Complete
Inform Defence communication campaigns around State and Territory restrictions to support families to plan and decide upon their posting.	S	Complete
Advise Defence of issues facing families during the pandemic.	S	Complete
<b>3.3 Change to temporary accommodation due to relocation</b>		
Seek an update to policy to allow temporary accommodation to be taken at either losing or gaining location for a total of maximum days as per currently stipulated.	S	Underway
<b>3.4 Update guidelines to ensure consistency of local information provided to families posting to a new location</b>		
Consistent provision of information to families including information on relevant points of contact at the ADF member's unit and base, and on local organisations and support.	M	Underway
<b>3.5 Cover cost of bond cleaning</b>		
Advocate for a bond cleaning entitlement for families in rental assistance properties be included in policy. Currently this is inconsistent between Service Residences and rental assistance properties.	L	Underway
Seek the inclusion of an allowance or extra night accommodation to cover self cleaning (current option) after uplift.	L	Underway
<b>4. Overseas Postings</b>		
<b>4.1 Supporting co-location with pets</b>		
Raise awareness of the considerations for Defence families before requesting or committing to posting overseas to support Defence capability.	M	Underway
Engage Defence and Qantas (National Provider) to significantly subsidise high costs of pet transport for overseas military postings.	M	Underway
<b>4.2 Increased awareness of requirements of families in overseas postings</b>		
Advocate for the development of Induction seminars and readily accessible information for families prior to having to accept overseas postings.	M	Ongoing
Support the review of current information sources and communications campaigns to ensure it is easy to find and understand.	M	Ongoing
Engage Toll to improve communications to families regarding international delivery of belongings, especially due to pandemic related delays.	M	Ongoing

Propose a review of the following overseas posting entitlements in consideration with current costs of living including, but not limited to: storage of car/s, removal of loss on sale of a motor vehicle in 2017 from Defence Pay and Conditions Manual (and lack of entitlement for car hire due to sale of car), costs of pet return to Australia.	<b>M</b>	<b>Underway</b>
<b>5. Education</b>		
<b>5.1 Priority placements in schools for Defence children</b>		
Advocate to State and Territory Education Departments for recognition of Defence children as a priority cohort.	<b>M</b>	<b>Ongoing</b>
Obtain approval from State and Territory education departments to permit posting orders (unit address) to be used as confirmation of residential location until a Service Residence or other rental property can be secured.	<b>M</b>	<b>Underway</b>
<b>5.2 Boarding subsidy for Defence children</b>		
Improve awareness among families and schools of current boarding subsidy availability to Defence children.	<b>L</b>	<b>Ongoing</b>
Schools to review boarding fees to bring them more in line with the Defence boarding subsidy for Defence families.	<b>L</b>	<b>Underway</b>
<b>5.3 Create a Defence school network for Defence children</b>		
Create a list of school networks who have a current DSM.	<b>L</b>	<b>Underway</b>
Drive engagement of schools to join this network and to support Defence families further through providing Defence School Mentors, fee discounts and priority placements.	<b>L</b>	<b>Ongoing</b>



# Family Stability

6. Family Engagement and Communication		
6.1 Increased communication with ADF families		
Support Defence to develop a strategy for family engagement.	M	Underway
Support Defence People Group to develop a <i>Forcenet</i> guide for engagement with Defence families stakeholder communications.	M	Underway
Advocate for the development of an Induction session for families of newly enlisted members.	M	Underway
Support the development of family engagement content for Command.	S	Underway
Advise the <i>Forcenet</i> Working Group on community feedback about the platform.	S	Ongoing
6.2 Direct family engagement via Defence website, accessible outside the Defence Protected Network		
Obtain commitment from Defence to create a family section on the Defence website that includes: all Defence Community Information, posting and relocation guidance (including pandemic restrictions as required).	M	Underway
Support and influence the development of a publication for new Defence families.	M	Underway
6.3 Direct family engagement via an opt out communications system		
Raise, with the Chief of Defence Force, the need for an opt out rather than opt in system where direct communication with a partner dependent is activated by their addition in PMKEYS.	S	Complete
Support Defence Member and Family Support's research into the implementation of an opt out communication system.	M	Ongoing
Support initiatives for greater awareness and uptake of Defence support services.	M	Ongoing
Support clear, consistent processes of data collection of family contact details.	M	Underway
6.4 Regional welcome information distributed at welcome visits		
Support establishment of a Families Working Group in Defence to develop core resources and guidance for units to engage with families.	M	Underway
Review content developed by the Working Group prior to use.	M	Underway
Establish information input channels with key stakeholders, including Defence Housing Australia, Toll, Defence Member and Family Support and Career Management Agencies.	M	Underway
6.5 Improve communications support/capability for Family Liaison Officers		
Improve the quality and consistency of marketing from FLOs and DMFS.	M	Underway

<b>7. Childcare</b>		
<b>7.1 Subsidies for Defence families for out of school hours care</b>		
Advocate for the delivery of increased advertising and availability of before and after school care, outside of school hours care, home based care etc.	M	Underway
Review Family Emergency Assistance Scheme to be more accessible and relevant, including a communications campaign to create awareness of the program (regular inclusion in Defence Member and Family Support newsletters and social media posts, development of an information page and fact sheet on the Defence Member and Family Support website),	M	Underway
Advocate for an additional childcare subsidy the Defence Pay & Conditions Manual to support families during deployment and to support the partner's employment.	M	Underway
Advocate for increased awareness and uptake of current support options for emergency or ad hoc childcare for parents in the case of member absence.	M	Ongoing
<b>8. Education</b>		
<b>8.1 Accurate data on Defence children in school</b>		
Engage with State and Territory Education Departments and Defence Member and Family Support to establish a system to accurately collect data on the number of Defence children in schools, to ensure resources are proactively allocated rather than allocated on request e.g. a tick box question on enrolment form.	M	Underway
<b>8.2 State-based exemption for Defence families, from needing an address on enrolment</b>		
Advocate for Defence to issue a letter of support to State and Territory education departments requesting Defence children be favourably considered for enrolment with Unit address (posting order) listed temporarily until a residence is secured.	M	Underway
Advocate to State and Territory education departments to allow adding Defence children as a tentative enrolment pending confirmation of address as a standard process.	M	Underway
Obtain commitment from State and Territory Governments to support Defence children as exceptional cases on relocation.	M	Ongoing
<b>8.3 Improvements to the Moving Schools Checklist</b>		
Provide feedback to Defence Member and Family Support for improvements.	S	Complete
Request Defence Member and Family Support increase promotion of the checklist as a resource for families.	S	Ongoing
<b>8.4 Upfront payment to tutor to reduce financial burden on member/family</b>		
Obtain commitment by Defence Member and Family Support to review conditions to explore options.	S	Underway
Obtain commitment by Defence Member and Family Support to explore options to reduce out of pocket expenses for Defence families (due to upfront payment) of tutoring costs prior to reimbursement.	S	Underway
<b>8.5 Increased uptake of the Defence School Mentor Program</b>		
Raise awareness and uptake of the program.	S	Ongoing
Obtain Defence commitment to change policy to maintain Defence School Mentor services to Defence children for up to two years following a parent's transition.	S	Complete

Liaise with Veteran Family Advocate to share learnings from Defence School Mentor program, for Department of Veterans Affairs to develop veteran child support services where required.	M	Underway
<b>8.6 Recruitment of Defence School Mentors</b>		
Support greater awareness of DSM vacancies to reduce gaps in services where they occur.	S	Ongoing
Obtain commitment from Defence to communicate to families if there are significant delays in recruitment, and about alternatives for services that can support them in the meantime.	S	Ongoing
<b>8.7 Support consistency and service quality of the Defence School Mentor program</b>		
Advocate for improvements to enable consistent application of the programs across all states and territories including training and hiring processes.	M	Ongoing
Advocate for Defence experience to be an eligibility criterion for Defence School Mentors.	M	Underway
<b>9. Family Engagement</b>		
<b>9.1 Family Liaison Officers, Defence Member and Family Support</b>		
Support the recruitment and onboarding of Family Liaison Officer for Canberra and Nowra.	S	Complete
Support the recruitment and onboarding of Family Liaison Officer for Amberley - South QLD.	S	Underway
Support the recruitment and onboarding of Family Liaison Officer for Cairns - North QLD.	S	Underway
Support the recruitment and onboarding for Family Liaison Officer at HMAS Cerberus.	S	Underway
Support the recruitment and onboarding for Family Liaison Officer at RAAF Base Sale.	S	Underway
Support the recruitment and onboarding for Family Liaison Officer at Puckapunyal.	S	Underway
Support the recruitment and onboarding for Family Liaison Officer/Defence Member and Family Support in Tasmania.	S	Underway
Advocate for Defence Member and Family Support fence to have robust contingencies for long term absences, preferably with staff on site/in location.	S	Ongoing
Advocate for Defence Member and Family Support to communicate to families if there are significant delays in recruitment, and about alternatives for services that can support them in the meantime.	S	Underway
<b>10. Partner Employment</b>		
<b>10.1 Flexible working and leave permissions to enable Defence members to support frontline workers</b>		
Request the Chief of Defence to request Command to support families of frontline workers to enable them to do this critical work.	S	Complete
<b>10.2 Reducing barriers to State and Territory registration for partners</b>		
Prepare a proposal of the current registration climate.	M	Complete
Workshop with Head of People Capability, Defence and Defence Member and Family Support on shared advocacy in this area.	M	Complete

Support National advocacy for standardisation of national employment related registrations.	M	Underway
<b>10.3 Improve policy to support Businesses From Home (BFH)</b>		
Advocate for Defence to research the scale and nature of BFH in Defence families.	M	Underway
Support the use of the research results to inform policy to reduce hurdles to creating or continuing a BFH.	M	Underway
Advocate for increased accessibility and early access to information for families relocating due to postings to support BFH transitions.	M	Underway
Advocate for the timely approval process for BFH.	M	Underway
<b>10.4 Raise awareness of partner employment support available to Defence Families through Defence, Government and the corporate sectors</b>		
Support the review of the Partner Employment Assistance Program (PEAP).	M	Complete
Secure the expansion of PEAP allowing partners to access it at any point during a posting.	M	Complete
Secure expansion of PEAP to support partners whose employment was impacted by the pandemic.	M	Complete
Secure expansion of PEAP so spouses can access it on the ADF member's transition out of fulltime military service.	M	Underway
Engage with the corporate sector to highlight the business case for partner employment (representing >40% of the national GDP).	M	Ongoing
Support the development and expansion of partner employment programs by specialist service providers (e.g. Soldier On, RSL).	M	Ongoing
Advise businesses on how they can engage and support Defence families through suitable employment.	M	Ongoing
Increase momentum of public and private partner employment programs.	M	Ongoing
Showcase examples of the talent and transferability of Defence family skills and careers.	M	Ongoing
<b>10.5 Contract adjustments for Defence service providers on bases, to support/enable &amp; reduce barriers to offers of on-base employment to Defence partners</b>		
Advocate for the recruitment strategy of Defence service providers to consider and support applications from Defence partners.	M	Ongoing
<b>10.6 Supporting work options for Defence partners</b>		
Engage with Career Management Agencies to raise awareness of Defence partners as a talent pool.	M	Ongoing
Advise on tailored recruitment campaigns to highlight Defence employment options for ADF partners.	M	Ongoing
Explore options for nationally recognised professional licences for Defence partners.	M	Ongoing
<b>10.7 Family access to the QLD Government Connecting the Sector Veterans' Mentoring program, and expansion into other states and territories</b>		
Pursue the expansion of eligibility for families to access this program.	M	Underway
Pursue the expansion of eligibility for veterans and families based in other states or territories.	M	Underway

<b>10.8 Increased awareness of advertising channels for partners to access all Defence Member and Family Support advertised vacancies including regional Family Liaison Officer and Defence School Mentors</b>		
Increased advertising of DMFS vacancies, including associated roles such as Defence School Mentors.	M	Underway
<b>10.9 Expansion of the qualifying period for the Partner Employment Assistance Program (PEAP) from 18 months to over whole posting cycle</b>		
Approach Director General Defence Member and Family Support to gain commitment.	S	Complete
Confirm commitment from Defence Member and Family Support to provide additional tutoring support on a case-by-case basis for Defence children whose educational outcomes have been impacted by the pandemic and/or relocations.	S	Complete
Increase communication campaign to raise awareness and uptake for the program.	S	Ongoing
<b>11. Financial Security</b>		
<b>11.1 Delivery of free financial literacy programs specific to Defence families</b>		
Approach the ADF Financial Services Consumer Centre to establish and deliver relevant programs.	M	Complete
Advice on feedback from families to these programs for ongoing improvement.	M	Ongoing
Request the development of resources e.g. video, fact sheet, article to support families during a breakdown of relationship	S	Complete
<b>12. Overseas Postings</b>		
<b>12.1 Streamline processes to access education tuition and employment support</b>		
Defence to expand eligibility and reduce red tape around processes.	M	Complete
Inform Defence communication campaigns to increase family awareness.	M	Ongoing
<b>13. Transition</b>		
<b>13.1 Relevant and timely information for families</b>		
Request Defence Member and Family Support to review and reform transition resources to factor in the whole family's transition not just the member.	M	Complete
Advocate for Defence Member and Family Support to offer childminding support and a child-friendly environment to increase family participation in Transition Seminars.	M	Complete
Request review of current process in place for partners and/or support persons to be included in meetings with Defence Transition, and advocate for the process to allow a partner/support person to choose to participate i.e. doesn't rely on the member to involve them.	M	Underway
Advocate for Defence Transitions meetings with a transitioning member to factor in the whole family's transition.	M	Underway
Advocate for Defence Member and Family Support to establish direct feedback processes to drive ongoing improvement of transition services.	M	Complete
Inform communications campaigns to increase awareness of available support service options.	M	Complete



<b>14. Capability and Stability</b>		
<b>14.1 Increased location stability by reducing posting relocations</b>		
Obtain commitment from Defence to review posting practice.	<b>M</b>	<b>Underway</b>
Request Defence increase awareness and training in Career Management Agency staff for longer term career planning.	<b>M</b>	<b>Underway</b>
Advocate for the Chief of Defence Force to order reduced relocations wherever possible during the pandemic.	<b>M</b>	<b>Complete</b>
Request Defence promote flexible working arrangements.	<b>M</b>	<b>Complete</b>
<b>15. Parental Leave</b>		
<b>15.1 Increased awareness and advocate for change around eligibility for Government Paid Parental Leave</b>		
Advocate for the expansion of eligibility for non-serving partner to receive government funded parental leave during a relocation when employment in the new location has not been secured.	<b>M</b>	<b>Ongoing</b>
<b>16. Flexible Working Hubs</b>		
<b>16.1 Expansion of the flexible working hub model for Defence employees</b>		
Consult with Defence stakeholders to understand demand and prime locations.	<b>M</b>	<b>Underway</b>
Obtain commitment from Defence to establish additional remote working hubs across Australia	<b>M</b>	<b>C</b>
<b>17. Live In Carers</b>		
<b>17.1 Review and update of live-in-carer provisions</b>		
Advocate for the expansion of the Live In Carer / Resident Child Carer provisions of the Defence Pay and Conditions Manual to cover all recognised dependents with special needs, including the following amendments: removal of the requirement for a carer to be a relative, and inclusion of a bedroom entitlement to accommodate a Live In Carer.	<b>M</b>	<b>Underway</b>

## General Advocacy

<b>18. Medical</b>		
<b>18.1 Improved access to Amberley RAAF medical services for members</b>		
Raise awareness of medical care delays with Surgeon General.	M	Underway
<b>18.2 Improved access to on base medical services</b>		
Obtain commitment from Defence to review on base medical services to ensure high quality health services are available for Defence members.	M	Underway
<b>19. Diversity</b>		
<b>19.1 Stronger inclusion of diverse Defence families and their needs in policy making</b>		
Engage with Defence Indigenous Affairs and Regional Indigenous Liaison Officers/Indigenous Liaison Officers networks to include Indigenous Defence families, NORFORCE.	S	Ongoing
Engage with the Religious Advisory Committee for the Services to include spiritually diverse families.	S	Ongoing
Engage with new Defence families.	S	Ongoing
Engage with regional Defence families, e.g. Thursday Island, Norfolk Island, remotes bases in NT/WA.	S	Ongoing
Engage with families with special needs, e.g. Defence Special Needs Support Group and via Defence Housing Australia exemptions.	S	Ongoing
Advocate to expand the scope eligibility to allow DFA to recruit immediate adult family members, not just partners.	S	Ongoing
<b>20. Family Support</b>		
<b>20.1 Individual advocacy for families with complex issues or requiring advice on their rights and relevant support services for their needs</b>		
National Delegates to support any cases which arise in eight regions covering Australia (>450 families per year with highly complex issues, and thousands with minor issues or questions).	S	Ongoing
<b>21. Research</b>		
<b>21.1 Maximise value of research undertaken on Defence families, and the impact of that research on meaningful change</b>		
Inform the review of the Defence Family Surveys.	M	Ongoing
Inform the Defence Census questions relating to families.	M	Ongoing
Contribute to advisory boards of Australian Institute of Family Studies, Australian Institute of Health and Welfare and other research bodies to shape research related to Defence families.	M	Ongoing
Connect stakeholders with the research opportunities, i.e. Families to participate, and stakeholders to implement the findings for meaningful change.	M	Ongoing
Review and inform the Australian Military Veterans and Families Research Programme, a joint venture between Australian Institute of Family Studies, Defence and Department of Veterans Affairs.	M	Complete

<b>22. Remote Location Leave Travel</b>		
<b>22.1 Greater clarity around Remote Location Leave Travel in remote locations</b>		
Seek an update to policy with a clause for Curtin Base travel arrangements (Defence Pay & Conditions Manual 9.4.40, Scheme A and B).	M	Underway
Seek to obtain a parking allowance to cover airport parking fees where there is no other option than to drive to the airport.	M	Underway
<b>23. Communication</b>		
<b>23.1 Increased communication to families about available support services</b>		
Seek to secure increased resourcing to grow family communications capability in Defence.	M	Ongoing
<b>24. Pets and Deployment</b>		
<b>24.1 Reimbursement or allowances for the boarding and care of pets for members who are deployed or posted overseas</b>		
Raise awareness of the impacts (stress, financial and capability) on single members and Married With Dependents (Unaccompanied) families when no family remains in location during a deployment to care for pets.	M	Underway
Advocate for policy to include both international and domestic deployments both short (minimum 4 weeks) and long-term such as COVID assist, bushfire relief etc.	M	Underway
<b>25. Community Centres</b>		
<b>25.1 Dedicated Defence owned Community Centre for Ipswich/Amberley (South Queensland)</b>		
Engage with stakeholders to support increased services for this region.	L	Underway
<b>25.2 Veteran Wellbeing Centres designed to support Defence families as well as veterans</b>		
Participate as advisors in the establishment and ongoing improvement of centres.	L	Ongoing
Ensure Defence families' needs are considered in the development and operation of centres.	L	Ongoing
<b>26. Engagement with Support</b>		
<b>26.1 Empower ADF member to seek support for them and their families</b>		
Advocate for messaging which reduces hesitancy to seek help.	L	Ongoing
Advocate for review and update of processes, policy and culture which suggest negative career impacts for speaking up.	L	Ongoing
Advocate for and deliver communications tailored to families to highlight the scope for support and that it's suitable to ask for help if needed.	L	Ongoing
<b>27. Consultation</b>		
<b>27.1 Ensure consultation includes those with lived experience, as well as the relevant expertise</b>		
Apply wherever required in DFA's work.	L	Ongoing
<b>28. Licence and Registration</b>		
<b>28.1 National recognised process to transfer licence and vehicle registration for Defence members and families between states and territories</b>		
Liaise with current advocacy bodies to support submissions.	L	Ongoing

<b>29. Family Connection</b>		
<b>29.1 Permit recommencement of reunion travel as pandemic restrictions ease</b>		
Request the reinstatement of reunion travel for overseas deployments, in line with Allied Nations.	<b>S</b>	<b>Complete</b>
<b>29.2 Reintroduction of reunion travel for domestic postings and deployments</b>		
Request the Chief of Defence to encourage Command to support reunion travel requests for all families currently Married With Dependents (Unaccompanied) or separated parents away from their children.	<b>M</b>	<b>Ongoing</b>
<b>30. Community Connection</b>		
<b>30.1 Support grassroots initiatives to connect the Defence community</b>		
Maintain a mentoring, advisory and supporting role to numerous partners and small Not For Profit's to establish engagement options for the community.	<b>S</b>	<b>Ongoing</b>
<b>31. Afghanistan Evacuation</b>		
<b>31.1 Streamlined pathways for the families to engage with and support Afghan evacuees</b>		
Publish a concise summary of current government services and tangible ways the community can support Afghan evacuees.	<b>S</b>	<b>Complete</b>
Connect service delivery stakeholders to establish programs and clear pathways for Defence families to support Afghan evacuees.	<b>S</b>	<b>Complete</b>