

Defence Families of Australia National Delegate

The Role

A DFA National Delegate represents the families of current serving ADF members in a set region within Australia, and manages the day-to-day business of DFA within that region. The role contributes to National advocacy for Defence families through a seat on the DFA National Executive Committee.

Appointment

National Delegates are appointed by the Minister for Defence Personnel in an initial part-time capacity.

Interviews are conducted by a panel including the Defence Family Advocate of Australia and Head of DFA, Ms Sandi Laaksonen-Sherrin. The successful applicant is then recommended by the Advocate to the Minister for appointment. The initial appointment period is one year. Approaching the end of this appointment period, reappointment can be requested for an additional period of two years at a time.

Eligibility

A National Delegate:

- Must reside in the region which they are representing.
- Must have knowledge and/or firsthand experience of the Defence community and lifestyle.
- Will need to be flexible to undertake occasional travel as required to fulfil the duties of the role.
- Will need to have some flexibility in the hours they are available due to the inconsistent hours of the role.
- Must not be a current employee of the Commonwealth.
- Must not concurrently be a committee member, coordinator or employee of a Defence Community Centre or Group unless agreed by the DFA National Executive Committee that their nomination will be suitable and in the best interests of DFA.
- A minimum Baseline security clearance is preferable, but can be sponsored if the successful applicant does not have one.

Selection Criteria

1. Demonstrated knowledge, empathy and understanding of Defence families;
2. Effective written and oral communication, including the ability to write evidence-based reports. Delegates must be able to present information about the organisation and engage with a broad range of stakeholders in small or large groups.
3. Demonstrated organisational skills, including the ability to determine priorities and manage workloads whilst working individually as part of a team;
4. Ability to act with diplomacy and discretion when dealing with sensitive and confidential issues;
5. Excellent interpersonal skills including the ability to consult, negotiate and liaise with key stakeholders on behalf of members, and a demonstrated ability to establish sound working relationships with internal and external agencies.

National Delegate Duty Statement

National Delegates perform the following duties:

- Build and maintain excellent working relationships with a range of stakeholders to be able to give informed advice and advocacy for Defence families, and in order to be able to see trends developing in a region. This includes relationships with:
 - Defence families in the region,
 - Commanding Officers, Units, Chaplains and other Defence representatives in the region,
 - Regional Managers of Defence Housing Australia (DHA), Defence Member and Family Support Branch (DMFS), and Toll Transitions,
 - Defence Community Centre Coordinators
 - Representatives of ex-service organisations, where appropriate.
- Represent DFA at presentations, events and on regional consortiums or committees as required.
- Attend welcome events, welcome days annually and attend family groups or call family group coordinators every quarter personally.
- Provide assistance, advocacy and/or information to Defence families regarding individual, community or regional situations.
- Consult with a broad range of stakeholders to identify and address issues affecting Defence families. This information will be consolidated into a regional overview report which will be delivered to the Executive Committee annually.
- Provide regular feedback to the Defence Family Advocate and Committee on the region.

- Where restrictions permit, travel to Canberra to attend DFA Executive Forum, and to regional centres twice a year or as agreed with the Defence Family Advocate. Travel to remote localities occurs less frequently, such as annually or bi-annually, or agreed with the Defence Family Advocate.
- Contribute to DFA's social media and communications strategy in accordance with the relevant social media documents.
- Must agree to abide by the terms and conditions of the Terms of Operation (which include the Code of Conduct) and the Operating Guidelines.
- Maintain the assets provided with the position.
- Advise the Defence Family Advocate in writing of work that is outside of DFA.
- Ad hoc duties as directed.

Terms of Office

- National Delegates are appointed for an initial term of one year
- This position is a part-time role paid in accordance with the Remuneration Tribunal (*Remuneration and Allowances for Holders of Part-Time Public Office*) *Determination 2022 which came into effect on 01 July 2022*, plus expenses.
- At the conclusion of the initial term, subject to the satisfactory performance of the stated duties, a recommendation for an extension of tenure can be made to the Minister responsible for Defence Personnel by the Defence Family Advocate.
- Appointments can be terminated according to the DFA Terms of Operation or a Delegate can elect to leave prior to the completion of their appointed period.

Current Remuneration

- Appointees to DFA are paid daily sitting fees which require the submission of claim forms. The current remuneration is \$431 per day.

Organisation – Positions and Structure

DFA operates at national, regional and local levels. At the national level, the Executive Committee plans the strategic direction of DFA. The Executive Committee currently comprises the following appointments:

- Defence Family Advocate;
- Deputy Defence Family Advocate;
- National Projects Officer;
- National Communications Lead;
- Digital Marketing and Communications Officer; and
- Eight National Delegates representing different regions throughout Australia.

Code of Conduct

DFA Appointees are expected to behave and carry out their responsibilities in a manner consistent with the best interests of DFA, Defence and Defence families and in accordance with the 6 values as listed below.

These values represent the core culture of the organisation and are the key drivers which underpin all of our activities.

- **Courage** – We are committed to continuous improvement and acting with fairness, integrity and respect in all areas of our work.
- **Credibility** – We are open and accountable to Australian Defence Force families, the ADF community and within the framework of Ministerial responsibility.
- **Collaboration** – We empower each other, stakeholders and families to achieve quality and positive outcomes through communication and teamwork.
- **Impartial** – We act with transparency to drive positive change which is beneficial and dutiful.
- **Respectful** – We embrace diversity and communicate openly and honestly.
- **Service excellence** - We act as the voice for those that may not otherwise be heard, using our knowledge of the Defence support system to achieve desired outcomes.

