

A COMMANDERS AND MANAGERS GUIDE TO Responding to Family and Domestic Violence

Third Edition, July 2021

A Commanders and Managers Guide to Responding to Family and Domestic Violence

Third edition

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FOREWORD

Family and domestic violence is a major issue in Australian society, affecting people of all genders. It is fundamentally against Defence's values and behaviours. It destroys lives and relationships, erodes team cohesion and undermines the values of the Australian Defence Force and the Australian Public Service.

Unfortunately, there is a strong stigma associated with family and domestic violence and many victims express fear for themselves, their children and their partner if they were to report the violence. For these reasons, we know that most violence goes unreported.

Family and domestic violence is illegal, and incongruent with Defence values. We take a proactive and long-term approach to address family and domestic violence. When responding to allegations of family and domestic violence, Defence will prioritise the safety of all parties.

Defence is actively engaged in the national response to addressing and reducing family and domestic violence. We are developing and implementing a range of strategies to ensure that we can support people in the Defence community who are experiencing violence.

This guide aims to provide commanders and managers with information about how to support someone experiencing violence or who is involved in a disclosure of violence. It also provides guidance for individuals who become aware of allegations of family and domestic violence.

We ask each of you to step forward as leaders and provide all reasonable support to our staff who may be affected by family and domestic violence. Central to our approach is equipping our people to identify violence when it is occurring and referring people to the services that are best equipped to support them. Take the time to familiarise yourselves with this guide and develop an understanding of this significant and complex issue.

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Greg Moriarty
Secretary of Defence

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General Angus Campbell, AO, DSC
Chief of the Defence Force

OVERVIEW

Workplaces can play an important role in preventing and responding to family and domestic violence. Specifically, commanders and managers can assist by **recognising** family and domestic violence, **responding** to a suspicion or disclosure and **referring** on.

There are four key actions to consider and follow in order to respond appropriately to a disclosure of family and domestic violence (whether it is in relation to a victim or a perpetrator).

Offer support

If you suspect that someone is experiencing family and domestic violence, then it is crucial that you sensitively ask them about it. If someone discloses their experience of violence, your role is to listen, to provide support, and refer them to specialist services that can help them make informed decisions in order to prioritise their safety. For further guidance refer to [page 9](#) or the '[referral pathways](#)' section in this guide, [page 26](#) onwards.

Check Defence policies/entitlements

There are a number of workplace entitlements and provisions within ADF and APS policy for those affected by family and domestic violence, such as taking leave or accessing flexible work arrangements; refer to [page 23](#) for further information. Additionally, for partners of ADF members who are affected by violence, there are also a number of Defence support options available, such as accessing emergency accommodation ([SAFE scheme](#)); refer to [page 24](#) for further information.

Reporting requirements

Commanders and managers need to be aware of and comply with relevant internal and external family and domestic violence reporting requirements. **Internal reporting requirements** refers to Defence's organisational policy and procedures such as, at minimum, raising an incident report or reporting an incident to a Defence Investigative Authority; refer to [page 15](#) for further information. **External reporting requirements** involves reporting an incident to police, mandatory reporting laws (mainly in relation to child protection legislation) or complying with privacy and confidentiality laws; refer to [page 22](#) for further information.

Protection orders

In accordance with, [MILSPERMAN Part 9 Chapter 4](#), there a number of additional reporting requirements in relation to ADF members and protection orders; refer to [page 20](#) for further information.

INTRODUCTION

Every person has the right to live free from abuse and the threat of violence. Family and domestic violence is a pervasive social issue that affects the whole community, including the workplace. Accordingly, a wide range of Defence members and employees may engage with people who are affected by family and domestic violence, in some form, during their time at work.

It is important that a whole-of-government and community approach is implemented, in order to provide early intervention and timely support for those affected by family and domestic violence.

The terms domestic violence, family violence and intimate partner violence are often used interchangeably, as are victim and abused and perpetrator and abuser. For consistency, however, this guide uses the terms family and domestic violence and victim/perpetrator.

The purpose of this guide is to assist commanders and managers to develop the required skills and confidence when responding and supporting defence personnel (ADF, APS and contractors) in reported or suspected instances of family and domestic violence. The guide provides:

- awareness of the signs of family and domestic violence in order to facilitate early intervention
- an understanding of Defence's approach to responding to family and domestic violence
- clarification of the legal obligations and Defence's reporting requirements for family and domestic violence
- information on the referral pathways to facilitate access to specialised supports.

What is family and domestic violence?

While definitions of family and domestic violence vary, there is a general acceptance that family and domestic violence is an abuse of power by a person over a partner, ex-partner, family or household member.

Family and domestic violence is defined by the Department of Human Services¹ as conduct that is violent, threatening, coercive, controlling or intended to cause the family or household member to be fearful. A non-exhaustive list of examples include:

- physical, verbal, emotional, sexual, spiritual or psychological abuse
- neglect
- controlling money
- stalking
- harm to an animal or property
- restricting spiritual or cultural participation
- exposing children to the effects of these behaviours.

It is important to be aware that victims of family and domestic violence may live in fear for themselves and their family, even when they have left an abusive relationship. People from all walks of life can be affected by family and domestic violence and it can occur in any family regardless of ethnicity, culture, religion, sexual orientation, marital status, age, gender, or socioeconomic status.

It can also occur in all types of relationships including:

- current or past relationships
- family members
- carers and guardians
- members of a household
- Indigenous or culturally recognised family groups.

Although, women and children are more often the victims, men can also be victims and women can also be perpetrators. Research suggests that some people are more vulnerable to becoming victims of family and

¹ Department of Human Services. (n.d). *What is family and domestic violence*. Retrieved from <https://www.servicesaustralia.gov.au/individuals/subjects/family-and-domestic-violence/what-family-and-domestic-violence>

domestic violence based on factors such as gender (female), people with a disability, people from culturally and linguistically diverse (CALD) backgrounds, and lesbian, gay, bisexual, transgender, intersex, queer/questioning and asexual (LGBTIQA+) individuals².

Many types of family and domestic violence are criminal offences. This can include offences against the person such as murder, sexual offences, sexual servitude, assault (whether aggravated by injury or not), and certain intimate image offences as well as offences against property such as breaking into a house, destroying or damaging property, and threatening to destroy or damage property. Other conduct may be dealt with under a broad range of offences such as computer offences or using carriage service offences – for example, harassing/menacing over telephone, video, social media, and internet. Additionally, in some states and territories, a small number of specific offences have also been created to deal with particular types of FDV. An example of this is stalking.

These types of conduct are criminal offences, irrespective of the relationship between the perpetrator and victim. However, the effect of the conduct is often aggravated by the nature of the relationship between the perpetrator and victim.

The states and territories also have legislation to enable offences relating to family and domestic violence to be identified, reported and recorded to ensure that data is captured about the prevalence of this type of offending and appropriate systems and resources are put in place to deal with it. This legislation often also provides victims and vulnerable witnesses with additional protections if they are required to give evidence in court.

² Australian Institute of Health and Welfare. (2019). *Family, domestic and sexual violence in Australia: Continuing the national story* (Cat. No. FDV 3). Canberra: AIHW.

The cycle of violence

Family and domestic violence is fundamentally an issue of power and control. Just because someone does not express anger or aggression with friends or colleagues, does not mean they are not violent towards their partner or family members. In fact, individuals who are violent against their family typically do not use violence against other adults, even when they are angry.

Family and domestic violence, particularly physical violence, tends to occur in a cyclical manner, being preceded by a build-up of verbal abuse or threatening behaviours. Violent episodes are then typically followed by remorse and a period of calm where things may appear to be better before the tension begins to build up again.

An understanding of this cycle of violence helps us to appreciate the pressure a victim may be under to remain in a violent relationship and the difficulties in leaving. It is also important to be aware that leaving a violent relationship is the time when a victim is at increased risk of experiencing violence or for the violence to escalate. Other heightened at-risk periods include during pregnancy or when the victim commences a relationship with someone else.

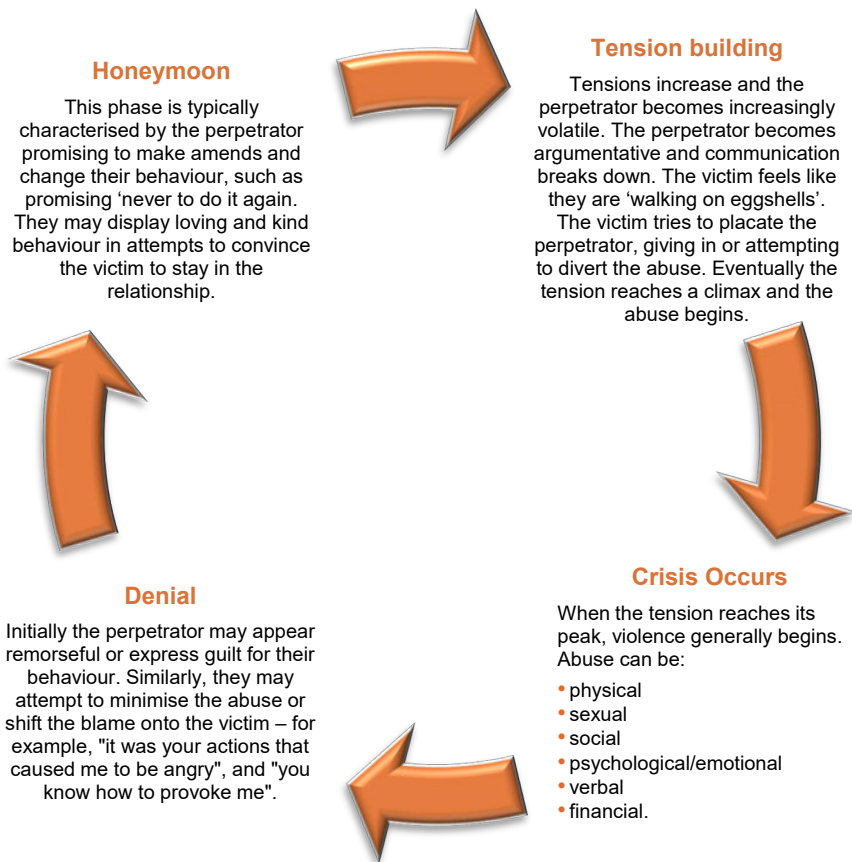


Figure 1: The cycle of violence

The 'cycle of violence' depicted above was adapted from Dr Lenore Walker's 1979 model.

The cycle does not always follow the pattern precisely and each phase may last a different amount of time. Not all family and domestic violence relationships fit the cycle, nor is everyone's experience the same. The model can assist understanding of the dynamics of abuse and/or violence and why it is often very difficult for victims to leave the relationship.

Providing support to someone who discloses that they are a victim of family and domestic violence

Research suggests that people who are experiencing family and domestic violence are more likely in the first instance to seek information and assistance from informal supports, such as friends, colleagues or supervisors³. If someone discloses their experience of violence, your role is to listen, provide support and refer them to services that can help them make informed decisions in order to prioritise their safety. Your response can assist a person to determine their course of action, and as such, it is important to ensure that you are equipped with an understanding of the issues and how you can support someone who discloses an experience of family and domestic violence.

- Prioritise safety.
- Let them talk without judging or laying blame.
- Avoid victim blaming – your job to provide support, not investigate.
- Respect decisions made by the victim.
- Let them know it's not their fault and that the perpetrator is always responsible for their behaviour.
- Don't pressure them into any action. When a victim declines or is unwilling or unable to accept a referral to support services, this decision must be respected, unless there is a government mandatory reporting or Defence obligation requirement to do so; refer to Defence [Reporting obligations](#) in this guide.
- Remain sensitive to diversity, as different cultural and diversity groups may have different support requirements. If you are unsure on how to act then seek further guidance from specialised support services; refer to [Referral pathways](#) in this guide.
- Maintain your relationship as commander or manager, not as counsellor or go-between.

³ Meyer, S. (2010). Responding to intimate partner violence victimisations: Effective options for help-seeking. *Trends and Issues in Crime and Criminal Justice* (No. 389), Australian Institute of Criminology.

- Offer information and options about help available, including phone numbers such as the Defence Member and Family Helpline (1800 624 608) and 1800RESPECT (1800 737 732), which can assist the individual to safety plan or to access legal advice or safe housing when appropriate (such as [SAFE scheme](#) for ADF dependants). In regards to APS employees, commanders and managers can contact their [HR Business Partner or local HR Services Team](#) for further support.
- Most state and territory Legal Aid services can provide advice for family and domestic violence victims free of charge.
- [1800 RESPECT](#) also maintains a comprehensive service directory which enables people to search by state/territory or the service required.

Note: You can encourage someone to seek help but you cannot make the approach for them. It is also important that you realise your own limitations. You cannot control the violence any more than the victim can. It may be impossible to do anything except offer support and referral pathways.

Risk factors

There are a number of 'red flags' or warning signs that indicate a risk of serious or lethal family and domestic violence. Research also suggests that a victim's assessment of their level of risk is a critical indicator of their actual risk⁴.

'Red flags' include, but are not limited to:

- incident (or previous incidents) of attempted strangulation or choking
- history of family and domestic violence (harmed or threatened to harm)
- threats or prior threats to kill a victim and/or children or others close to the victim
- escalation of intensity and/or frequency of the violence
- separation or intent to separate
- pregnancy and early motherhood

⁴ Victorian Department of Human Services. (2012). *Family Violence Risk Assessment and Risk Management Framework and Practice Guides 1–3*. Melbourne, Victoria: Victorian Department of Human Services.

- access to weapons or threats with a weapon
- controlling behaviour – that is, isolation, controlling access to finances or obsessive jealousy etc
- perpetrators' threats or attempts to commit suicide or self-harm
- non-compliance with court order – that is, protection order
- stalking and/or harassment
- pet abuse, or threats to harm pets
- sexual assault of the victim and/or sexual jealousy
- perpetrator drug and alcohol misuse and/or abuse (although alcohol and drug use does not cause violence, it can impact the severity and frequency of the violence perpetrated whilst intoxicated).

If any of the above factors are present then you should use your judgement to determine whether further action is required (such as contacting the police). Furthermore, as FDV typically presents as ongoing, complex and changing, situations can escalate at short notice.

Health and safety considerations in the workplace

Commanders and managers must exercise due diligence to ensure, so far as is reasonably practicable, the health and safety of their people while they are at work. It is important to be cognisant that family and domestic violence, in some cases, may pose a significant risk to the health and safety, not only of personnel who are victims of the violence, but also to the workplace broadly.⁵

- Family and domestic violence can have an adverse impact on a victim's employment, which can exacerbate the overall effects of violence.
- Employment can be a protective factor, and employers and colleagues can assist a colleague who is experiencing violence, by recognising the signs and offering support.
- Family and domestic violence may be perpetrated in the workplace.

⁵ State of Victoria. (2016). Royal Commission into Family Violence. Report and recommendations, Vol. VI. (Parliamentary paper no. 132, session 2014–16). Melbourne, Australia: Royal Commission.

The circumstances in which family and domestic violence may pose a clear Work Health and Safety issue or risk include:

- physical or verbal abuse between partners who are both Defence personnel, specifically, in the same workplace or unit
- threats to a partner or the partner's colleagues in the workplace
- harassment or abuse to a partner or a partner's colleagues at their workplace, either in person or through phone calls and emails
- stalking the partner at work, such as loitering around the workplace premises.

Someone experiencing violence or expressing violent ideations (whether of self-harm or towards another person) may require different work arrangements, or have their role expectations changed. In the context of providing support to someone who has disclosed that they have been the victim of violence, seeking to understand if there are different work arrangements that would better support their retention at work and improve work productivity is important. This could include:

- change of hours, tasks or work location to accommodate personnel needs during times of crisis
- changes to telephone and contact details
- changes to the bank accounts where salary is being paid
- secure parking
- access to flexible work arrangements.

Self-care

As a 'bystander' to family and domestic violence, you may need support yourself to ensure that you are able to provide the best support and referrals to the person who has disclosed their experience of violence. The Defence Member and Family Helpline can provide advice and support to you 24 hours a day.

Providing support to someone who you suspect is a victim of family and domestic violence or hear allegations from a third party

Recognising or identifying domestic and family violence is crucial for early intervention, so that individuals affected can receive support and assistance in a timely manner. However, family and domestic violence can be difficult to identify, particularly if it involves psychological and emotional abuse. It is important to not only be aware, but also to act and to check on the wellbeing of anyone you suspect may be subject to family and domestic violence.

Behavioural indicators

Some indications that a person may be suffering family and domestic violence include:

- changes in work pattern, such as arriving to work late or very early
- excessive use of unplanned leave
- signs of agitation, fear, or depression
- unexplained physical injury particularly to the face, neck or arms
- attempts to conceal an injury or reluctance to discuss it
- receiving numerous calls/texts which appear to be causing distress.

A person may also display these behaviours in the absence of any family and domestic violence; however, it is always worth checking to see if something is wrong when someone displays worrying characteristics that are different from their usual demeanour. Ensure that you ask these questions sensitively in a private and safe environment.

- Talk to the person and try to encourage them to open up, such as “is everything all right at home?” You may need to be direct and start by saying something like “I’m concerned about you because...and I want to help”.
- Listen to what the person tells you and do not worry if the story does not add up.

- Focus on supporting the person – “I know this is difficult to discuss but please know that you can talk to me about what’s happening”; “You are not alone”.
- Encourage the person to get help, but respect that the ultimate decision is theirs.

A commander or manager who becomes aware of a Defence member or employee in these circumstances should refer to the process as outlined in Defence reporting obligations provided in the guide.

Note: It is important to be aware and consider the safety of any children involved, as there are both immediate and long term impacts on children who have witnessed or are living in a violent household. For example, children can experience serious emotional, social, behavioural, cognitive and developmental consequences, such as: aggression, language delay, anxiety, language and learning difficulties and sleep disorders.

How to respond to someone who discloses that they have perpetrated family and domestic violence and seeks your help

If a Defence member or employee discloses to you that they have perpetrated family and domestic violence then it is important to listen without judgement and urge them to access support immediately either through the [Defence Member and Family Helpline](#) (1800 624 608) or, if they do not want support through Defence services, [1800RESPECT](#) (1800 737 732), [Men’s Referral Service](#) (1300 766 491), [MensLine Australia](#) (1300 78 99 78) or [Lifeline](#) (13 11 14). You must also consider the safety of the perpetrator’s dependants and/or people that they reside with. If you are concerned then you should always trust your instinct and contact the police 000 to conduct a welfare check.

Perpetrators of violence may also attempt to minimise their actions and convince themselves and others that they are not responsible. Similarly, perpetrators may view themselves as the victim, even if this is not the case. It is important to acknowledge their decision to seek help, whilst reinforcing that violence is never acceptable and that they are accountable for their behaviour. You can encourage someone to seek help from a support service, but you cannot force someone to change their behaviour or make the approach for them.

Key principles

- Prioritise the safety of the victim(s), rather than 'changing' the perpetrators behaviour.
- Perpetrators are held accountable for their actions – if it is safe to do so, talk to the person and encourage them to accept responsibility for their actions.
- Do not minimise the behaviour – family violence is never acceptable, regardless of any external stressors.

If you are unsure how to deal with an approach, contact the [Defence Member and Family Helpline](#) for advice. Commanders and managers of APS personnel can also contact their [HR Business Partner/ local HR Services team](#). The Helpline can also help in identifying suitable community programs to assist all Defence personnel.

A commander or manager who is approached by a staff member in these circumstances must follow the process as outlined in Defence reporting obligations provided in the guide. If a protection order is in place and the employee who is subject to the order is a member of the ADF, the member's Commanding Officer is expected to restrict access to ADF weapons, body armour and explosive ordnance immediately.

Reporting family and domestic violence in Defence

When reporting family and domestic violence, commanders and managers need to be aware of and comply with relevant internal and external reporting requirements and privacy and confidentiality laws. Internal reporting requirements refers to Defence's organisational policy and procedures, such as at minimum raising an incident report or reporting to a Defence Investigative Authority. External reporting requirements involves reporting an incident to police, mandatory reporting laws or complying with privacy and confidentiality laws.

Commanders and managers need to be aware of and comply with relevant legislation, and Defence's organisational policy and procedures in relation to family and domestic violence. In other words, there is a duty to comply with laws, such as mandatory reporting laws or privacy laws, and commanders and managers also have responsibilities for the personal administration and management of their personnel.

Defence reporting requirements in relation to Family and Domestic Violence are outlined in the following key Defence policies:

- [Incident Reporting and Management Manual, Edition 2](#) (IRMMAN)
- [Defence Instruction Administration Policy](#) (DI ADMINPOL), Annex J-12 – Required behaviours in Defence
- [Complaints and Alternative Resolutions Manual](#) (CARM)

All Defence personnel (ADF, APS and contractors) who have a reasonable suspicion that an incident has occurred, or who have received credible and/or believable information involving a possible incident, have an obligation to report the incident to their manager or commander.

In addition, managers and commanders have a responsibility to **report** and **record** an incident, which are separate and distinct actions.

Defence reporting requirements

There are two types of incident classifications that require reporting in Defence, an **incident** or a **notifiable incident**, and each have differing reporting requirements and mechanisms.

According to the IRMMAN, an incident is defined as *any non-routine event or occurrence that may have an effect on Defence, in particular capability, operations, personnel, security, safety, reputation, property, premises, environment, legal and ethical obligations, obligations to minors, and foreign relations.*

A notifiable incident, as outlined in the [DI ADMINPOL](#), Annex C-4, relates to a type of incident that has additional reporting requirements, such reporting directly to a Defence investigative authority. Broadly, a **notifiable incident** is an incident which is deemed *to be serious, sensitive or urgent*. For example, situations that may bring Defence into disrepute, attract adverse media or parliamentary attention, or adversely affect the efficiency or operational capability of Defence.

If you are unsure whether a particular situation involving family and domestic violence constitutes as an **incident** or a **notifiable incident**, then it is advised to contact the relevant Defence Investigative Authority – that is, military police etc or [DIR manager](#) for personalised guidance; refer to the [Incident Reporting Hub](#) for further information.

Defence recording requirements

It is essential that incidents are accurately recorded in order to demonstrate organisational accountability and to document evidence of decisions made and any actions proposed or taken. Details of the reporting and management of incidents must be recorded in the applicable authorised case management system, typically using a [Defence Incident Record](#) (DIR).

In relation to incidents reported to them, managers and commanders **must:**

1. As soon as practicable, but within 24 hours of commencement of duty, report all required information about a reported incident, to their manager or commander.
2. Assess whether the incident constitutes as a notifiable incident and requires reporting directly to an appropriate internal or external investigative authority; in accordance with the [Incident Reporting and Management Manual](#) (IRMANN) Chapter 3. For further information refer to the [Notifiable Incident Referral Guide](#);
3. Manage any incident until all actions are complete or responsibility for managing the incident has passed to an internal or external investigative authority; and
4. Record a [Defence Incident Record](#) (AE 530), in accordance with the [IRMANN](#), Chapter 2. Where an incident is recorded in the [Army Incident Management System](#) (AIMS) there is no requirement to raise a DIR. For further information refer to [IRMMAN](#), Chapter 2 or the [DIR Instructions](#).
5. Commanders and managers should adhere to any further incident reporting requirements as directed by their service.

There are a number of additional considerations, such as:

1. If the incident involves a minor under the age of 18 years old (as either respondents or complainants), the incident must be reported directly to external agencies and actions taken in accordance with the [Youth Policy Manual](#), Part 1. For assistance with decision making please refer to the flowchart for managing a Youth Protection Event/Incident at [Youth Policy Manual](#), Part 1, Section 3, Chapter 3, Annex A.
2. Consider whether the disclosure/incident requires mandatory reporting to civil police or child protection authorities, as per legislative requirements.

3. Consider whether the incident constitutes as unacceptable behaviour and requires reporting on [ComTrack](#) (within seven days), in accordance with Chapter 3, Part 4, in the [Complaints and Alternative Resolution Manual](#) consider whether the disclosure requires additional reporting in accordance with [IRMMAN](#), Chapter 2, Section 2.21 – that is, Sentinel (AE527), AIMS or a Defence investigative authority;
4. When collecting, using or disclosing sensitive information about a Defence member apply the information management requirements in the [Defence Instruction Administration Policy](#) (DI ADMINPOL), Annex J-10 and [IRMANN](#), Section 2.16.

Privacy and confidentiality

Commanders and managers must maintain the delicate balance between an individual's privacy and the need to disclose personal information to ensure the welfare of Defence personnel or that of a third party.

It is important to ensure that the individual's safety and wishes remain at the forefront of the decision making process when responding to sensitive matters.

Australian Privacy Principle (APP) 6 – Use and Disclosure of Personal Information

A general rule under [APP 6](#) is that a commander or manager can only use or disclose an individual's personal information for the purpose for which it was collected (known as a primary purpose), unless an exception applies.

Exceptions

Where an exception applies, the commander or manager may use or disclose personal information for another purpose (known as a secondary purpose). Key exceptions include:

- The secondary use or disclosure of the personal information is required or authorised by or under an Australian law or a court/tribunal order; refer to Schedule 1 Part 3 6.2 (b) of the *Privacy Act 1988* (the Act).
- When a permitted general situation exists in relation to the secondary use or disclosure of the personal information by the APP entity; refer to Section 16A of the Act.

- When a permitted health situation exists in relation to the secondary use or disclosure of the personal information by the organisation; refer to Section 16B of the Act.

For further details on the above exceptions and to identify all other exceptions, refer to Schedule 1 Part 3 of the Act.

Practical example

An example of when it would be reasonable for a commander or manager to use or disclose personal information for a secondary purpose is:

- A commander or manager receives personal information from an employee during a welfare counselling session. The employee discloses to a commander or manager that they are a victim of family and domestic violence, but requests that it remain confidential.

However, consideration should be given as to whether the employee's information can be kept confidential, as the information relates to a potential offence (in that there has been the suggestion of an assault occurring) and is associated with personal safety,

The manager should explain to the employee the limits of confidentiality and that, given the circumstances, they are concerned for their immediate safety and that they have a duty of care to report the matter to the police.

The employee in the first instance should be encouraged to report the assault to the police (with the commander/ manager's support if requested).

If the employee decides not to contact the relevant authorities, then as the information relates directly to a situation that is considered critical to personal safety and the welfare of the employee, it can be disclosed to relevant external agencies – that is, police with a request for immediate assistance.

References

The use and disclosure of this information could be justified under a number of legislative provisions including, but not limited to, the *Privacy Act 1988* and the *Work Health Safety Act 2011*.

For further guidance refer to the [Office of the Australian Information Commissioner](#) webpage.

Protection orders

The predominant legal response to family and domestic violence in most Australian states and territories is the use of civil protection orders. Protection orders may also be called domestic violence orders, apprehended violence orders, restraining orders, prohibition orders or other similar terms. Protection orders are protective in nature. In the first instance, protection orders generally offer a fast response to potential or alleged violence, and therefore speedier protection.

In some cases, a protection order can be issued by consent of both parties with no admission as to facts, or can be issued as an interim measure before any of the factual circumstances are tested. They may or may not be made permanent, or for a specified duration, at a later stage. Protection orders can be initiated by the police, or sought by a victim independently of the police, and can include voluntary undertakings.

The term 'Protection Order' includes interim or provisional orders as well as any voluntary undertakings (for example, to a court or to Police) given by a person which have a similar restricting effect to that of a formally imposed protection order.

To improve the protection of family and domestic violence victims, under the National Domestic Violence Orders Scheme (NDVOS), protection orders issued in any Australian jurisdiction on or after 25 November 2017 are automatically recognised and enforceable nationally.

Criminal charges do not always follow when a protection order is put in place. As not all types of family and domestic violence are criminal offences, there are many cases where police and prosecutors might seek a protection order for the victim, but not pursue criminal charges. Even if there is an allegation of criminal behaviour, there may be legitimate reasons why criminal charges are not ultimately pursued. This does not mean that the behaviour did not occur, nor does it mean that the complainant was lying.

Once a protection order is imposed, it is a crime to breach the order.

In accordance with [MILPERSMAN](#) Part 9 Chapter 4 – Protection Orders:

1. An ADF member who is protected by a protection order if it is likely to directly or indirectly influence their performance, duty or daily routine, or where it is likely to affect Defence business or reputation, must notify their commanding officer either in writing or by email as soon as possible but no later than 24 hours after its issue or, for reserve members not on duty, during the first period of duty after being advised.

2. An ADF member who is a respondent to a protection order must notify their commanding officer of the protection order in writing within 24 hours, or for reserve members not on duty, during the first period of duty after being advised.
3. A commanding officer of a person named in a protection order whose actions are being restricted (Respondent) must instigate actions in accordance with [MILPERSMAN](#) Part 9 Chapter 4, Section 4.13-4.17. A protection order however does not equate to a Court finding that family and domestic violence has occurred. In some cases, a protection order can be issued by consent of both parties with no admission as to facts, or can be issued as an interim measure before any of the factual circumstances are tested. Each protection order must be considered on its individual factual basis.
4. Commanding officers are responsible for ensuring that details of Protection Orders and Weapon Protection Orders (including any interim protection orders) are entered into an ADF member's Defence One/PMKeyS as per the Conduct Reporting and Tracking System (CRTS) policy contained in [MILPERSMAN](#) Part 9 Chap 8. The details to be recorded include the length and cessation date for the order, as well as details concerning possession or use of weapons. Whilst the protection order is in force, the unit is to ensure any amendments to a protection order are entered in Defence One/PMKeyS. When the protection order ceases, the unit is to close the case in Defence One/PMKeyS.
5. Commanding officers are also responsible for determining whether an ADF member's individual readiness, deployment availability or posting may be affected and advising the relevant Career Management Agency (CMA) accordingly.
6. In accordance with [MILSPERSMAN](#) Part 9 Chapter 5 – Court or Police Orders Restricting Access to Weapons or Firearms:
 - a. Regardless of whether the protection order specifically limits or restrains access to weapons or not, a commanding officer must restrict the member's access to ADF weapons immediately.
 - b. If the ADF member has personal firearms and/or ammunition stored in an ADF armoury, and there is a restriction in the protection order in relation to firearms, these are not to be released directly to the ADF member and the surrender of such firearms and/or ammunition is to be conducted in accordance with state/territory police practices.

Legislated mandatory reporting

If you are unsure whether you need to report a case of family and domestic violence it is best to get personalised advice; you can contact the Defence Family Helpline for advice or the relevant child protection authority.

Each state and territory in Australia have mandatory reporting laws that differ in application and scope. There are some Defence members and employees who, due to the nature of their position in a particular state are required to report certain matters to relevant state authorities notwithstanding they may wish a disclosure to remain confidential. In particular, certain Defence personnel may be required under mandatory reporting laws to report the exposure of children to family violence, when it is suspected that it constitutes child abuse.

A summary of the reporting requirements and contact details for each state and territory office can be accessed from the Australian Institute of Family Studies document '[Reporting Abuse and Neglect: State and Territory Departments Responsible for Protecting Children](#)'.

Reporting child abuse and neglect is a community-wide responsibility and anyone can report their reasonably grounded concerns to the relevant State or Territory authorities. Voluntary individuals who report are also protected with regard to confidentiality and immunity from legal liability. For further information in relation to the legislative responses to family and domestic violence contact a Defence legal officer.

Defence policies/entitlements

Leave

There are leave provisions within ADF and APS policy for those affected by family and domestic violence. Reasons for accessing leave may include:

- attending medical or counselling appointments
- moving into emergency accommodation or seeking more permanent safe housing
- attending court hearings
- attending police appointments
- attending family dispute resolution
- accessing legal advice
- organising alternative care and education arrangements for children.

Where Defence personnel have exhausted their leave entitlements, it may be appropriate for them to access other flexible workplace arrangements.

ADF specific policies

[PACMAN Chapter 5 Part 11](#) – Short Absence from Duty – While there is no policy entitlement for ADF members to take leave specifically to manage a family and domestic violence situation, short leave can be considered for 'reasonableness' by the delegate. Up to five consecutive working days absence can be approved by someone not below Major/APS6 and up to 20 consecutive working days by someone not below Brigadier/SES Band 1.

[PACMAN Chapter 5 Part 9 Division 8](#) – Leave to attend civilian court proceedings – A member of the ADF who is attending a court or tribunal proceeding may be granted short absence from duty or leave without pay.

[PACMAN Chapter 5 Part 9 Division 3](#) – Carer's leave may also be considered if the ADF member has to care and support dependants who are sick, or injured, or affected by an unexpected emergency. Up to 10 working days can be taken in a leave year.

[PACMAN Chapter 5 Part 9 Division 2](#) – Compassionate leave is available to ADF employees, as is leave for employees who are unfit for work due to health reasons.

APS specific policies

APS employees may access:

- Personal/carers leave if they are affected by family or domestic violence.
- First-level supervisors are able to grant up to five days at a time of paid miscellaneous leave for domestic violence purposes.
- SES Band 1 (E) and above may grant any period of miscellaneous leave for domestic violence purposes. Leave granted by SES may be at either full pay, half pay or without pay.
- Employees may access flexible working arrangements with supervisor approval.

Refer to the [APS People policy guidance on miscellaneous leave for family and domestic violence purposes](#)

ADF partner entitlements

Emergency accommodation ADF dependents

[PACMAN Chapter 7 Part 5 Section 7.5.3](#) – Temporary Accommodation Allowance – Special Accommodation for Emergencies (SAFE) – The Special Accommodation for Emergencies (SAFE) scheme through the Defence Member and Family Helpline, provides accommodation for the dependants of ADF members who cannot remain in their home due to threat of or actual domestic crisis. SAFE is also available for the ADF member when appropriate. Ideally SAFE should be accessed before a situation escalates.

The Defence Member and Family Helpline can also facilitate access to community-based emergency accommodation services for those who are not ADF or ADF dependants.

Open Arms (formally Vietnam Veterans' Counselling Service) also provides a Crisis Accommodation Program (CAP) for current and former serving ADF members and their partners. CAP aims to provide short-term 'time out' accommodation for up to five days. This allows time to interrupt a potentially dangerous domestic situation, to seek Open Arms assistance to help address the issues that contributed to the crisis, and to reintegrate into the family and/or community.

Breakdown of service recognised relationship

[PACMAN Chapter 6 Part 5 Division 10](#) – Assistance for non-Service person on breakdown of marriage or interdependent partnership – A non-Service partner may be entitled to a removal when their relationship with a member posted within Australia breaks down. The request for removal must be made in writing to Toll Transitions (1800 819 167). A removal will only be granted if the ADF member has given their written consent or a court or property order is in place. Storage costs are only paid during the actual removal.

[PACMAN Chapter 9 Part 3 Division 2](#) – Travel on breakdown of marriage or interdependent partnership – On breakdown of a relationship, a non-service partner and their dependants are entitled to travel to the same location for which they are entitled to a Commonwealth funded removal. Reasonable overnight accommodation costs can also be funded.

Refer to the [DMFS 'Relationship Breakdown Handout'](#) for further information. This handout is a good resource for Defence members and their civilian partners as it outlines the administrative process that must be undertaken, and the entitlements that may be available upon the breakdown a relationship. The resource can be accessed from the [DMFS website](#).

[PACMAN Chapter 7 Part 6 Division 9](#) – End of entitlement to live in a Service residence – Under Clause 7.6.59, on breakdown of a relationship the member or dependants may be approved to remain in the Service residence for up to 28 days. An authorised person can approve an extended period of stay under exceptional circumstances.

Referral pathways

If you suspect that someone is at imminent risk of harm, either in an abusive relationship, or having recently left an abusive relationship, you should contact the police on 000.

Defence support resources

Defence Member and Family Helpline

1800 624 608 or from outside Australia +612 6127 1600

The [Defence Member and Family Helpline](#), operated by the DMFS, offers 24-hour advice, intervention and referrals to commanders, managers and Defence personnel and their families. Contact can be made anonymously.

All presentations of family and domestic violence are unique and support provided by Helpline staff will vary dependent on individual circumstances. The safety of the caller and any children are paramount and callers who feel they are in immediate danger are advised to ring the police.

After assessment of the situation and with the caller's consent, referrals are made to state/territory authorities, support groups or community services as appropriate. Safety planning also includes advice on services available including 1800RESPECT. The Defence Member and Family Helpline may also organise referral to a locally based Defence Social Worker.

The Helpline can facilitate access to emergency accommodation in situations where dependants of ADF members who cannot remain in their home due to threat of or actual domestic crisis and there are no other options for accommodation. The Defence Member and Family Helpline can also facilitate access to community-based emergency accommodation services for those who are not ADF or ADF dependants.

Sexual Misconduct Prevention and Response Office (SeMPRO)

1800 736 776

SeMPRO is a victim-centric service that provides a 24 hour, seven days a week response and advice service. SeMPRO offers confidential case management and support services to all to Defence personnel, former members, ADF cadets and their families who have been impacted by sexual misconduct. The service ensures the physical and emotional safety of the victim, assists personnel to navigate Defence's complex systems, coordinates services, and provides resources and education

material. All callers to SeMPRO determine the amount of information shared and whether or not to declare the sexual misconduct as family and domestic violence.

ADF Chaplaincy

Defence chaplains provide for the spiritual and pastoral needs of ADF members and their families. Chaplains are trained ministers from their respective faith groups but give support regardless of a person's background or beliefs. Chaplains can provide help and support with issues such as interpersonal relationships, family matters, loneliness and separation from home/family.

Chaplains are present and have an on-call system in every military region. They can be accessed through the Defence Switchboard 1300 333 362 (from outside Australia +61 2 6144 9190) or the [Defence Member and Family Helpline](#) can provide contact numbers outside business hours.

Reserve Assistance Program (ADF)

1300 687 327

The Reserve Assistance Program provides Reservists who render service, and their families, with access to a confidential, cost free, professional counselling service. The program can provide counselling face-to-face, by telephone or email or over the internet.

Employee Assistance Program (EAP) (APS)

1300 687 327

The EAP is a free and professional counselling service for all APS employees and their immediate families to help them resolve work-related problems or personal problems that may impact on the Defence employee's working life. ADF supervisors of APS employees can also access the Manager Hotline component of the program to assist them when dealing with difficult workplace issues.

HR Connect

HR Service Teams can provide guidance and support in relation to APS HR matters, such as accessing flexible work arrangements or managing difficult situation.

There are a variety of local HR Services Teams located across Australia and you can access your local team through the [People Connect webpage](#).

External support services

The following list of services is not exhaustive. They are representative of national services that can provide support and link clients into other state/territory based services if required.

National Sexual Assault, Domestic and Family Violence Counselling Service – 1800RESPECT (1800 737 732)

[1800RESPECT](#) is the National Sexual Assault, Domestic and Family Violence Counselling Service for people living in Australia. The service provides a professional telephone and online, crisis and trauma counselling service 24 hours a day, seven days a week.

1800RESPECT also maintains a comprehensive [online service directory](#) which enables services to be searched according to state/ territory or the service required. For example, there are a range of services that can support the particular needs of different groups, such as Culturally and Linguistically Diverse (CALD) services, disability services, Aboriginal and Torres Strait Islander services, and members of the lesbian, gay, bisexual and transgender community.

MensLine Australia

1300 789 978 – All hours.

[MensLine Australia](#) is a professional telephone and online support, information and referral service, helping men to deal with relationship problems in a practical and effective way.

Men's Referral Service

1300 766 491

The [Men's Referral Service](#) is provided through the 'No to Violence' service and offers assistance, information and counselling to aid men who perpetrate family violence.

NSW and TAS open 24/7 and all other states the service is available from 8am – 9pm (Monday to Friday) and 9am- 5pm (Saturday and Sunday).

Lifeline

13 11 14

[Lifeline](#) provides a 24 hour telephone crisis line.

Kids Helpline

1800 55 1800

[Kids Helpline](https://www.kidshelpline.com.au) is a free, private and confidential, telephone and online counselling service specifically for young people aged between 5 and 25. Kids can any time, day or night, or make contact on the website www.kidshelpline.com.au

Accessibility support

You can also use the following services to help you access these support organisations.

National Relay Service

133 677

For callers who are deaf or have a hearing or speech impairment – TTY/Voice Calls – phone and ask them to contact the service you require.

Speak and Listen

1300 555 727

Call and ask them to contact the service you require.

Translating and Interpreting Service

13 14 50

Call and ask them to contact the service that you require.

Myths and facts

Some community attitudes may excuse and inadvertently reinforce family and domestic violence. Victim blaming can occur, which undermines perpetrator accountability and excuses their behaviour. Rather than questioning the perpetrator's violent behaviour, the focus may be incorrectly based on what the victim does or doesn't do.

Commanders and managers can play a vital role in ensuring that Defence is a safe and supportive workplace by challenging inaccurate attitudes or beliefs by starting a conversation to reinforce what is acceptable and unacceptable.

MYTH: Family and domestic violence is not a problem in Defence.

FACT: Defence is not immune; we know that it does occur in Defence, across the ADF and APS. However, it can be very difficult to report on statistics specifically in relation to Defence. This is complicated by a number of factors, such as the tendency to under-report due to the Defence culture, and access to community agencies instead of Defence mechanisms.

MYTH: Family and domestic violence only happens to women.

FACT: Firstly, family and domestic violence does not discriminate and occurs across all age, demographic and socioeconomic groups. While women are more likely to experience family and domestic violence, it must also be acknowledged that 6.1 per cent of all men aged 18 years and over (0.5 million men or 1 in 16 men) have experienced physical and/or sexual violence by a cohabiting partner since the age of 15⁶. One in 4 (23%, or 2.2 million) women have experienced emotional abuse by a partner since the age of 15, compared with just over 1 in 6 (16%, or 1.4 million) men.

MYTH: Family and domestic violence is a private/ family matter

FACT: Family and domestic violence is not acceptable – ever. It requires a concerted community effort to hold perpetrators accountable for their behaviour.

⁶ Australian Bureau of Statistics 2016, Personal Safety Survey

MYTH: Family and domestic violence is a one-off occurrence.

FACT: Although one-off incidents occur, family and domestic violence tends to be repeated, often intensifying over time. Where physical violence occurs, emotional abuse is almost always present. Refer to the Cycle of Violence

MYTH: Family and domestic violence only occurs in heterosexual relationships.

FACT: Family and domestic violence happens in all kinds of families and relationships. People of any sexual orientation can be victims or perpetrators.

MYTH: If it was that bad, the victim would leave.

FACT: There are many factors that can prevent someone leaving a violent home including protection of children, shame, and fear of reprisal, financial constraints, social isolation or loyalty to the perpetrator. This does not mean the violence is acceptable or not serious and dangerous for the victim and their family. Leaving a relationship can be the most dangerous time. Just because a victim has left a relationship, does not necessarily mean that the abuse stops. It should also be noted that victims frequently leave, or attempt to leave, more than once before they leave permanently.

MYTH: Alcohol, substance abuse, and mental illness cause family and domestic violence.

FACT: Family and domestic violence is fundamentally about power and control. While there may be factors that contribute to the escalation of violence none fully explain why family and domestic violence occurs in one instance and not in another – they may occur with family and domestic violence, but they do not cause the violence.

MYTH: Family and domestic violence is only physical in nature.

FACT: Family and domestic violence is any behaviour that is coercive, threatening or causes fear. Not all violence is physical in nature, but this does not lessen the severity of the issue. Often it is emotional and verbal abuse involving the perpetrator having control over their victim and diminishing the victim's sense of independence and self-control.

MYTH: Family and domestic violence only affects the immediate people involved.

FACT: Effects are felt by many people, some of whom may not know the perpetrator or victim well. They can be felt by colleagues, children, extended families and witnesses and can have a deep and lasting impact.

Reporting Flowchart

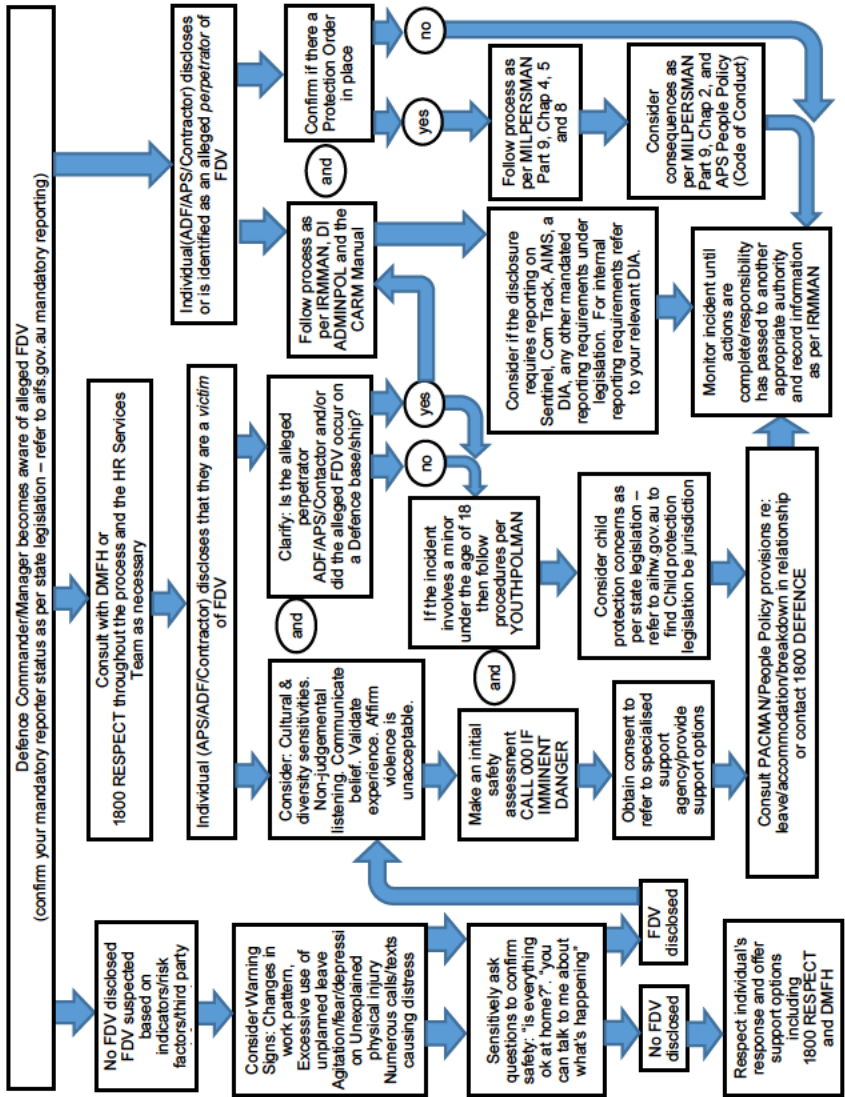


Figure 2: Reporting Flow-chart

General principles for a situational appraisal

Family Domestic Violence (FDV) is a serious and complex issue that can present in many forms. Unfortunately, there is no risk assessment tool that can, with accuracy, predict who is risk of serious or lethal harm. Further, a growing body of research indicates that all forms of FDV cause damage to the person experiencing the violence and that predicting psychological risk is a developing field of neuropsychology still in its infancy

As a leader or manager in the ADF you are not expected to be a subject matter expert (SME) in FDV. The information in this guide is intended to give you some information and resources to use when you encounter FDV in your role as a leader or manager. The FDV may be disclosed to you, third hand, suspected, alleged, rumoured or being investigated and/or prosecuted by civilian or military police.

As noted in this guide (page 10) you do not have an investigative role. Your role is to **respond** appropriately, **report** the FDV where appropriate and **refer** the matter to SMEs.

These general principles should be considered as a starting point:

- Note the Behavioural Indicators ([page 13](#))
- Familiarise yourself with the Risk Factors that can be associated with an escalation of FDV ([page 10](#))
- Respond appropriately ([pages 9, 13](#) and [14](#))
- Remember that there are a range of legislated reporting requirements. ([page 22](#))
- Remember that there can be Defence reporting obligations ([page 16](#))
- Under Common Law, if you are aware of a crime (or a suspected crime) you are obliged to report it to the police.

If you are unsure get professional advice ([page 26](#)). FDV is an area where it is better to err on the side of caution. To minimise risk to all of the people involved in FDV, including any witnesses, yourself and others in the workplace you should discuss your concerns with recognised professionals listed in '[Referral pathways](#)' who are trained and experienced in this area.

These professionals can debrief you on your response, discuss further support options, both Defence and community based, clarify your reporting requirements, and provide sound and relevant referrals for the different parties that may be involved.

Risk factors

There are a number of 'red flags' or warning signs that indicate an increased risk of serious or lethal family and domestic violence. Research also suggests that a victim's assessment of their level of risk is a critical indicator of their actual risk.

'Red flags' include, but are not limited to:

- incident (or previous incidents) of attempted strangulation or choking
- history of family and domestic violence (harmed or threatened to harm)
- threats or prior threats to kill a victim and/or children or others close to the victim
- escalation of intensity and/or frequency of the violence
- separation or intent to separate
- pregnancy and early motherhood
- access to weapons or threats with a weapon
- controlling behaviour – that is, isolation, controlling access to finances or obsessive jealousy etc
- perpetrators' threats or attempts to commit suicide or self-harm
- non-compliance with court order – that is, protection order
- stalking and/or harassment
- pet abuse, or threats to harm pets
- sexual assault of the victim and/or sexual jealousy
- perpetrator drug and alcohol misuse and/or abuse (although alcohol and drug use does not cause violence, it can impact the severity and frequency of the violence perpetrated whilst intoxicated). (This guide, [pages 10–11](#))

Behavioural indicators

Some indications that a person may be suffering family and domestic violence include:

- changes in work pattern, such as arriving to work late or very early
- excessive use of unplanned leave
- signs of agitation, fear, or depression
- unexplained physical injury particularly to the face, neck or arms
- attempts to conceal an injury or reluctance to discuss it
- receiving numerous calls/texts which appear to be causing distress.

A person may also display these behaviours in the absence of any family and domestic violence. (This guide, [page 13](#))



Australian Government
Department of Defence



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Defence

Defence Strategy for Preventing and Responding to Family and Domestic Violence **2023–2028**



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Australian Government

Defence

Defence Strategy for Preventing and Responding to Family and Domestic Violence **2023–2028**

Foreword

Family and domestic violence is incompatible with Defence values and behaviours, and of the wider Australian community.

The Australian Defence Force and the Defence Australian Public Service reflect the broad community they serve and support.

Sadly, that means that they, and their families are not immune from experiencing family and domestic violence.

We all need to do our part to eliminate this serious issue from the Defence community, and indeed, the broader Australian community.

The Australian Government is committed to achieving our goal of ending family and domestic violence within one generation. We know more must be done.

It's time to take action now, and a stepping stone to achieving that is the introduction of the *Defence Strategy for Preventing and Responding to Family and Domestic Violence 2023–2028* (the Strategy).

This Strategy aims to uphold Defence values and behaviours in preventing family and domestic violence, support those experiencing violence and break down the barriers that may deter victims from seeking help.

The Strategy also provides support channels for Defence personnel to access appropriate perpetrator intervention services.

This Strategy is underpinned by the four domains detailed in the *National Plan to End Violence against Women and Children 2022–2032*:

- Prevention
- Early Intervention
- Response
- Recovery.

This Strategy demonstrates our commitment to ending family and domestic violence within the Defence community.

Change begins with culture. Cultural change throughout a large organisation is more than creating new policies, procedures and bodies.

It means believing and supporting victim-survivors, prioritising safety, being guided by victim-survivors' needs while also maintaining an approach that those who use violence are responsible for their behaviour.

Cultural change requires a sustained commitment that is driven by our values. Our Defence values are about having the courage and integrity to do what is needed, to do what is right.

Together, we must end family and domestic violence.

If you, or someone you know needs help, support can be accessed 24 hours a day, seven days a week through the below:

- Defence Member and Family Helpline on 1800 624 608
- Employee Assistance Program for APS Staff and families on 1300 687 327
- 1800 RESPECT
- The Sexual Misconduct Prevention Response Office on 1800 SeMPRO
- Open Arms Veterans and Family Counselling service on 1800 011 046
- MensLine Australia on 1300 78 99 78

s22

Hon Matt Keogh MP

Minister for Defence Personnel
Minister for Veterans Affairs

VISION

Defence is an organisation whose personnel are aware of and committed to providing a safe and supportive workplace. Defence is committed to preventing Family and Domestic Violence by working with Defence personnel and their families to support those at risk of, or affected by Family and Domestic Violence through a range of internal and external services.



Figure 1: This figure highlights how the *Defence Strategy for Preventing and Responding to FDV 2023–28* relates to other key internal and external initiatives.

Intent

Defence is a values-based, highly-ethical organisation and our people are our most important capability. It is imperative that as an organisation, Defence takes steps to actively prevent, and respond appropriately to family and domestic violence (FDV) in support of our community. The Defence Values are displayed below:



Over recent years, FDV has gained increasing community visibility. The Commonwealth and State Governments have prioritised responses to tackling the issues associated with FDV.

FDV is unacceptable in Defence. FDV and the impacts it can have on members and families is fundamentally incompatible with the Defence Values.

Defence continues to work towards being an inclusive, supportive and responsive organisation. The previous FDV strategy resulted in raising awareness and understanding of FDV in Defence workplaces through providing specialist training to welfare personnel, and also develop and implement policies to support Defence personnel experiencing FDV. There is, however, more that can be achieved and the *Defence Strategy for Preventing and Responding to Family and Domestic Violence 2023–2028* will continue implementing strategies to both prevent and support Defence personnel impacted by FDV. This approach is in-line with contemporary community objectives and Commonwealth, State, Territory and local government initiatives.

When Defence personnel are subjected to, or use, violence in their relationships, very real costs and impacts flow to the workplace and can impact operational capability. The Defence Strategy for Preventing and Responding to FDV aims to contribute to a Defence community that is safe from FDV and committed to responding effectively to those affected. FDV is a challenging and complex issue; it requires coordinated, comprehensive, and long-term initiatives. Defence as an organisation aims to be responsive to FDV and reflective of the broader Australian community sentiment.

Three action plans to be drafted over the life of the Strategy will develop a coherent and integrated organisational plan to prevent and respond to FDV.

Scope

This Defence Strategy for Preventing and Responding to FDV pertains to all Defence personnel, including Australian Defence Force (ADF), Australian Public Service (APS), contractors and consultants whether permanent, fixed-term temporary, full-time, part-time or casual personnel.

Practical action and support will be provided to Defence personnel and their families, with consideration of the individual employment relationships.

In regards to Australian Defence Force Cadets (cadets, officers/instructors of cadets and volunteers) information is available in the Defence Youth Safety Framework (including YOUTHPOLMAN). This suite of policies provides a framework for youth safety and protection across Defence.

What is family and domestic violence?

For the purpose of this strategy, FDV is defined as conduct that is *violent, threatening, coercive, controlling or intended to cause the family or household member to be fearful*. It can include, but is not limited to:

- physical, verbal, emotional, sexual or psychological abuse
- neglect
- controlling finances
- stalking
- coercive control
- harm to an animal or property
- restricting spiritual or cultural participation
- exposing children to the effects of the above behaviours.

Key terminology and definitions: working towards national consistency

The current National Plan released in October 2022 and discussions at the National Summit on Women's Safety in 2021 highlighted the need for clear and consistent national definitions of the different forms of violence so that everyone can work from a consistent understanding.

National definitions should be used to inform and support program design, public and private sector policies, as well as legislation across jurisdictions to ensure that all Australians have equal access to support and justice. They should also inform everyday working and social experiences as Australia's private and civil sectors apply this consistent understanding to workplaces, community and government settings.

Some key National definitions included in the National Plan are detailed in the Glossary at the end of this document. Terms such as intimate partner violence and family violence are expanded on. For the purposes of this Strategy the definitions in the National Plan are a reference which can be used.

Source: National Plan to End Violence against Women and Children 2022–2032, released in October 2022.

Objectives

The objectives of the Defence Strategy for Preventing and Responding to FDV are to:

- facilitate and co-ordinate appropriate Defence responses to FDV experienced in the Defence community.
- provide those at risk of being subjected to FDV with appropriate supports including referral to specialised victim-centred services.
- acknowledge that those involved in or accused of being involved in acts of FDV are responsible for their behaviour and provide them with appropriate interventions, and referral to appropriate specialised perpetrator services.
- provide Defence personnel with the skills, knowledge and confidence to recognise, respond and refer people at risk of, subjected to and affected by FDV so as to respond effectively to their needs in accordance with Defence Values and Behaviours.
- contribute to the broader community's efforts in preventing FDV by promoting an understanding and awareness of FDV, particularly within a Defence context and its impact on capability.

The four domains and principles of the Defence FDV Strategy

This Strategy will be achieved through a range of actions and activities to be delivered under the four Domains of prevention, early intervention, response and recovery. These domains align with those used in the National Plan to End Violence against Women and their Children. The Defence Strategy for Preventing and Responding to FDV is underpinned by principles that combined with the four domains provide the framework for the development and implementation of updated FDV policies, programs and practices. In developing this Strategy, the guiding principles of the Safeguarding framework have been considered. Defence Values directly link to each domain.

Domain One: Prevention

A consistent strength of character to do what is right exemplifies the Defence value of integrity. Prevention of FDV starts by targeting societal and cultural drivers that produce FDV i.e. the basic factors that induce people to act in a violent or abusive way towards their intimate partners, family members or others in their domestic situation. Defence continues to work towards improving our workplace culture as part of the Diversity and Inclusion Cultural reform.

- The nature of Defence's role requires the highest ethical and moral standards at all levels and in all aspects of our lives.
- Defence will work towards an organisational culture that espouses the Defence Values and Behaviours.
- Regardless of differences such as gender, sexuality, culture, religion, age and ability, Defence personnel are required to exceed community values and standards to prevent and manage family and domestic violence should it occur.
- Defence will communicate messaging on respectful relationships and encourage employees concerned about their relationships to seek support and referrals.
- Defence will embed training to educate Defence personnel about FDV to raise awareness in line with Defence Values through dedicated online and face-to-face training.
- Appropriate and allowable actions will be taken in accordance with individual employment conditions of Defence personnel.
- Defence will continue to raise awareness of FDV and the work being done in support of the National Plan.
- Defence will continue to work with peak bodies in this area to maintain awareness of best practice, and maintain partnerships to enhance prevention approaches and service delivery.
- Defence will manage accused perpetrators according to the specific circumstances including engagement with and referral to accountability systems such as justice and legal systems and programs that support and educate for behaviour changes.

Domain Two: Early intervention

Having the strength of character to do what is right and not waiting for a situation to change or someone else to provide assistance, demonstrates Defence's value of courage. Defence's approach to early intervention in relation to FDV exhibits this through its efforts in identifying and supporting individuals and families experiencing, or at risk of violence by stopping violence from escalating and protecting victim-survivors from further harm. Defence will provide a supportive, flexible and safe workplace for Defence personnel subjected to or affected by FDV.

- Defence will promote access to information about FDV including the support options available through Defence and external agencies.
- Defence will align and coordinate access to support services to best meet the needs of people affected by FDV including alleged or known perpetrators of FDV.
- Defence will scope and develop a common framework of understanding and managing FDV across Defence.
- Defence will implement the means to collate Defence-wide data for identifying the prevalence of FDV, risk factors and evaluate the effectiveness of prevention measures and interventions.
- Defence will work with government and non-government stakeholders to ensure our policies and processes reflect best practice and align with national strategies.
- As an integral part of leadership at all levels, Defence will provide all personnel with the tools and confidence to be ethical bystanders and up-standers in appropriately responding to FDV in their personal and professional lives.
- Defence leaders and managers will undertake training on how to support people subjected to or affected by FDV in a compassionate and appropriate manner.
- Defence will provide FDV Awareness training to all Defence personnel to assist with supporting other Defence personnel subjected to FDV or who may be an alleged perpetrator of FDV.
- Defence will support referral of Defence personnel to participate in perpetrator interventions including civilian perpetrator accountability systems such as the criminal justice system, if deemed appropriate.

Domain Three: Response

Selflessness of character to place the security and interests of our nations and its people ahead of our own demonstrates the value of service. Defence wants personnel or their families experiencing FDV to feel safe to talk to a colleague, manager, or to access Defence frontline services to receive information, support and the referrals they need. Our leaders play a significant role in creating an environment that achieves this. Response includes efforts and programs used to address existing violence and support victim-survivors experiencing violence. It also refers to the response given to perpetrators. Specialised professional FDV services are delivered by States and Territories, local government and the community sector, and are supported at Commonwealth level with national programs and investment.

- Defence will refer those subjected to, or affected by, FDV including alleged or known perpetrators to appropriate services providers in a timely way. We will maintain up-to-date information about external service providers to ensure referrals are appropriate.
- Defence personnel will undertake relevant and targeted training to build effective skills to support people subjected to or affected by FDV in a compassionate and culturally appropriate way.
- Experiencing FDV is a traumatic event and is disempowering in nature; it can be difficult to disclose. Defence will respond with compassion and sensitivity to Defence personnel and families of Defence members subjected to FDV.
- Provision of trauma-informed internal support services that respond to individuals with sensitivity and respect. This type of service includes reducing the number of times victim-survivors have to tell their story, provide a safe space to talk about their concerns and empowering them to make an informed decision through providing clear information about services available.
- Defence will provide support and referral to recognised ADF families in instances where there is a relationship breakdown and they are affected by alleged FDV. Defence personnel who may have experienced a relationship breakdown will be provided with assistance by their Commanders and Managers as required.
- All issues of FDV raised will be taken seriously and managed within the bounds of legal and policy considerations and informed by the wishes of the affected Defence personnel member.
- Defence will provide referrals and supports to those accused of being involved in acts of FDV.
- Defence will support access to perpetrator interventions through:
 - Prioritising safety in relation to all perpetrator interventions.
 - Referral to justice systems as appropriate.
 - Referral to appropriate external programs that educate to change violent behaviour and attitudes.

Domain Four: Recovery

Treating others with dignity and positive regard exemplifies respect. Defence aims to support FDV victim-survivors to work towards recovery by respecting their own identified needs. To facilitate respect in recovery, Defence aims to minimise barriers to recovery and minimise possibilities for re-traumatisation and harm within services and systems. This involves the recognition of victim-survivors' lived experience of trauma and taking steps to prevent experiences that may lead to re-traumatisation when working with and supporting them.

- Defence will align and coordinate Defence support services for victim-survivors.
- Defence will respond with compassion and sensitivity to people who disclose historic FDV, members and family who seek support for FDV will be treated with dignity as they recover, and will support them to make informed decisions free of coercion.
- Those who seek support to address the use of violence in the family will be treated with respect.
- Defence will provide support and education to Defence personnel to reduce the risk of vicarious trauma and promote internal and external resources available for those who may be affected by disclosures and or information.
- Defence will work to co-ordinate and align with internal and external stakeholders to ensure an integrated and coordinated response to those subjected to or affected by FDV.
- Defence will work to provide appropriate timely support and referrals for alleged perpetrators.

Delivering the Strategy

This Strategy will be operationalised over time through three phased enterprise wide action plans that cover the duration of the Strategy and detail the specific mechanisms designed to achieve the strategic objectives. The Strategy Action Plan will focus on five key approaches to operationalise the objectives of the Strategy. These include:

- Communication and Promotion
- Training
- Policy Review and update
- Support Services
- Governance and Accountability

Preventing and responding to FDV requires a collaborative approach across Defence including the three Services, joint establishments, Defence APS personnel, chain of command, welfare, medical services, military police and Chaplains. In addition, partnering with national agencies and local support services is vital. A key priority for this strategy is identifying means to improve partnership working both internal and external to Defence.

Working in partnership

The Defence FDV Working Group, chaired by the Defence Member and Family Support (DMFS) Branch, brings together representatives of Policy and specialist welfare delivery from each of the single Services, the APS, Chaplaincy, Joint Military Police Unit, Sexual Misconduct Prevention and Response Office (1800 SeMPRO), Joint Health Command and DFA. This Group is accountable to Defence Senior Leadership for the implementation and reporting of the Strategy and evaluation of its performance. Progress of implementation and outcomes are to be reported to the Working Group and actions will be recorded accordingly. This mechanism will assist with evaluating outcomes and the success of the Strategy.

Measuring success

Incidents or known events which are reported in the workplace will provide evidence on how FDV affects Defence personnel. The collection and collation of data in a consistent manner across the Groups and Services through the creation of an agreed dataset will be scoped whilst considering current databases such as COMTRACK and Defence Incident Reports.

Additionally, reporting systems will be established within Defence to assist the identification of risk factors, emergent trends and issues, some of which may be unique to, or exacerbated by, Service life. Moreover, it will assist in tracking and evaluating the effectiveness of prevention measures and interventions in order to refine and improve Policy and practice.

The mechanism for assuring this information is reported and analysed once data collection commences will be through the Defence FDV Working Group. This will form part of the Evaluation Plan currently being developed. This will establish baseline data and track progress towards meeting the Strategy's objectives.

Reviewing and reporting progress of meeting the Defence FDV Strategy objectives

The governance and reporting framework will identify the accountabilities for the implementation of the Strategy. An evaluation of progress will be taken annually with revised and new priorities identified. A written report detailing actions and outcomes from the Defence FDV Working Group will be delivered to Minister for Defence Personnel, Chief of the Defence Force, Secretary for Defence, and Defence People Committee annually.

Glossary

Intimate partner violence, also commonly referred to as ‘**domestic violence**’, refers to a pattern of behaviour by an intimate partner or ex-partner that causes physical, sexual or psychological harm, including physical aggression, sexual coercion, psychological abuse and controlling behaviours.

Family violence is a broader term than domestic violence, as it refers not only to violence between intimate partners but also to violence perpetrated by parents (and guardians) against children and between other family members. This includes, for example, elder abuse, violence perpetrated by children or young people against parents, guardians or siblings, and violence perpetrated by other members of the family such as parents-in-law. Family violence is also the term preferred by Aboriginal and Torres Strait Islander peoples noting the ways violence can manifest across extended family networks.

Sexual violence refers to sexual activity that happens where consent is not freely given or obtained. It occurs any time a person is forced, coerced or manipulated into any unwanted sexual activity, such as touching, sexual abuse, sexual assault, rape, sexual harassment and intimidation, forced marriage and trafficking for the purpose of sexual exploitation. Sexual violence can be non-physical and include unwanted comments or harassment of a sexual nature.

Gender-based violence refers to violence that is used against someone because of their gender. It describes violence rooted in gender-based power inequalities and gender-based discrimination. While people of all genders can experience gender-based violence, the term is most often used to describe violence against women and girls, because the majority of cases of gender-based violence are perpetrated by men against women, because they are women. Gender-based violence can include female genital mutilation, trafficking of girls, forced marriage, and dowry abuse. Violence experienced by LGBTIQ+ people of all genders is also gender-based violence.

Coercive control is often a significant part of a person’s experience of family and domestic violence and describes someone’s use of abusive behaviours against another person over time, with the effect of establishing and maintaining power and dominance over them.

Abusive behaviours that perpetrators can use as part of their pattern of abuse include physical abuse (including sexual abuse), monitoring a victim-survivor’s actions, restricting a victim-survivor’s freedom or independence, social abuse, using threats and intimidation, emotional or psychological abuse (including spiritual and religious abuse), financial abuse, sexual coercion, reproductive coercion, lateral violence, systems abuse, technology-facilitated abuse and animal abuse. A focus on coercive control reflects a shift from specific, isolated incidents (of primarily physical violence) to a recognition that individual acts can be used by perpetrators to form a broader pattern of abusive behaviours that reinforce and strengthen the control and dominance of one person over another.

Consent is defined by relevant laws of all state territories. Consent is required to enter into sexual activity and can be either “freely or voluntarily” given or a “free” or “free and voluntary” agreement. Legal definitions of consent vary between Australian state and territory jurisdictions with ongoing reforms in a number of states and territories to amend the definition of consent to require affirmative communication.

Perpetrator is a person who carries out a harmful, illegal or immoral act.

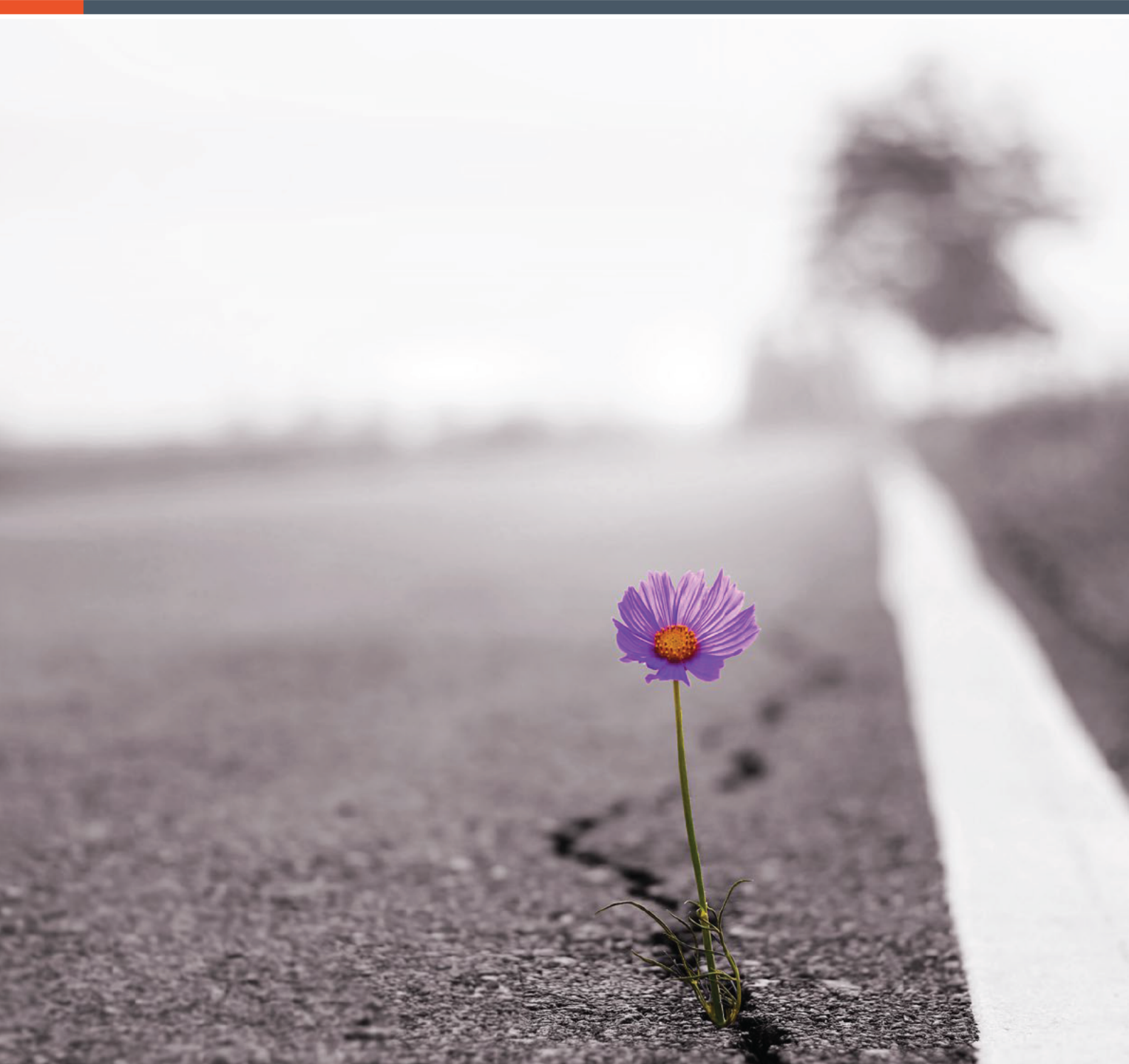
Defence personnel is all Australian Public Services employees in the Department of Defence, Defence locally engaged employees, Defence civilians, Defence members and the equivalents from other Defence organisations on exchange to Defence.

Source: MILPERSMAN Part 1 Chapter 3 – Military Personnel Policy Manual Glossary



Australian Government

Defence



CHAPTER 10

MANAGEMENT OF INCIDENTS WITHIN ARMY

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CHAPTER 10

MANAGEMENT OF INCIDENTS WITHIN ARMY

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INTRODUCTION

10.1. This Instruction details the policy for incident reporting and post-incident management within Army. This Instruction deliberately excludes immediate handling of the incident – e.g. rendering first aid and providing casualty evacuation. Functional commanders and subordinate commanders should have processes in place for these requirements in accordance with Reference A. Additionally, this instruction is aligned to the Chief of Defence Force Commander's Critical Information Requirements and outlines the minimum procedures required by Army. Commanders at all levels can prescribe additional requirements, provided the reporting requirements are met and reporting is not delayed.

10.2. This Instruction does not override or affect individual responsibilities under Reference B. The Defence Public Interest Disclosure (PID) Scheme sets out processes for reporting certain types of incidents which create exceptions to ordinary incident management processes. Information about the scheme and points of contact is available at Reference C and D.

INCIDENT REPORTING

10.3. **Incident.** An incident is defined as any non-routine event or occurrence that may have an effect on Defence and includes all complaints about Defence and Defence personnel regardless of origin. All Defence personnel who have a reasonable suspicion an incident has occurred, or who have received credible information and/or believable information about any matter might be categorised as an incident must, as soon as practicable but within 24 hours of commencement of duty, report the incident to their manager or commander IAW Chapter 3, Reference E. All incidents are to be reported and recorded.

10.4. **Notifiable Incidents.** Reference F, Annex C outlines the definition of a notifiable incident. Notifiable incidents are to be reported as soon as possible after being identified to a Defence Investigative Authority or the civilian police IAW References E and F.¹

10.5. **Immediate reporting.** Serious or sensitive notifiable incidents, or incidents with strategic implications, are to be reported immediately via text or voice using the *At, At, What, What, What* (AAWWW), and followed up with an email to the superior headquarters.² Although it is a commander's decision to determine what should be reported as a priority, the following are to be reported immediately:

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1. serious civilian offences⁴ where Army personnel have been arrested, charged, investigated or had allegations made against them

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10.6. **Chief of Army (CA) Notification Requirements (NR).** While all incidents are to be reported in the Army Incident Management System (AIMS), CA has specified NR to ensure the expeditious reporting of sensitive, strategic and/or serious incidents, and command visibility. CA NR are outlined at annex A. An Incident Management (IM) playbook is at annex B to assist managers and commanders in the management of incidents meeting the CA NR threshold.

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Army Incident Management System (AIMS)

10.11. **AIMS.** AIMS is the primary tool for the reporting, recording and management of all incidents. Army units and organisations are to report all incidents in AIMS in accordance with

⁴ Serious civilian offences include murder, manslaughter, sexual assault (rape), indecent assault, child abuse or exploitation, aggravated assault, burglary, DUI resulting in injury to person / property, drug importation or trafficking.

the timelines prescribed in paragraph 10.13. While AIMS is the primary tool to report, record and manage incidents within Army, units may be required to report incidents via a Defence Incident Record (DIR) in accordance with Reference E, Annex C if the member is attached to a Joint organisation or unit. This includes units with RAN and RAAF personnel, and training establishments with non-Army students and trainees. Additionally, youth protection event reporting (incidents of UB involving youth) attract a dual reporting requirement within AIMS and SENTINEL IAW Reference O.

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INCIDENT MANAGEMENT

10.14. The Army Incident Management Playbook at annex B provides guidance on immediate actions to be taken on an incident occurring, and post-incident management. Additional considerations are as follows:

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1. **Court appearances.** When an individual appears in court, units are to send a court observer to inform the chain of command's next steps. It is recommended this observer is not a support officer in the matter being present to court.

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POST-INCIDENT MANAGEMENT

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10.23. **Protection orders.** Any member issued with an interim or court appointed protection order is to be administered in accordance with Part 9 of Reference L.

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CONCLUSION

10.28. There is a need to effectively manage and report reportable incidents. The processes described in this Instruction are designed to ensure this intent is achieved without placing undue burden on unit or formation administrative processes. If these procedures are followed, incidents can be effectively reported and a cohesive plan for further management implemented.

Annexes:

- A. Chief of Army's Notification Requirements
- B. Army Incident Management Playbook

Sponsor: Chief of Staff – Army Headquarters
Correct as at: 10 Feb 2023
Released: 10 Feb 2023

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NR 4: Breaches of rules of engagement or the law of armed conflict (including historical incidents or allegations).*

NR 5: Army and APS personnel involved in civilian casualties (instance or allegation).*

NR 6: Accident/incident resulting in loss or compromise of major capability/platform/equipment. *

Any incident:

- which has an immediate or perceived adverse impact on the delivery of Army capability, including:
 - the grounding of an equipment fleet
 - explosive ordnance nature suspensions
 - systemic platform/fleet faults
- of Army aviation precautionary landings or in-flight emergencies
- of Service vehicle accidents, including:
 - roll-overs
 - lay-overs
 - resulting in significant injuries requiring hospitalisation
 - requiring notification to external agencies
 - resulting in damage and/or injury to non-Defence personnel and/or property*
- of Army watercraft and vessel operations resulting in injury or appear to be part of a trend or systematic issue
- where personnel have been injured in a Joint training activity
- involving dive tasking, resulting in harm to personnel or damage to equipment
- involving a loss of weapon/s, controlled weapon repair parts, ammunition, explosive ordnance (EO), Night Fighting Equipment (NFE), Ballistic Protective Equipment (BPE), and any loss or damage known or suspected to be due to theft, fraud, or malicious damage is a Notifiable Incident, and must be immediately reported to AHQ via the chain-of-command, and also to authorities in accordance with Defence Instruction Administrative Policy – AL3.
- posing a *high* or *extreme* security incident impact level (as defined in the Defence Security Principles Framework, Annex B to Control 77.1 - Security Incident Impact Level Assessment Guide) to the security of Army personnel, establishments, equipment or information resulting in a reduction of capability, risk to reputation or harm to Army personnel or the Australian public

NR 7: Accident/incident resulting in significant loss or compromise of controlled cryptographic item/s or a significant breach of communications security.

Any incident:

- involving a loss of communications and ICT high security items requiring notification to agencies external to Defence
- posing a *high* or *extreme* security incident impact level (as defined in the Defence Security Principles Framework, Annex B to Control 77.1 - Security Incident Impact Level Assessment Guide) to the security of Army communications and ICT

NR 8: Significant achievements by Army elements or personnel.*

Any incident where a member or force element demonstrates exemplary behaviour resulting in the preservation of life and/or significant reputational benefit to Army

NR 9: Operational incidents.

Any incident involving personnel or capability involved in a notable action/s while on operations.

NR 10: Threat or natural hazard to a Defence establishment, personnel and/or infrastructure.

Any incident:

- resulting in environmental damage triggering external to Defence reporting
- likely to result in the loss or injury to personnel
- likely to result in the loss or damage of infrastructure

NR 11: Notable reputation incident.

Any incident (instance or allegation):

- **NR 11A:** serious unacceptable behaviour
 - where low-level mediation is unlikely
 - involving SNCOs, Warrant Officers, Officers or AAC Staff or Cadets*
 - involves a complainant who is a member of the APS working in Army
 - Army members employed as Army Joint Staff
 - any disciplinary issues involving any SNCO, Warrant Officer, or Officer
- **NR 11B:** unacceptable behaviour involving a youth*

- **NR 11C-1/2/3/4/5/6:** serious alcohol or drug incidents
 - involving members, either on Defence land, in public or at a private residence, where there are grounds for a Reportable Incident
 - any high range DUI incident (BAC > 0.15), or where the DUI involves a SNCO, Warrant Officer, Officer or AAC Staff or Cadet
 - any PST which returns a positive test result
 - any PST which returns a pending test result for three or more members of the same unit, or any incident where evidence of drugs (drug paraphernalia) is discovered
 - any cluster of prohibited substance abuse exceeding three people in any one unit or location within a 30 day period
- **NR 11D:** Domestic violence involving defence personnel
 - where members are involved as respondents in a domestic dispute or domestic violence which is the subject of Defence or police intervention
 - any incident where a court order for domestic violence is placed on an Officer, SNCO, Warrant Officer, or AAC Staff or Cadet
- **NR 11E:** serious Fraud
 - where a fraud has occurred exceeding a value of \$2000 or where there are indications of sophisticated or serious deceitful conduct to gain unentitled advantage
 - any instance where a SNCO, Warrant Officer, Officer or senior APS (APS 6 or above) is implicated in an allegation of fraud
- **NR 11F/G:** significant personnel, financial or equipment mismanagement
 - of an individual or collective case of mismanagement of personnel, financial delegations or equipment
- **NR 11F/G:** significant mismanagement of DFDA or administrative procedures, including:
 - individual or collective case of mismanagement of the DFDA or administrative proceedings, resulting in ministerial or media attention that could constitute a risk to reputation
 - mismanagement resulting in a claim under the provisions of the Claim for Detriment caused by Defective Administration (CDDA)
 - mismanagement resulting in referral to IGADF, the Defence Ombudsman or the Australian Human Rights Commission

- **NR 11H:** violence or Serious Crime
 - likely to result in civilian charges
 - being referred to JMPU or ODMP
 - where the member is a person of interest and Police have interviewed the member and it is uncertain if charges will be laid

NR 12: Emerging disruptive technology which suggest a rapid requirement to pursue or counter.

NR 13: Serious breach of operational security due to information or media leak.

NR 14: Major operational opportunity requiring additional CDF or Ministerial authority to pursue and seize.

NR 15: Self-Harm Attempt and Suicidal/Self-Harm Ideation #

Any incident:

- where a member is assessed as medium or high risk of suicide or self-harm
- where a member is referred/admitted to a medical centre (this may include low risk cases where a service nexus is suspected)
- where a member has a history of self-harm and/or presents with self-harm or suicidal ideation
 - **Suicide Attempt. #*** Refers to any non-fatal suicidal behaviour. In some cases it can be difficult to determine if a person intended their actions to result in death at the time of the incident. Intent is established by a medical professional, or a self-declaration of intent by the member
 - **Suicidal Ideation.** Refers to a person having thoughts of ending their own life. These thoughts may vary in intensity and duration from fleeting thoughts to preoccupation with wanting to die. Although not all suicidal ideation lead to a suicide or suicide attempt, suicidal ideation is to be acknowledged, the member enabled with professional care and reported
 - **Self-harm.** Self-harm refers to a person intentionally causing pain or damage to their own body. Self-harm can include but are not limited to actions causing personal harm such as cutting, burning or scratching the skin, or abuse of drugs and/or alcohol. While some people may have suicidal intentions, for the purpose of Army reporting, self-harm identifies an action where an individual has no intent to die. The risk of accidental death however, remains very real. An absence of intent is established by a lack of self-declaration, or if a medical professional states there was no intent to die

NR 16: Safety *#

Any workplace incident which requires notification to the WHS regulator (COMCARE).



Building healthy relationships

Defence Member and Family Support



Healthy relationships are an important aspect of health and wellbeing. Good quality relationships can help us feel safe, connected and positive about the future

WHAT IS A HEALTHY RELATIONSHIP?

Different people will define relationships in different ways. Generally, a healthy relationship is when two people mutually respect, support, and value each other.

Arguments and disagreements in relationships, from time to time, are normal. However, it is important that both partners treat each other as equals and communicate respectfully to resolve any issues.

It is never ok for someone to be violent or abusive during an argument and to make someone else feel fearful or unsafe.

SIGNS OF A HEALTHY RELATIONSHIP

Equality

Equality is where both people feel equal, such as in decision-making, sharing of resources (i.e. money), and domestic responsibilities. It is important to have conversations about what equality looks like to both people in the relationship.

Respect

Respect is when both parties value each other despite differences of opinion, values or beliefs. It is also important to have respect for each other's personal boundaries.

Trust

Trust is where both people feel safe and secure in the relationship. Either person in the relationship should not have to worry about violence or abusive behaviour.

Support

Mutual support for each other through day-to-day experiences and personal aspirations.

Positive communication and conflict management

This occurs when each person is able to express themselves without fear of consequences and disagreements are settled fairly.

Experience both shared and separate identities

It is important in a healthy relationship to spend quality time together and to have shared activities and/or interests.

It is also healthy to maintain a degree of independence, such as being able to freely see friends, family, or separately engage in activities you enjoy.

UNHEALTHY RELATIONSHIPS

Most relationships will have their ups and downs. Building strong and healthy



relationships takes effort and attention, and that's especially true of military relationships.

The demands of Defence life, such as frequent relocations, long separations and high work tempo, can place additional stress on personal relationships.

SIGNS OF AN UNHEALTHY RELATIONSHIP

If you notice any of the aspects below in your relationship, then it may be time for a 'relationship health check-up' or to seek professional support.

- Do not spend quality time together
- Feeling pressure to change who you are for the other person
- Uneven responsibility for domestic duties and/or raising children (unless equally agreed)
- Disagreements are not settled fairly
- Verbal abuse (i.e. name calling or put downs) or physical violence during an argument
- Lack of privacy or repeatedly having to justify behaviour (i.e. being questioned where you went or searching through phone)
- Unsupportive of aspirations or dreams
- Unequal access to resources (i.e. money, food, car etc.)
- Lack of intimacy or conversely feeling pressure to have sex
- Feeling pressure to stop doing activities that you enjoy
- Isolated from friends and/or family or being unable to socialise
- Lack of fairness and equality in the relationship

It may not always be obvious if you are in an unhealthy or even an abusive relationship. However, when one person in the relationship feels unsafe, this is usually a clear indication that there are serious problems.

If you or someone you know feels this way, then there are a range of support services available to assist.

SUPPORT OPTIONS

All relationships experience complicated and challenging periods. There are a range of service and resources available that can provide support during these times.

These services should be not used as a substitute for emergency services. In an emergency call Triple Zero 000.

Defence Member and Family Helpline

Operated by Defence Member and Family Support, the Helpline offers advice, intervention and referrals to people who are experiencing relationship issues including family and domestic violence. Contact can be made anonymously on **1800 624 608** or via email at:

memberandfamilyhelpline@defence.gov.au

Sexual Misconduct Prevention and Response Office (SeMPRO)

SeMPRO is a victim-focused Defence advice service for ADF families who have been impacted by, or are experiencing sexual misconduct. SeMPRO can be contacted on **1800 736 776**

ADF Chaplaincy

Defence Chaplains provide support for the spiritual and pastoral needs of ADF members and their families. Chaplains are trained ministers from their respective faith groups but give support regardless of a person's background or beliefs.

The Defence Member and Family Helpline can provide contact numbers for ADF Chaplains on **1800 624 608** or via email at:

memberandfamilyhelpline@defence.gov.au

1800RESPECT

A professional telephone and online crisis and trauma counselling service for anyone impacted by sexual assault, domestic or family violence and abuse. Confidential support is available 24hrs a day, seven days a week. Contact can be anonymous.

1800 737 732

Open Arms – Veterans and Family Counselling

Open Arms offers individual, couples and family counselling, as well as group programs



to help current and ex-serving ADF personnel and their families.

1800 011 046

Relationships Australia

Relationships Australia offers counselling, family dispute resolution, mediation, and a range of family and community support and education programs.

1300 364 277

[Relationships Australia | Achieving positive and respectful relationships](#)

Defence Member and Family Support offers a wide range of support services to ADF members and their families.

For more information on this factsheet and other DMFS services visit our website or contact the all-hours Defence Member and Family Helpline.



1800 624 608



memberandfamilyhelpline@defence.gov.au



[ADF Members & Families](#)



[DefenceMemberFamilySupport](#)



[DMFS AusDefence](#)





Family and domestic violence

Defence Member and Family Support



Family and domestic violence is defined by the Department of Human Services as conduct that is violent, threatening, coercive, controlling or intended to cause the family or household member to be fearful.

If there is an imminent risk of harm to adults or children, your first action should be to contact 000. Where there is no imminent risk of harm, safety planning and risk assessment can be accessed 24/7 by contacting the Defence Member and Family Helpline on 1800 624 608 or the 24 hour National Domestic Family and Sexual Violence Counselling Service on 1800RESPECT.

Family and domestic violence is not only physical; it is any behaviour that is coercive, threatening or causes fear. It can include verbal, emotional, sexual, psychological, legal, spiritual or financial abuse.

WHO IS AFFECTED BY FAMILY AND DOMESTIC VIOLENCE?

Anyone can be a victim of family and domestic violence (FDV). It is not confined to any single gender or cultural group.

According to the Australian Bureau of statistics 2021-22 Personal Safety Survey, an estimated 4.2 million people, or 21% of Australia's adult population have experienced FDV including 2.7 million women (27%) and 1.5 million men (15%).

FDV is not confined to opposite gender relationships and can happen within same gender relationships.

WHAT YOU CAN DO IF YOU ARE A VICTIM OF FAMILY AND DOMESTIC VIOLENCE

Every person, regardless of gender, religion, culture, ethnicity or sexual identity, has the right to live free from abuse and the threat of

abuse. If you are experiencing any of the behaviours described in this guide, support is available for you.

STAYING SAFE UNTIL YOU ARE ABLE TO LEAVE

Many factors may prevent someone leaving a violent home. These can include protection of children, shame, fear of reprisal, financial constraints, social isolation or loyalty to the perpetrator. This does not mean the violence is acceptable or not serious.

Remaining in a relationship where FDV is present does not take away your right to feel safe and to access support.

The support services listed in this factsheet can help you develop a safety plan for yourself and your children until you are able to leave, or until you are able to seek legal support to remove the perpetrator from your home.



STAYING SAFE WHEN YOU DECIDE TO LEAVE

The Special Accommodation for Emergencies (SAFE) is emergency assistance for a member or their family who cannot remain in their home due to a domestic crisis and has no alternative accommodation.

To access SAFE contact, the Defence Member and Family Helpline on **1800 624 608** or via email at:

memberandfamilyhelpline@defence.gov.au

More information can be found on the Defence website at:

[Special Accommodation for Emergencies Scheme | ADF Members & Families | Defence](#)

ENTITLEMENTS AND LEAVE FOR DEFENCE EMPLOYEES

There are leave provisions within the ADF and Australian Public Service (APS) policy for those affected by FDV.

Reasons for accessing leave may include attending medical or counselling appointments, attending court hearings, police appointments, family dispute resolution, accessing legal advice, moving into emergency accommodation, seeking more permanent safe housing or organising alternative care and education for children.

ADF employees

Refer to [PACMAN Section 5.9.9 and 5.9.9.1](#) or contact the Defence Service Centre on 1800 333 362 for further information.

APS employees

Refer to the [APS People policy guidance](#) on miscellaneous leave for family and domestic violence purposes.

FINDING SUPPORT WITHIN DEFENCE

These services should be not used as a substitute for emergency services. In an emergency, call Triple Zero - 000.

Defence Member and Family Helpline

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Sexual Misconduct Prevention and Response Office (SeMPRO)

SeMPRO is a victim-focused Defence organisation that provides advice to ADF members, former members, and ADF families who have been impacted by, or are experiencing sexual misconduct.

1800 736 776

ADF Chaplaincy

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FINDING SUPPORT OUTSIDE OF DEFENCE

1800RESPECT

1800RESPECT is a professional telephone and online crisis and trauma counselling service available 24 hours a day, seven days a week. Contact can be anonymous.

1800 737 732

Translating and Interpreting Services

Call 13 14 50 and ask them to contact 1800RESPECT

TTY/Voice Calls

Call 133 677 and ask them to contact 1800RESPECT.

Speak and Listen

Call 1300 555 727 and ask them to contact 1800 RESPECT.

Full Stop Australia

Full stop Australia supports people affected by sexual or FDV through a 24/7 telephone and online chat service.

1800 385 578

<https://fullstop.org.au/>



Lifeline

Lifeline provides all Australians experiencing emotion distress with access to 24-hour crisis support and suicide prevention services via phone, text, online chat and online resources.

13 11 14

<https://www.lifeline.org.au/>

MensLine Australia

MensLine is a free telephone and online counselling service offering support for Australian men 24/7.

1300 789 978

mensline.org.au

Kids Helpline

Kids Helpline is a free, private and confidential, telephone and online counselling service specifically for children and young people up until the age of 25.

1800 55 1800

National Elder Abuse hotline

1800 ELDERhelp directs callers seeking information and advice on elder abuse to local state and territory support services.

1800 353 374

SMARTPHONE APPS

These free to download smartphone apps can support ADF members and their families experiencing FDV.

Daisy

Daisy connects people experiencing FDV with a range of relevant support services.

[Daisy app | 1800RESPECT](#)

Sunny

The Sunny app provides connection to support for women with special needs who have experienced FDV.

[Sunny app | 1800RESPECT](#)

Penda

The Penda app for survivors of FDV provides legal and other resources for all Australians.

[Penda App - TechSafety](#)

Defence Member and Family Support offers a wide range of support services to ADF members and their families.

For more information on this factsheet and other DMFS services visit our website or contact the all-hours Defence Member and Family Helpline.



1800 624 608



memberandfamilyhelpline@defence.gov.au



[ADF Members & Families](#)



[DefenceMemberFamilySupport](#)



[DMFS AusDefence](#)





Relationship breakdown

Defence Member and Family Support



Support during a relationship breakdown

A relationship breakdown can be a complicated and challenging time for all involved. There is a range of services and resources available to you that can provide assistance and support during these times.

DEFENCE MEMBER AND FAMILY HELPLINE

Run by Defence Member and Family Support, the Helpline is staffed by human services professionals including social workers and psychologists. They are available 24/7 to provide advice, information and support, and can refer you to other support agencies should you need it.

Contact on **1800 624 608** or via email at memberandfamilyhelpline@defence.gov.au

OPEN ARMS - VETERANS AND FAMILIES COUNSELLING SERVICE

Open Arms Veterans and Families Counselling Service provides free and confidential counselling to anyone who has served at least one day in the ADF, and their families including parents, siblings, partners and children. Open Arms counsellors have practical, first-hand experience dealing with many issues related to service life. All Current serving ADF members can either self-refer, or be referred through your ADF medical officer or Defence psychologist.

Support is available for relationship and family matters that can arise due to the unique nature of military service.

Contact on **1800 011 046** or via the following link: <https://www.openarms.gov.au/>

RELATIONSHIPS AUSTRALIA

Relationships Australia offers counselling, family dispute resolution, mediation, and a range of family and community support and education programs.

Contact on **1300 364 277** or via the following link: www.relationships.org.au

FAMILY RELATIONSHIPS ADVICE LINE

Family Relationships Advice Line are a source of information and assistance for families at all stages in their lives, whether separating, starting a new relationship, making relationships stronger, or having relationship difficulties.

Family Relationship Advice Line can be contacted on **1800 050 321** or via the following link : www.familyrelationships.gov.au



INFORMATION AND ADVICE ABOUT DEFENCE ADMINISTRATIVE PROCESSES AND ENTITLEMENTS

In the event of a relationship breakdown, the administrative process that needs to be undertaken and the entitlements available are detailed below. DMFS recommends seeking individual advice as requirements may differ based on individual circumstances.

Member

1. Complete and submit form [AE681 ADF categorisation change and approval to live-in/live-out](#), which advises the members Commanding Officer of the change in domestic circumstances and requests that the relationship is re-categorised.
2. Notify [Defence Housing Australia](#) immediately upon receipt your re-categorisation notice.
3. Use PMKeyS Self Service to update the following as required:
 - Marital status
 - Family status
 - Primary Emergency Contact (PEC)
 - Next Of Kin (NOK) Form AD150

Or alternatively, complete Form [AD150 Amendment of Personal Data Details - ADF](#) and update the following if required:

4. Complete Form [SVA 003 Change of Circumstances Notification](#) and advise the Unit Security Officer of your change in domestic circumstances.
5. Notify both [Medicare](#) and the [Australian Taxation Office](#), and if there are children of the relationship [Services Australia](#) of the change in domestic circumstances.

Non-military partners

1. Contact Toll Transitions and enquire about eligibility for the following entitlements:
 - General removal costs
 - Removal of vehicle costs
 - Pet relocation costs

Refer to the [ADF Pay and Conditions Manual](#), chapter 6, part 5, division 10:

Assistance for non-Service person on breakdown of marriage or interdependent partnership and chapter 9, part 3, division 2: Travel on breakdown of marriage or partnership.

General considerations

Other areas requiring consideration and re-assessment upon the breakdown of a marriage or interdependent relationship include:

- Wills and death benefits, funeral funds and Power of Attorney
- Life Insurance policies and health Insurance
- Bank accounts details, net pay deposit details and pay allotment details
- ROMAN Vendor Account details circumstances
- Car payments, mortgage, utilities, vehicle registration

For additional support during relationship breakdown contact the Defence Member and Family Helpline on **1800 624 608** or via email at memberandfamilyhelpline@defence.gov.au

Defence Member and Family Support offers a wide range of support services to ADF members and their families.

For more information on this factsheet and other DMFS services visit our website or contact the all-hours Defence Member and Family Helpline.



1800 624 608



memberandfamilyhelpline@defence.gov.au



[ADF Members & Families](#)



[DefenceMemberFamilySupport](#)



[DMFS_AusDefence](#)



AIR FORCE STANDING INSTRUCTION INCIDENT REPORTING AND MANAGEMENT IN AIR FORCE

INTRODUCTION

1. This Instruction provides the policy for incident reporting and management within Air Force.
2. Incident reporting and management is a command-led function. Commanders and managers at all levels are to ensure that the recording, reporting and management of incidents is timely, accurate, and where applicable, the principles of procedural fairness are afforded to all persons involved.

AIM

3. The aim of this Instruction is to provide guidance to commanders, managers, and those who advise them, on the reporting and management of incidents in Air Force, including how to respond to incidents that meet CAF Commander's Critical Information Requirements (CCIRs). This Instruction is to be read in conjunction with the [Incident Reporting and Management Policy \(IRMPol\)](#) as the overarching Defence authority document.
4. Accurate communication of essential information is critical to enable informed decision-making. The procedures and guidance in this Instruction aim to ensure that the chain of command and CAF, through Director Strategic Issues Management – Air Force (DSIM-AF), are engaged and informed of matters that have potential strategic impacts for Air Force.

AUTHORITY

5. The Authority for this Instruction is the Deputy Chief of Air Force.

SCOPE

6. This Instruction applies to all Air Force personnel (Service Categories 1-7), foreign personnel on exchange to Air Force, Defence members who are posted, attached or on temporary duty with Air Force, Cadets and contractors. Air Force personnel posted to another Service or Group are to be managed IAW Service or Group extant policies. Notification and reporting requirements outlined at paragraph 24 apply.

DEFINITIONS

7. **Incident.** An incident, as defined in [IRMPol Definitions](#), is *any non-routine event or occurrence that could have an effect on Defence, in particular capability, operations, personnel, security, safety, reputation, property, premises, environment, legal and ethical obligations, obligations to minors and foreign relations. To avoid doubt, it includes all complaints made by Defence personnel, person/s engaged under a contract, people involved in Australian Defence Force cadets and members of the public, where the complaint is about Defence (including complaints about Defence personnel).*

8. **Defence Incident Record (DIR).** A DIR provides a standardised record of what was understood about an incident at the time, and documents what actions were proposed or taken. DIRs enhances strategic visibility of incident management across Air Force and enables informed review and accountability for Air Force. Air Force personnel are to utilise web form AE530 – *Defence Incident Record* (DIR) as the primary tool for the reporting, recording and tracking of incidents.

9. **CAF Commander’s Critical Information Requirements (CCIRs)** are drawn from CDF’s CCIRs and define select reporting to inform principal decision-making. On becoming aware of the incident, CCIRs marked (*) should be immediately (within one hour) reported to DSIM-AF via telephone through the chain of command, followed by completion of extant incident reporting processes. Commanders and/or personnel are to contact DSIM-AF for guidance and support if in doubt regarding CAF CCIRs.

CAF CCIRs

s22



CCIR 4*	Significant incident likely to attract adverse media or ministerial attention including serious service or civilian offences and major security incidents/breaches/threats.
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11. **Notifiable Incident (NI).** Certain incidents involving Defence and its resources, including personnel, property and premises must be notified to the relevant Defence Investigative Authority to ensure appropriate action is taken.

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- f. is an incident deemed by managers, commanders or supervisors to be serious, sensitive or urgent, not covered by the definitions above. That is, one that may bring Defence into disrepute; attract adverse media or parliamentary attention; or may adversely affect the efficiency of Defence, or impact on operational effectiveness or capability.

s22



PART A: INCIDENT REPORTING

s22



This page and the following 5 pages are exempt under s22 of the Freedom of Information Act.

s22

Support to Members

40. **Support Officers (SO).** An SO is to be offered when Air Force personnel are notified that they are involved in administrative, disciplinary or criminal processes as either a complainant or respondent. In some circumstances, it may also be appropriate to offer an SO to a witness or other impacted member. DIR reporting is to annotate when Command offer an SO and the subsequent outcome of the offer. A Commander is to appoint an SO using the format at Annex C.

41. Commanders are to consider factors such as the nature and severity of the allegation, rank, gender and general service experience when selecting an SO. The SO must not have been personally involved in matters relevant to the administrative, disciplinary or criminal processes and must not be a decision maker in those processes. **A Legal Officer is not to be appointed as an SO**, however may be available as outlined in para 41 below.

42. The role of the SO is not to circumvent or replace the normal chain of command, rather to support affected personnel. An SO does not require any formal training, with the exception of supporting parties to allegations of serious sexual misconduct, in which case guidance is to be sought from SEMPRO. The SO is to have an understanding of Defence Privacy Policy. The SO is to facilitate support required by personnel, including the passage of information.

Additional support

43. In addition to the SO, commanders are to ensure that personnel have access to support mechanisms as appropriate, specifically:

- a. **Medical.** The full range of medical services remain available to personnel
- b. **Psychological.** Psychological services remain available to personnel
- c. **Welfare.** The Unit Welfare Officer, Defence Member and Family Support Branch, Open Arms, Defence Member and Family Helpline, and Lifeline provide a range of personal, family and work related support services
- d. **Chaplains.** Chaplains are available to provide pastoral support
- e. **Legal.** As of 11 Jan 2021, the Director Defence Counsel Services assumed responsibility for managing legal assistance for Air Force personnel. Personnel can obtain legal support via email ^{s47E(d)} or by phoning ^{s47E(d)} _{s47E(d)} or ^{s47E(d)} _{s47E(d)} (after hours).

RESOURCES

44. Additional information, resources and Air Force specific guidance regarding Incident Management is available via the [DSIM-AF website](#).

Annexes:

- A. Reporting Requirements
- B. Suspensions
- C. Appointment of Support Officer

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SPONSOR: COS-AFHQ

REVIEW DATE: 28 February 2026

**ANNEX A TO
AFSI (ADMIN) 11-01**

AIR FORCE INCIDENT CATEGORISATION AND CONCURRENT REPORTING

1. The table below provides guidance on categories of incidents that are to be reported and managed as per AFHQ SI (ADMIN) 11-01, including concurrent reporting requirements and associated policy/references. The Incident Reporting and Management Policy is the overarching Defence authority document.
2. Outside of the below, commanders and managers are to use their judgement in determining whether incidents are reportable to the chain of command and the DSIM-AF.

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Incident Category	Scope	CAF CCIRs	Concurrent Reporting Requirements	Policy / References
s22				
Serious Civilian Offences	Serious civilian offences, including but not limited to criminal acts including assault, domestic violence, sexual offences, firearm offences, resulting in the arrest or charging of a Defence member	Yes	-NI reporting -DIR -PD052 -XP188 -CRTS (PMKeyS) <i>(for civil convictions and protection orders)</i> *DIR updates with court outcomes – within 48 hours of court hearing (or next working day if weekend).	Military Personnel Policy Manual Defence Security Principles Framework A Commanders and Managers Guide to Responding to Family and Domestic Violence

Incident Category	Scope	CAF CCIRs	Concurrent Reporting Requirements	Policy / References
Civilian Court Matters	All other matters that are presented to a civilian court	No	-DIR -PD052 -XP188 -CRTS (PMKeyS) <i>(for civil convictions and protection orders)</i>	Military Personnel Policy Manual Defence Security Principles Framework

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ENCLOSURE 1 TO
AFSI (ADMIN) 11-01

Chief of Air Force Commander's Critical Information Requirements (CCIRs)

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<p>CCIR 6. Significant Personnel, Financial or Equipment mismanagement.</p>	<p>FFIR 10 FFIR 11 FFIR 12 NR 11</p>	<p>Major financial risk to the Defence enterprise Major legal risk to the Defence enterprise or operations Major capability life cycle cost or timeline breach Notable reputation incident, including instances or allegations of:</p> <ul style="list-style-type: none"> a) Serious unacceptable behaviour b) Serious unacceptable behaviour involving a minor c) Serious alcohol or drug incidents d) Domestic violence involving defence personnel e) Serious fraud f) Significant personnel, financial or equipment mismanagement g) Significant mismanagement of DFDA or administrative procedures h) Violence or serious crime
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AIR FORCE INCIDENT MANAGEMENT FLOW CHART INDEX

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17 Domestic Violence

s22



This page and the following 13 pages are exempt under s22 of the Freedom of Information Act.

DOMESTIC VIOLENCE GUIDE

IMMEDIATE ACTION

IMMEDIATELY REPORT AAWWW (PHONE AND EMAIL) TO:

- UNIT / FEG CHAIN OF COMD ([IRMPoI](#))
- FUNCTIONAL COMD IM ([IRMPoI](#))
- JMPU ([IRMPoI](#))



- APPOINT SUPPORT OFFICERS ([AFSI \(ADMIN\) 11-01, ANNEX D](#))
- ENCOURAGE COMPLAINANT TO REPORT INCIDENT TO CIVPOL AND SeMPRO
- ADVISE COMPLAINANT AND RESPONDENT OF SUPPORT SERVICES ([Commanders Guide to Responding to Family and Domestic Violence](#))
- INITIATE WORKPLACE SEPARATION ARRANGEMENTS AS REQUIRED
- COMMENCE AIMS REPORTING



HAS A PROTECTION ORDER BEEN ISSUED?

YES

NO

REFER TO PROTECTION ORDER PLAYBOOK

IS THE MEMBER IN CIVIL CUSTODY AND ABSENT FROM DUTY?

YES

NO

CONSIDER SUSPENSION OF PAY ([MILPERSMAN](#))

POST INCIDENT MANAGEMENT

POST INCIDENT MANAGEMENT

INVESTIGATION

- Seek advice from JMPU and Legal Staff prior to commencing any investigations.

ADVERSE ACTION

- Consider NTSC for Suspension from Duty if member is charged with Domestic Violence related offences and there is a need to remove the person from the workplace as a protective measure.
- Consider NTSC TN if a pattern of Domestic Violence behaviour exists.
- If required, seek longitudinal DIR reporting from SIM-AF to detect a trend of poor values over time.

REPORTING

- DIR – Within 24h of incident, include FF if relevant.
- DIR – Update on occurrence and Final when all actions relating to the incident are finalised.
- Charges and convictions recorded IAW [MILPERSMAN, Part 9, Ch 7](#).
- CMA / DSVS to be advised of any convictions IAW [MILPERSMAN, Part 9, Ch 7](#).
- Adverse action recorded on PMKeyS.

ADDITIONAL CONSIDERATIONS

- Advice can be sought from the Defence Family Helpline.
- Additional counselling can be sought from the National Sexual Assault, Domestic Violence and Family Counselling Service.
- The respondent should be considered for counselling IAW the Commanders guide for DV.
- Consider moving the Defence member on to base accommodation to separate the respondent and complainant, if required.

CONTACTS

s47E(d)

s47E(d)

SeMPRO: 1800 736 776

Defence Family Helpline: 1800 624 608

ADF Mental Health All Hours Support Line: 1800 628 036

1800 RESPECT is the national Sexual Assault, Domestic and Family Violence Counselling Service for anyone living in Australia. 24 hours a day, seven days a week on 1800 737 732, visit www.1800respect.org.au.

Lifeline is a national 24-hour support line (131 114) which provides crisis support and mental health services for the cost of a local call from landlines or free from mobiles. Visit [Lifeline website](#).

Kids Helpline is a free, and anonymous 24-hour telephone (1800 551 800) and online counselling service specifically for young people 5-25 years old. Visit [Kids Helpline website](#).

Mensline Australia is a national 24-hour service for men, providing support, information or referral by telephone (1300 789 978) or online, visit [Mensline Australia website](#).

DEFINITIONS

Domestic Violence. Any incident where Air Force members are involved in domestic disputes or violence which is the subject of Air Force or Police intervention. Any incident where a court order for domestic violence is placed on a SNCO or above, youth, or AAFC Staff.

This page is exempt under s22 of the Freedom of Information Act.

PROTECTION ORDER GUIDE

IMMEDIATE ACTION

IMMEDIATELY RESTRICT MEMBERS ACCESS TO WEAPONS, BODY ARMOUR AND EXPLOSIVES REGARDLESS OF THE NATURE OF THE PROTECTION ORDER ([MILPERSMAN, Part 9, Ch 4](#))

IS THE PROTECTION ORDER ALSO A WEAPONS PROHIBITION ORDER (SEEK LEGAL ADVICE)

YES

- REPORT TO JMPU ([MILPERSMAN](#))
- ANY PRIVATELY OWNED WEAPONS STORED IN DEFENCE ARMOURIES ARE TO BE MANAGED IAW [MILPERSMAN, Part 9, Ch 5](#)

NO

CO CONSIDERS THAT ADDITIONAL RESTRICTIONS APPLIED FOR WEAPONS PROHIBITION ORDERS ARE APPROPRIATE

YES

NO

- ADD MEMBER TO UNIT WEAPONS RESTRICTIONS REGISTER
- IF MEMBER HAS ACCESS TO ARMOURY, CODES MUST BE CHANGED

- ADD WPO INCIDENT CATEGORY TO EXISTING DIR INCIDENT (DO NOT GENERATE A NEW DIR INCIDENT)
- REPORT ON PMKEYS
- APPOINT SUPPORT OFFICER

ADVISE CMA-AF ON WHETHER THE MEMBERS INDIVIDUAL READINESS, DEPLOYMENT AVAILABILITY OR POSTING COULD BE AFFECTED BY THE PROTECTION ORDER ([MILPERSMAN, Part 9, Ch 4](#))

CONSIDER THE ACTIONS THAT RESULTED IN THE ISSUING OF THE PROTECTION ORDER AND REFER TO RELEVANT PLAYBOOKS AS REQUIRED

POST INCIDENT MANAGEMENT

POST INCIDENT MANAGEMENT

LIFTING OF RESTRICTIONS

- Subject to a Risk Assessment, the CO may lift the restrictions in exceptional circumstances (seek legal advice before initiating).

REPORTING

- DIR – Within 24h of incident, include FF if relevant.
- DIR – Update on occurrence and Final when all actions relating to the incident are finalised.
- DIR report is to remain open for the duration of the PO.
- If member is posted to a new unit whilst the PO remains extant, the gaining unit CO is to be informed.

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CONTACTS

COMCARE: 1300 366 979

s47E(d)

s47E(d)

SeMPRO: 1800 736 776

Defence Family Helpline: 1800 624 608

National Sexual Assault Domestic Violence and Family Counselling Service: 1800 737 732

DEFINITIONS

Protection Order. An order made by a Federal, State or Territory court, or Police Service, for the protection of one person against another. POs may also be called Domestic Violence Orders (DVO), Apprehended Violence Orders (AVO), Apprehended Domestic Violence Orders (ADVO), Apprehended Personnel Violence Orders (APVO), Intervention Orders (IO), Family Violence Intervention Orders (FVIO), Personnel Safety Intervention Orders (PSIO), Violence Restraining Orders (VRO), Misconduct Restraining Orders (MRO), Personnel Protection Orders (PPO), Family Violence Order (FVO), Police Family Violence Orders (PFVO) or other similar terms. A PO includes an interim or provisional order. A PO also includes any voluntary undertakings (for example, to a court or to Police) given by a person which has similar restricting effect to that of a formally imposed PO (MILPERSMAN).

Weapon Prohibition Order. A Protection Order that limits or restrains access to, possession or use of a weapon and includes cancellation, suspension or refusal of a weapon licence, permit, registration, or any similar authorisation, or orders the confiscation or disposal of a weapon (MILPERSMAN).

This page is exempt under s22 of the Freedom of Information Act.



 **Guidance**

This Part has the following Divisions.

Division 1: Leave

Division 2: Housing, removals and storage

Division 3: Other benefits

1.7.2 Member this Part applies to

This Part applies to a member, including a member of the Reserves on Reserve service, who is imprisoned, in detention or in custody within Australia.

1.7.3 Member this Part does not apply to

1. The CDF or the Chief of Defence Intelligence may specify a member to whom this Part does not apply for a particular period or activity.
2. When making a decision under subsection 1, the CDF or the Chief of Defence Intelligence must have regard to the nature of the member's duty.

✓ **Persons who can make the decisions under subsection 1.7.4.3 and subsection 1.7.4.4 on behalf of the CDF:**

Note 1: Division 2 specifies the effect of imprisonment, detention or custody on housing assistance.

Note 2: This subsection does not prevent the CDF from ceasing a member's eligibility for housing assistance.

3. If a member has been imprisoned, detained or held in custody for a period of 7 or more continuous days the CDF may decide to do the following.

a. Reduce or cease a benefit that the member was receiving before the member's imprisonment, detention or custody.

Note: The CDF may set a future date when the benefit will be reduced or ceased.

b. Increase a contribution payable by the member, but not above the actual cost of the benefit.

Note: To avoid doubt, a member will continue to receive benefits for the first 7 consecutive days of imprisonment, detention or custody. The 7 days starts on the day the member is imprisoned, detained or taken into custody,

4. If a member's benefit or contribution is changed by the CDF under subsection 3, the CDF may review the decision after 7 days.

5. When reviewing a decision under subsection 4, the CDF may decide to do any of the following.

a. Reinstate a benefit that had been ceased or reduced.

b. Reduce, including a further reduction of benefits previously reduced, or cease other benefits.

c. Reduce a contribution that had been increased.

d. Increase a contribution, including a further increase of a contribution previously increased, but not above the actual cost of the benefit.

e. Make no further change to the benefit or contribution.

6. When making a decision under subsection 3 or subsection 4 the CDF must consider the following.

a. The remaining period of imprisonment, detention or custody.

- b. The member's DFRT allowances and Language allowance are forfeited to the Commonwealth.

Note: Language allowance is payable under DFRT Determination No. 10 of 1992, *Language allowance*.

Note: Section 3.2.7 is to be used to calculate the daily rate of salary and DFRT allowances.

2. If a Reserve member who is not on continuous full-time service is in detention the member receives the daily rate of salary for a normal entry recruit during basic training under Schedule B.13 Part 1 item 1 column 3 of DFRT Determination No. 2 of 2017, *Salaries*, for each full day of the member's period of detention.
3. A period of detention does not count as qualifying service for the purpose of eligibility for DFRT allowances.

1.7.6 Salary and DFRT allowances – member imprisoned or in custody

1. A member's salary, DFRT allowances and Language allowance are forfeited to the Commonwealth during a period of imprisonment or custody.

Note: Language allowance is payable under DFRT Determination No. 10 of 1992, *Language allowance*.

2. For the purpose of subsection 1 the forfeit period is either of the following.
 - a. For a single period of imprisonment or custody.
 - i. Commencing at the start of the first full day that the member is imprisoned or held in custody.
 - ii. Ending at the end of the last full day the member is imprisoned or held in custody.

- b. For periodic imprisonment or custody.

- a. The decision that led to a member's imprisonment or detention has been quashed or set aside.
 - b. The period in which the member was held in custody was determined to be unlawful.
2. If the member had part of their salary forfeited under section 1.7.5, the member is to be paid both of the following amounts.
- a. An amount of salary calculated using the following formula.

Amount of salary repayable = A - B

Where:

A is the amount of salary that the member would have received during the period had the member not been in detention.


B is the amount of salary that the member received during the period the member was in detention.

- b. An amount equal to the DFRT allowances and Language allowance which were forfeited during the period the member was in detention.

Note: Language allowance is payable under DFRT Determination No. 10 of 1992, *Language allowance*.

3. If the member's salary and salary related allowances were forfeited under section 1.7.6, the member is to be paid an amount equal to the salary, DFRT allowances and Language allowance that were forfeited during the period.
4. If a member's contribution for a benefit was increased under section 1.7.4, the member is to be reimbursed an amount calculated using the following formula.

Amount of contribution reimbursed = A - B

← ADF pay and conditions:  PACMAN / Pay and conditions manual / Chapter 5: Leave and absences / Part 11: Short absence
/ Division 8: Short absence - civil court proceedings

Division 8: Short absence - civil court proceedings

5.11.29 Member this Division applies to

This Division applies to a member who is appearing in a civilian court or tribunal proceedings for a person other than the Commonwealth.


Note: A member appearing for the Commonwealth is on duty and is not required to take leave.

5.11.30 Short absence for court appearances

The member is eligible for a short absence to attend a civilian court or tribunal proceeding if the CDF is satisfied that it is reasonable in the circumstances.

Note: The CDF may also grant leave without pay in these circumstances under section 5.10.6

✓ **Persons who can make the decision under section 5.11.30 on behalf of the CDF**

← ADF pay and conditions:  PACMAN / Pay and conditions manual / Chapter 7: ADF housing and meals / Part 5: Temporary accommodation allowance
/ Division 1: General provisions

Division 1: General provisions

7.5.1 Purpose

Temporary accommodation allowance assists a member or a person in their household who must live in temporary accommodation by assisting with accommodation and certain other costs.

Guidance

In most situations the member must contribute towards the costs.

7.5.2 Definitions

In this Part the following apply.

Accommodation means any of the following.

- a. A Service residence.
- b. A suitable own home.
- c. A home for which rent allowance is payable.
- d. Accommodation provided under Part 7.

Suitable accommodation means accommodation that has enough furniture and effects for a member and their resident family and recognised other person to live in it on a normal domestic basis.

7.5.3 Definitions - SAFE scheme

In this Part the following apply in relation to the SAFE scheme.

Member includes any person eligible for a benefit under 7.5.6.3.

Note: This has the effect of extending the benefits in this Part to a person granted accommodation under the SAFE scheme.

The SAFE scheme means a scheme that provides emergency assistance for persons who cannot remain in their home due to a domestic crisis that may be happening or be threatened.

Guidance

Examples for the SAFE scheme:

- a. A person is threatened with domestic violence.
- b. Home invasion, burglary or other criminal activity.

7.5.6 Members eligible

1. A member and their resident family and recognised other persons may be eligible for temporary accommodation allowance if they meet any of these conditions.
 - a. They are eligible for a removal.
 - b. They are eligible for housing assistance under this Chapter. They are temporarily unable to live in suitable accommodation.
 - c. They notify the Defence Housing Australia Regional Operations Manager that they intend to buy a suitable own home at their housing benefit location or family benefit location.
 - d. Their furniture and effects are in transit to their housing benefit location or family benefit location.
 - e. They are required to isolate in a place specified by State or Territory authorities that is not the member's or their resident family's and recognised other person's usual place of residence.
2. A deceased member's resident family and recognised other persons may be eligible for the allowance if they are granted a removal.

Note: Section 1.6.1 deals with situations where a member's adult dependant is also a member, and they would both be eligible for temporary accommodation allowance. Only one of the members is eligible.

3. Any of the following persons may be granted emergency assistance under this Part under the SAFE scheme.
 - a. A member.
 - b. A person in the member's household.
 - c. The member's resident family.
 - d. The member's recognised other person.

7.5.7 Approval under the SAFE scheme

The CDF may approve emergency assistance for a person who meets both of the following conditions.

- a. They are a person described in subsection 7.5.6.3.
- b. They are under threat of a domestic crisis, or in a domestic crisis.

^ Persons who can make the decision under section 7.5.7 on behalf of the CDF:

Director General Defence Member and Family Support
Director Helpline, Incidents and Welfare Policy, Defence Member and Family Support
Director Regional Engagement
Area Managers in Defence Member and Family Support

7.5.8 Member not eligible

A member is not eligible for temporary accommodation if the CDF is satisfied that the member, their resident family, or a recognised other person of the member caused any of the following to occur.

- a. The furniture and effects not to arrive at the location until one or more days after the member and any resident family or a recognised other persons got there.

Guidance

Example: The member asks the removalist for a later delivery date. The goods arrive several days after the member.

- b. The member and their resident family and recognised other persons do not have suitable accommodation.

Guidance

Example 1: The member, their resident family and recognised other persons are given notice to leave their rented home. They do not use the notice period to seek new accommodation.

Example 2: The member, their resident family and recognised other persons are told to leave a Service residence or rented home because they have damaged it.

Example 3: The member rejects a reasonable offer of a Service residence. Defence Housing Australia cannot offer the Service residence to another member as a suitable home within one month of the offer to the member. Temporary accommodation allowance will stop from the day that the CDF decides that they could have completed their removal to the residence, if they had accepted the offer. (See Part 6 Division 7 section 7.6.33, Acceptance or rejection of reasonable offer).

v Persons who can make the decision under section 7.5.8 on behalf of the CDF:

7.5.9 Member ceases continuous full-time service

1. This section applies to a member or former member who is granted a removal within Australia when they cease continuous full-time service.

Guidance

In the total workforce system, continuous full-time service may be described as service in Service category 6 or 7. A member who is in Service category 3, 4 or 5 and Service option C is also on continuous full-time service.

2. The member and their resident family or recognised other persons may need to move into temporary accommodation for the period of the removal. They are eligible for temporary accommodation allowance for the period. The amount of allowance is worked out under Division 4 section 7.5.21 or 7.5.25.

3. This table shows the limits to the period of eligibility.

Item	The period of benefit at the...	must be no more than...
1.	losing location	three nights.
2.	gaining location	the period it takes to deliver the member's furniture and effects to a dwelling or storage at the location.

Period of eligibility

Guidance

Example: The examples at section 7.5.17 also apply to this subsection, except that the location the member or former member is removed to will not be a housing benefit location.

7.5.10 Eligibility of resident family on death of member

1. This section applies to any the following who are granted a removal within Australia after the member's death.

- a. The member's resident family.
- b. A recognised other person.

2. The member's resident family and recognised other persons are eligible for temporary accommodation allowance if they must move into temporary accommodation because of the removal.

3. If subsection 2 applies, all of the following apply.

- a. The amount of allowance is worked out under section 7.5.21 or 7.5.25.
- b. The contribution the resident family and recognised other persons must pay is what would have applied to the member under section 7.5.29 immediately before their death.
- c. The period of eligibility is limited to the following.
 - i. At the location from which they are being removed — 3 nights.
 - ii. At the location to which they are being removed — 2 weeks.

 **Guidance**

Examples: The examples at section 7.5.17 also apply to this subsection, except that the location the dependants are removed to will not be a housing benefit location.

7.5.11 Conditions on eligibility

1. A member eligible for temporary accommodation allowance must pay a contribution under section 7.5.29 for the accommodation unless one of the following applies.
 - a. A person is occupying the accommodation under subsection 7.5.7 (the SAFE scheme).
 - b. The member and their resident family and recognised other persons are required to isolate in a place specified by State or Territory authorities that is not the member's usual residence.
2. A member must notify the Toll Transitions Case Manager of any change in the number of resident family and recognised other persons living in the temporary accommodation. A change may mean that their eligibility for the allowance is reassessed.

Division 3: Period of eligibility

7.5.16 Start date of period of eligibility

1. A member's period of eligibility for temporary accommodation allowance begins on the day Division 1 section 7.5.6 applies to them.
2. A person's period of eligibility for temporary accommodation allowance under the SAFE scheme starts on the day the decision under section 7.5.7 is made.

Guidance

Example: A person who is resident family moves into emergency accommodation on Monday without getting approval first. They then apply for emergency accommodation assistance. On Tuesday the CDF approves the accommodation. Accommodation costs can be paid from Tuesday onwards.

3. A member's eligibility at their new housing benefit location or family benefit location begins on the first day the location becomes their housing benefit location or family benefit location unless subsection 4 applies.
4. If a member and their resident family and recognised other persons arrive at the new housing benefit location on different days, the period of eligibility includes all of the following.
 - a. A period at the former housing benefit location or family benefit location that lets the member's resident family and recognised other persons start the journey and arrive on the same day as the member.
 - b. A period at the new housing benefit location that lets the member complete the journey and reunite with their resident family and recognised other persons.

Guidance

Example 1: The member has to leave their housing benefit location separately to perform temporary duty at another location before commencing duty in the new housing benefit location. The resident family and recognised other persons are able to remain in temporary accommodation in the losing location. This allows them to arrive in the new housing benefit location at the same time as the member.

Example 2: The member has to leave the housing benefit location separately to perform duty at another location before commencing duty in the new housing benefit location. The resident family and recognised other persons may leave the losing location at the same time as the member and travel separately to the new housing benefit location.

They are eligible for temporary accommodation allowance in the new housing benefit location before the member arrives.

7.5.17 Length of period of eligibility

1. A member in a situation in Column A of the following table is eligible to be paid temporary accommodation allowance up to the maximum period in Column B of the same item.

Item	Column A Member's situation	Column B Maximum period of eligibility
1.	They are leaving a location to go to another location with at least one of their resident family or recognised other persons.	Three nights at the losing location.
2.	They are arriving at the gaining location with at least one of their resident family or recognised other persons.	Six weeks at the gaining location.
3.	They and their resident family and recognised other persons are being removed within the same housing benefit location.	Three nights.
4.	They have been granted assistance under section 7.5.7 (the SAFE scheme).	Five nights.
5.	All of the following applies. a. they are in transit from a long-term posting overseas to a housing benefit location in Australia b. they are on temporary duty at a location in Australia.	The number of nights in the period of temporary duty.
6.	They are going overseas on one of the following. a. Long-term duty. b. Deployment for 6 months or longer.	Two weeks. Note: The period can be spent at either: a. the losing location, or b. a combination of the losing location and the place of embarkation.
7.	They rejected a reasonable offer of a Service residence at the housing benefit location.	The number of nights from the first day the member meets the criteria in column A of this item to the day that the CDF is satisfied that they could have completed their removal to the Service residence if they had accepted the offer.
8.	They are vacating a Service residence.	Two nights.
9.	All of the following apply. a. they have been granted a removal on a posting that is more than 6 months. b. they rejected or did not apply for suitable accommodation that was available at the new housing benefit location.	The number of nights from the first day the member meets the criteria in column A of this item to the first day they could have occupied suitable accommodation if they had applied for it.

Item	Column A Member's situation	Column B Maximum period of eligibility
10.	All of the following apply. a. they are required to isolate in a place specified by State or Territory authorities that is not their usual residence. b. they are not eligible for a greater period of temporary accommodation allowance.	The number of nights from the first day the member meets the criteria in column A of this item to the last day the member is required to isolate.

Maximum period of eligibility

2. Despite subsection 1, if a suitable Service residence or other long-term accommodation is not available, the member continues to be eligible for temporary accommodation allowance if they are taking all reasonable steps to find suitable accommodation.

Guidance

Example 1: A member is removed to a new housing benefit location. The member lived in a non-Service residence at their losing location. The member could be granted three nights' temporary accommodation allowance at the losing location. This could be made up of one night's allowance for the night of a pre-pack, another for the night of uplift, and another for the final cleaning and handing over of the residence.

Example 2: A member is removed to a new housing benefit location. The member lived in a Service residence at their losing location. Only a pre-vacation inspection before uplift was required. The member could be granted two nights' temporary accommodation allowance at the losing location. This could be made up of one night's allowance for the night of pre-pack, and another for the night of uplift.

Example 3: A member is removed from one Service residence to another within their housing benefit location. Only a pre-vacation inspection before uplift was required. The member is granted two nights' temporary accommodation allowance. This could be made up of one night's allowance for the night of pre-pack, and another for the night of uplift.

Guidance

For table item 6, the list of deployments approved by the Minister is available in Annex 17.1.A (PDF 124KB).

✓ Persons who can make the decision under section 7.5.17, table item 7, on behalf of the CDF:

7.5.18 Member buying a home

1. This section applies to a member who seeks to buy a home in their new housing benefit location.
 - 1A. The member is eligible for temporary accommodation allowance for up to 6 weeks.
2. The six-week period includes time the member spends as follows.

- a. Waiting to be given a Service residence.
- b. Searching for a home that they will get rent allowance for.

Guidance

Example: A member has been getting temporary accommodation allowance for two weeks while searching for a home to rent. They decide to buy a home. They may be paid temporary accommodation allowance for up to four more weeks.

3. The CDF may extend temporary accommodation allowance beyond six weeks if all these conditions are met.
 - a. The member arranged to occupy their home within the six-week period.
 - b. They could not occupy the home for reasons beyond their control.
 - c. They provide written evidence of the original date they intended to occupy the home and of the reasons for delay.
4. The allowance may not be extended beyond a total of three months.

✓ Persons who can make the decision under subsection 7.5.18.3 on behalf of the CDF:

7.5.19 Member temporarily out of a residence

1. This section applies if both these conditions are met.
 - a. The member lives in a Service residence or a home for which rent allowance is payable.
 - b. The member must move out while it is being refurbished or renovated. The move must be temporary.
2. This section does not apply to a person who is granted assistance under section 7.5.7 (the SAFE scheme).
3. The CDF may grant temporary accommodation allowance to the member for a maximum of six weeks.
4. The member must seek alternative suitable accommodation for periods longer than six weeks. These are the alternatives.
 - a. Removal to another Service residence at the member's rank group benefit.
 - b. Removal to a home for which rent allowance is payable.

✓ Persons who can make the decision under subsection 7.5.19.3 on behalf of the CDF:

7.5.20 Extension of period of eligibility

A member's eligibility to temporary accommodation allowance can be extended by the CDF after considering all of the following.

- a. The member and their resident family and recognised other persons' circumstances.

- b. The member and their resident family and recognised other persons' accommodation needs.
- c. Whether or not there is suitable accommodation available at the location.
- d. Action taken by the member and Defence to accommodate the member and any resident family.
- e. The efficient operation of the ADF.
- f. The cost of extending the period.
- g. Any other factor relevant to the member and their resident family and recognised other persons.

✓ **Persons who can make the decision under section 7.5.20 on behalf of the CDF:**

← ADF pay and conditions: [Home](#) PACMAN / Pay and conditions manual / Chapter 7: ADF housing and meals / Part 5: Temporary accommodation allowance / Division 4: Rates of allowance and advance payment

Division 4: Rates of allowance and advance payment

7.5.21 Rate of allowance – hotel or serviced apartment

1. This section applies to a member in temporary accommodation that is a hotel or serviced apartment other than any of the following.
 - a. The member is occupying the accommodation under section 7.5.7.
 - b. The member, their resident family and recognised other persons are required to isolate in a place specified by State or Territory authorities that is not the member's usual residence.
2. The rate of temporary accommodation allowance is worked out using the following formula.

Temporary accommodation allowance = A + B + C - D

A is accommodation cost.

B is meals amount.

C is laundry costs.

D is the member's rate of contribution payable under section 7.5.29.

3. In this section the following apply.

Accommodation cost means the cost of temporary accommodation for the member and their resident family and recognised other persons.

Laundry costs means following costs of the member and their resident family.

- a. If the member's accommodation has no free laundry facilities — laundromat costs.
- b. If a laundromat is not reasonably available — commercial dry cleaning costs.

Meals amount means the amount set out in 7.5.24 for a member occupying a hotel or serviced apartment.

7.5.21A Rate of allowance – Quarantine residence

1. This section applies to a member whose temporary accommodation is a quarantine residence.
2. The member's rate of temporary accommodation allowance is worked out using the following formula.

Allowance = A + B

Where:

A is the meals amount in sections 7.5.24 or 7.5.26.

B is one of the following laundry costs for the member and their resident family and recognised other persons, other than dry cleaning costs.

- i. If there are free laundry facilities in the quarantine residence — \$0.
- ii. If there is no laundromat reasonably available — commercial laundry costs.
- iii. The costs of using laundry facilities, including the costs of using a laundromat.

7.5.22 Amount of assistance – SAFE scheme

1. This section applies to a person who is given assistance under section 7.5.7 (the SAFE scheme).
2. A person is eligible for accommodation assistance under section 7.5.7 at a hotel or serviced apartment subject to the following.
 - a. The type of accommodation provided must be suited to the needs of any eligible persons.
 - b. The cost of the accommodation for all persons must not be more than the total of the rate in Annex 9.5.A Part 1 Column C for the location.

2A. Despite subsection 1, a person is eligible for a higher rate of accommodation cost if the CDF approves it, having regard to the following.

 - a. The number of persons who need accommodation.
 - b. The availability of accommodation at short notice.

2B. A person is eligible to be reimbursed for meal costs if the CDF is satisfied the person does not have money for food.

2C. A benefit under subsection 2B does not include the costs of alcohol or items from a minbar.

Note: The rates under section 7.5.24 are the maximum that may be paid for each meal.
3. The CDF may approve payment of other reasonable expenses related to the emergency accommodation. The CDF must consider both the following criteria.
 - a. The person's circumstances.
 - b. Alternatives available to the person when the expense was incurred.

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- ✓ **Persons who can make the decisions under subsection 7.5.22.2A, subsection 7.5.22.2B, and subsection 7.5.22.3 on behalf of the CDF:**
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7.5.23 Standard of accommodation

1. The accommodation is an appropriate standard if it costs no more than the accommodation rate listed in Annex 9.5.A for the location and member's rank.
- 1A. This section does not apply to a person eligible for temporary accommodation allowance under paragraph 7.5.6.1.e.
2. If the member's accommodation costs more than the appropriate standard, the cost for subsection 1 is the amount that the CDF considers reasonable. The CDF must consider all these criteria.

- a. The member's rank.
- b. The number, age, gender and needs of any resident family and recognised other persons.
- c. If accommodation is available at the suitable standard.
- d. Any other factor relevant to the member's accommodation needs.

✓ **Persons who can make the decision under subsection 7.5.23.2 on behalf of the CDF:**

7.5.24 Meals – hotel or serviced apartment

1. A member is eligible for an amount for meals for the following kinds of accommodation and periods.

- a. A hotel – for the total period the member occupies it.
- b. A serviced apartment – for less than seven days.

1A. Subsection 1 does not apply to a member if all of the following apply.

- a. The member and their resident family and recognised other persons are required to isolate in a place specified by State or Territory authorities that is not the member's usual residence.
- b. The member is provided a meal for themselves and their resident family and recognised other persons at no charge to the member or the resident family.

2. The amount a member is paid for themselves and for each of their resident family and recognised other persons who is 10 years old or older for a meal period in column A is either of the following.

- a. If the member is in a Capital city or high-cost country centre, the rate in column B.
- b. If the member is in a location other than a Capital city or high-cost country centre, the rate in column C.

Item	Column A Meal period	Column B Capital cities and high-cost country centres (\$)	Column C Other locations (\$)
1.	breakfast	32.10	28.75
2.	lunch	36.10	32.80
3.	dinner	61.50	56.60

Meal allowance

3. The amount a member is paid for each of their resident family and recognised other persons who is less than 10 years old for a meal period in column A is either of the following.

- a. If the member is in a Capital city or high-cost country centre, the rate in column B.
- b. If the member is in a location other than a Capital city or high-cost country centre, the rate in column C.

Item	Column A Meal period	Column B Capital cities and high-cost country centres (\$)	Column C Other locations (\$)
1.	breakfast	16.05	14.40
2.	lunch	18.05	16.40
3.	dinner	30.75	28.30

Meal allowance

4. The CDF may be satisfied that the member and their resident family and recognised other persons needed to spend more on meals than the amount set out in the tables in subsections 2 and 3. In this case, the CDF may approve a greater amount that the CDF considers reasonable.

5. For subsection 4, the CDF must consider all these criteria.

- a. The nature and amount of expenses.
- b. The general cost of meals at the location.
- c. Any other factor relevant to the amount spent.

6. This subsection applies if the member and at least one of their resident family or recognised other persons occupy a serviced apartment for seven days or more, as follows.

- a. The member is eligible for a larder allowance worked out under paragraph b. This is a once-only lump-sum payment to allow a member to stock their kitchen.
- b. The larder allowance is 75% of the total meal amount for five breakfasts, five lunches and five dinners, for the member and each of their resident family or recognised other persons. Amounts are worked out using the tables in subsections 2 and 3.
- c. The member is not required to pay any contribution for meals in the period for which larder allowance is paid. They must still pay rent and utilities contributions for this period.

7. Subsection 6 does not include a period the member and their resident family and recognised other persons are required to isolate in a place specified by State or Territory authorities that is not the member's usual residence.

✓ **Persons who can make the decision under subsection 7.5.24.4 on behalf of the CDF:**

7.5.25 Rate of allowance – other temporary accommodation

1. This section applies if temporary accommodation for a member is not a hotel or serviced apartment.

Guidance

Examples: Boarding house, guest house, bed and breakfast, caravan park, private arrangements such as staying with friends or relatives.

2. The rate of temporary accommodation allowance is the rate the CDF considers reasonable. This is subject to subsection 3.
3. The rate of allowance must not be more than the difference between these two amounts.
- The member's costs for accommodation, meals and utilities, including for any resident family and recognised other persons.
 - The contribution the member would make to their total accommodation costs under section 7.5.29.

Guidance

Example: A member takes temporary accommodation at a guest house for a week with their non-member spouse and two children of the same gender under 13 years old. The total cost of the accommodation is \$300. The member must contribute \$120 to the cost. (The actual contribution will depend on the member's rank and is specified in Annex 7.A Part 1). Their rate of temporary accommodation allowance must not be more than \$180.

4. For subsection 2, the CDF must consider all these criteria.
- The amount the member spends.
 - The number, age, gender and needs of the member's resident family and recognised other persons.
 - The kind of temporary accommodation available.
 - The cost of the appropriate standard of accommodation for the member.
 - Any other factor relevant to the member's temporary accommodation.

✓ **Persons who can make the decision under subsection 7.5.25.2 on behalf of the CDF:**

7.5.26 Meals – other temporary accommodation

1. For subsection 7.5.25.3, the meal cost part of the allowance is limited.

a. If a member paid more for meals than the rates in the table in subsection 7.5.24.3, those costs cannot be paid.

Exception: Meals taken at the place of accommodation.

b. If the member and their resident family and recognised other persons take more than half their meals outside the place of accommodation, they are not eligible for temporary accommodation allowance for those meals. This is unless the CDF considers it reasonable that the costs be paid.

2. For paragraph 1.b, the CDF must consider all the criteria listed in subsection 7.5.25.4.

✓ **Persons who can make the decision under paragraph 7.5.26.1.b on behalf of the CDF:**

7.5.27 Advance payment of allowance

1A. This section does not apply to a person who is granted accommodation under section 7.5.7.

1. The CDF may advance up to 21 days' temporary accommodation allowance to a member at one time. This table sets out what may be advanced.

Item	If the temporary accommodation is a...	then the member may be advanced...
1.	hotel or motel	accommodation and meal costs as assessed for the approved period, less the contribution they must pay.
2.	serviced apartment for less than seven days	
3.	serviced apartment for seven days or more	accommodation costs only, less the contribution they must pay. The larger allowance under paragraph 7.5.24.6.b may be paid along with the advance.

Allowance that may be advanced

2. The member must give the CDF written evidence that the previous advance has been used. The CDF may then decide to provide another advance.

✓ **Persons who can make the decisions under subsection 7.5.27.1 and subsection 7.5.27.2 on behalf of the CDF:**
