



CDF / SEC Joint Directive 08/2007

**SECRETARY AND CHIEF OF THE DEFENCE FORCE DIRECTIVE ON SUPPORT
TO OUR AUSTRALIAN DEFENCE FORCE PERSONNEL**

BACKGROUND

1. As Australian Defence Force (ADF) members approach the completion of their Service, it is only natural that many will reflect on the sacrifices, both professional and personal, that were made in the interests of service to the nation. Defence must not overlook our people during periods of intense operational activity and busy work schedules. It is essential that when our people separate from the ADF, they go with the knowledge that their contribution has been appreciated by their colleagues, by their parent Service and their country.

2. We acknowledge that considerable progress has been made in enhancing separation policies and administration, incorporating additional flexibility in the provision of entitlements, streamlining services and strengthening links with external service providers such as the Department of Veterans' Affairs (DVA). However, we should not become complacent as there is still room for improvement.

COMMITMENT

3. Defence is committed to ensuring that the men and women of the ADF, and their families, are provided with exemplary support services throughout their career, particularly at times of separation. All of these support services are being revamped with an emphasis on a seamless transition from military service to civilian life. In recognising the valuable contribution that ADF members make in the service of their country, those people who are transitioning will be proactively engaged, and treated with care, consideration and compassion. Every effort is to be made to ensure that the separation service is as uncomplicated and stress free as possible, ensuring that personnel separating from the ADF do so as staunch ambassadors for the ADF.

4. In order to achieve our commitment, we must ensure that the skills, knowledge and support necessary for our members to successfully reintegrate into civilian life are provided throughout their careers. DEPSEC DS is developing and implementing a 'Whole of Government' Integrated People Support Model (IPSM), which will facilitate this requirement. Tools such as education assistance and financial awareness can be regarded as 'through service' aids to facilitating long term career transition planning. The Model will be a strong

support tool to enable the Services to manage their responsibility of ensuring their ADF men and women have access to available support services when needed.

5. In addition, our transition support tools and services will be sufficiently flexible to support those people who separate at short notice for medical or compassionate reasons. For those who must separate for medical reasons, we will ensure that they receive effective and appropriate rehabilitation support and assistance prior to their transition to civilian life.

6. We must also ensure that we do not lose sight of the individual during the transition process: while the Defence Support Group is responsible for managing the Model and process of transition, the Services are responsible for ADF personnel until they finally transition into civilian life. Separating members should be treated with respect, provided with accurate, clear and consistent information and services, delivered in a timely manner.

6. We must also ensure that we use our resources more effectively when assisting our people. Our commitments to fiscal responsibility means that whatever actions are taken to support ADF people in their transition to civilian life does not occur on an ad-hoc basis, but will instead be considered within a holistic approach through the Defence People Plan process.

GOALS

7. **Through Service Support.** Ensure that ADF members and their families are informed and encouraged to access educational, financial, rehabilitation and other services throughout their careers to facilitate sound planning, during times of need including separation.

8. **Separation Ready.** Ensure that all reasonable assistance and support is available and utilised by members and their families preparing to transition to civilian life, particularly for those people who have been injured and require rehabilitation as a result of their service in the ADF. In addition, ensure the smooth transition of case management services to DVA and other support agencies where applicable.

9. **Separation Reconciliation.** Make maximum effort to ensure that all Defence related matters are resolved before transition occurs.

10. **Separation Review.** Maintain continued engagement with members post separation to ensure successful transition. This includes engagement with those who may wish to re-enlist with the ADF.

OBJECTIVES

11. To achieve our goals the following objectives are to be addressed:

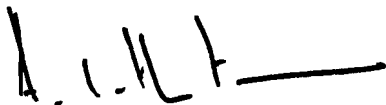
a. Service Chiefs are to:

- (1) Ensure our people access appropriate transition support services and entitlements.
- (2) Ensure that our people remain engaged with their unit during the transition process.

- (3) Ensure single-Service personnel policies, including for transition, allow flexibility in application where appropriate and support the IPSM.
 - (4) Ensure any outstanding administrative action is completed prior to a member separating.
 - (5) Ensure Command recognition of service.
 - (6) Support DEPSEC DS to achieve the development and implementation of the IPSM.
- b. DEPSEC DS is to:
- (1) Ensure synergy between Defence organisations, units and other agencies, which provide assistance to ADF people, through the development of the IPSM.
 - (2) Improve communication of the IPSM and ADF Support Services for Commanding Officers, ADF members and their families.
 - (3) Improve information pathways for Commanding Officers and ADF members in relation to rehabilitation and compensation entitlements and their accessibility.
 - (4) Improve Commanding Officer and ADF member access to the support services via the evolution of the existing DSG regional staff base, including Customer Service Centres, 1800 Defence and the DSG Website.
 - (5) Ensure Information Technology services adequately support the IPSM.
 - (6) Explore opportunities to extend access to the Career Transition Assistance Scheme post separation.
 - (7) Ensure the IPSM includes better linkages between Defence and DVA to ensure the smooth transition of case management services associated with people transitioning on medical grounds.
 - (8) Ensure that reliable, up-to-date, standard operating procedures are accessible to all Defence people involved in supporting the IPSM.
- c. HPE is to:
- (1) Ensure tri-Service personnel policies, including for transition, allow flexibility in application where appropriate and support the IPSM.
 - (2) Explore opportunities to extend access to transition entitlements post separation.

CONCLUSION

12. Separation from the ADF can be a stressful time for our members and their families, particularly where separation occurs in unplanned circumstances. We have an obligation to assist members leaving the ADF to make a successful transition to other employment in a way that is tailored to meet the needs of both the ADF and the individual and their family. We should ensure that our policies and processes result in satisfied ADF members transitioning to civilian life, and secure in the belief that they will remain connected with the ADF family in a positive way.



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Air Chief Marshal
Chief of Defence Force

23 Aug 07



N. WARNER
Secretary
23 Aug. 2007