



# Privacy Statement

## Defence Member and Family Support

**The Defence Member and Family Support Branch (DMFS) collects personal information for the purposes of providing a range of services, on behalf of Command, to ADF members and their families.**

**This includes assessing and evaluating issues that might affect the wellbeing of an Australian Defence Force (ADF) member or their family, to administer a range of support programs and to provide support during a crisis or emergency.**

Defence Member and Family Support, in collecting personal information, complies with the *Privacy Act 1988* which regulates the manner in which Defence collects, handles, stores, maintains, provides access to, uses and discloses personal information. We will only collect, use or disclose your personal information in accordance with the Privacy Act.

Information may be collected via written reports or letters, specialist reports, interviews, phone conversations, Defence forms or emails.

### WHAT IS COLLECTED AND FROM WHOM

The type of information collected by DMFS depends on the circumstances, nature of request, and the service being delivered.

We may request information on:

- family circumstances
- relationships
- health
- social support structures

We may request information from:

- an ADF member
- the family of an ADF member
- medical practitioners
- allied health workers
- command and military agencies
- community services or agencies
- teachers or educators
- government departments

This information may be recorded in a DMFS report, case notes, case plan, or a transition support separation plan, and filed in a DMFS customer file in Defence's records management system.

It is important to note that we collect only that information which is related to services delivered by DMFS. These services include:

- critical incident and casualty support
- mobility support
- absence from home support
- community capacity building
- working with Command
- transition support

### USE & DISCLOSURE OF YOUR INFORMATION

Who has access to the information, and under what circumstances, depends on the situation, and the nature of the request for DMFS services.



Information may be used by:

- Command
- an ADF member's Commanding Officer, and/or
- other military agencies such as service career managers including to support individual preparedness for operations.

We will only use and disclose information for the purpose it was collected. If required for a use other than for that related to the primary purpose of collection, express consent will be sought from the person concerned.

We may sometimes be required to disclose personal information about you and/or your family's circumstances to certain domestic agencies when required by law, court/tribunal order or when a permitted general situation exists.

In the unlikely event that personal information needs to be disclosed to an overseas entity Defence will take all reasonable steps to ensure that your information is only handled by those organisations that can practically provide an assurance/expectation of limited exposure.

### ACCURACY OF YOUR INFORMATION

We endeavour to ensure the information collected, used and disclosed is accurate and correct. Failure to provide sufficient and accurate information may result in:

- DMFS being unable to provide accurate information and advice on your situation to Defence decision makers, and/or other agencies/ organisations and
- DMFS being unable to provide you with the services or support that you require

Where applicable, we will take all reasonable steps to inform you of the information provided in reports prepared for Command. At this time you can correct any inaccuracies or note differences. Where the information provided to Command cannot be provided to you, this is explained at the time.

### ACCESS TO YOUR INFORMATION

The Defence Privacy Policy can be obtained at <https://www1.defence.gov.au/privacy> or by requesting a copy from the Defence Privacy Office by emailing [defence.privacy@defence.gov.au](mailto:defence.privacy@defence.gov.au)

The policy contains general information about the different types of personal information collected by Defence and how individuals can request access to or correction of their personal information.

All customer requests to access personal information held by DMFS should in the first instance be forwarded in writing to the Defence Member and Family Helpline at [memberandfamilyhelpline@defence.gov.au](mailto:memberandfamilyhelpline@defence.gov.au)

### BREACHES OF PRIVACY

If you believe that your personal information has been mishandled, you have a right to raise concerns at any time. The Defence Privacy Policy at <https://www1.defence.gov.au/privacy> provides advice about how to raise potential breaches of privacy with Defence. ADF members can also refer a complaint through normal Command channels. You can also contact the Office of the Australian Information Commissioner at [www.oaic.gov.au/privacy](http://www.oaic.gov.au/privacy)

For more information on this factsheet and other Defence Member and Family Support services visit [www.defence.gov.au/members-families](http://www.defence.gov.au/members-families) or call the all-hours Defence Member and Family Helpline on **1800 624 608** or email us at [memberandfamilyhelpline@defence.gov.au](mailto:memberandfamilyhelpline@defence.gov.au)

