



HOW TO COMPLETE THE DEFENCE ONLINE APPLICATION FORM

In your role as a support organisation for Australian military veterans, you may be called upon to provide assistance to your members when they are seeking to apply for Defence awards.

The Defence Medals Online Application Form is the best way to apply for Defence awards.

What are the type of applications?

- Australian Operational Service Medal – Border Protection
- Australian Defence Medal
- Foreign Awards ADF
- Foreign Awards Lateral Transfer
- Full Assessment (Campaign and Service Awards)
- List of Previous Awards
- Long Service Medal and Clasps
- Replacement Medals
- Unit Citation for Gallantry

What do you need?

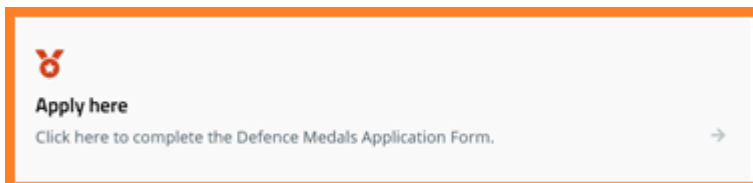
Prior to starting the online application it is important to have the below details of the member ready.

- Full name
- Date of birth
- Service type (Air Force/Army/Navy/Merchant Navy/US Small Ships/Other)
- Service or PMKeyS Number
- Period of service (this can be specific enlistment/discharge dates or a general period eg. 1970s)

How to find the Defence Online Application Form

To access the Defence Online Application Form search **Defence Medals application**.

Read the information on the **Defence Medals Applications Form** webpage. Then click on the **Apply here** button at the bottom of the page as pictured below. This will take you to the online application.



1-Member details

The screenshot shows a progress bar at the top with six steps: 1-Member details (highlighted), 2-Other claimant, 3-Address Details, 4-Service details, 5-Terms & submission, and 6-Complete. Below the progress bar is a form with the following fields:

Claimant Status - Select -	Service Select related service(s)	Last Rank Held Last Rank Held
Member First Name Member First Name	Member Middle Name Middle Name(s)	Member Surname Member Surname
Service No Service No	PMKeyS PMKeyS	Member Date of Birth Date of birth (DD/MM/YYYY)
Service Status - Select -	Application Type - Select -	

A red **NEXT** button is located at the bottom left of the form area.

What do we mean by member?

A current or ex-serving member of the Australian Defence Force.

1. **Claimant Status**, select one of the following using the dropdown menu.

A dropdown menu with a blue background and white text. The selected option is "Member claiming for myself". A small downward arrow is visible on the right side of the dropdown.

Member is claiming for myself: select this option when:

- you are applying for your own awards.
- you are assisting the member in submitting the online form for their own awards.

A dropdown menu with a blue background and white text. The selected option is "Member is deceased". A small downward arrow is visible on the right side of the dropdown.

Member is deceased: select this option if you are applying for a deceased member's awards

A dropdown menu with a blue background and white text. The selected option is "Claiming on behalf of Member". A small downward arrow is visible on the right side of the dropdown.

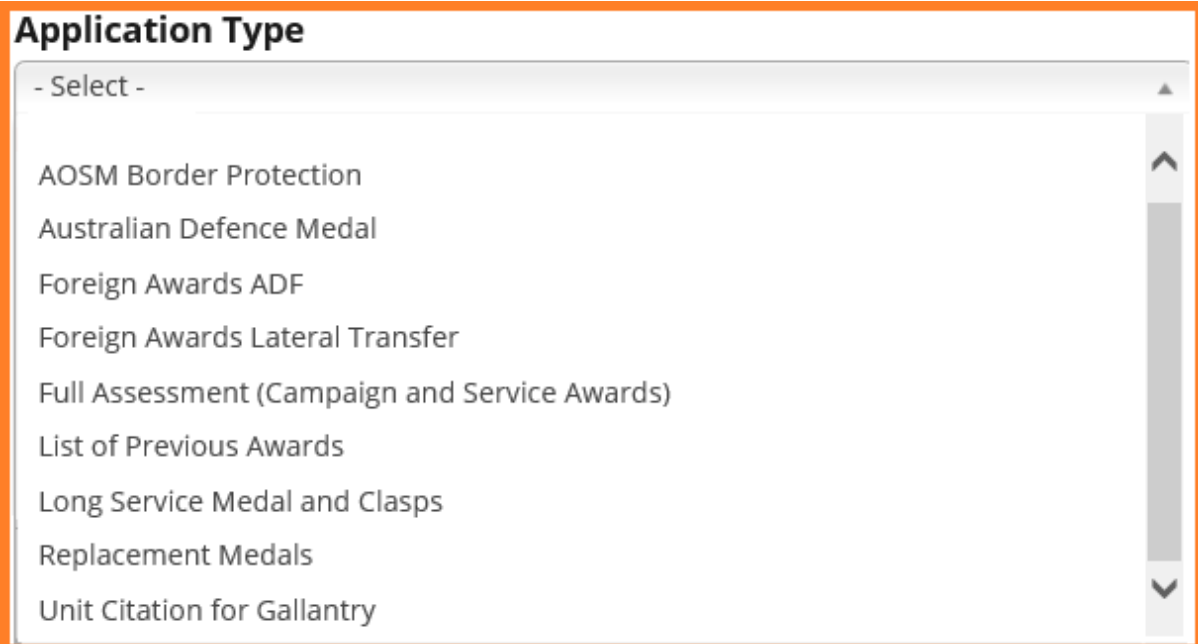
Claiming on behalf of a member: select this option when:

- you hold a current enduring Power of Attorney for the member. Please note that once a Will has been executed, the Power of Attorney is no longer current and the **Member is deceased** Claimant Status is to be selected.

- the member has given you permission to act on their behalf. It is important to provide the member's contact phone number and/or e-mail address. The phone number or e-mail address will be used to contact the member directly to verify they have given permission for you to act on their behalf.
2. Add the relevant service and contact details under **1-Member details** by clicking on the field under each heading and adding the relevant information. Details such as Service Number, PMKeyS Number and Last Rank Held are not mandatory but are helpful to identify the member.

Date of Birth: This is a mandatory field. If you don't have an exact date, please provide a date closest to your knowledge. If you only know the year (eg. 1947), you can add the date as 01/01/1947.

3. **Application Type**, select one of the following application types.



The image shows a screenshot of a web form's 'Application Type' dropdown menu. The menu is titled 'Application Type' and contains a list of options. The options are: '- Select -', 'AOSM Border Protection', 'Australian Defence Medal', 'Foreign Awards ADF', 'Foreign Awards Lateral Transfer', 'Full Assessment (Campaign and Service Awards)', 'List of Previous Awards', 'Long Service Medal and Clasps', 'Replacement Medals', and 'Unit Citation for Gallantry'. The dropdown is currently open, showing the list of options.

Full Assessment (Campaign and Service Awards) select this Application Type when:

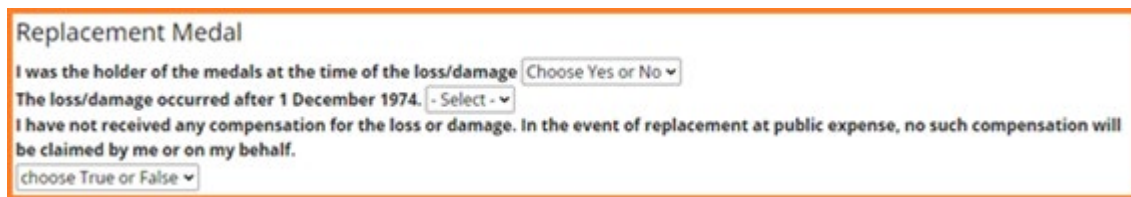
- you would like a full assessment of service
- you are unsure of which awards you or the member may be entitled to.

List of Previous Awards select this Application Type if you would like a list of the previously issued awards for the purposes of purchasing replicas.

Replacement Medals select this Application Type when:

- the medal has been damaged and you are seeking a replacement.
- you were the holder of the medals at the time of loss or theft and would like to have them replaced.

Once **Replacements Medals** is selected, complete the three questions below the Application Type (pictured below). In order to facilitate a timely assessment please list the name of the medal/s and detail the circumstances of the loss/damage in the Comments field under the **4-Service Details** section.



Replacement Medal


I was the holder of the medals at the time of the loss/damage

The loss/damage occurred after 1 December 1974.

I have not received any compensation for the loss or damage. In the event of replacement at public expense, no such compensation will be claimed by me or on my behalf.

There are also specific Application Types if you are seeking one of the below medals or submitting an application in relation to Foreign Awards:

- **Australian Operational Service Medal - Border Protection**
- **Australian Defence Medal**
- **Foreign Awards ADF (application to accept and wear a Foreign Award)**
- **Foreign Awards Lateral Transfer**
- **Long Service Medals and Clasps**
- **Unit Citation for Gallantry**

4. Once you have filled out the information on this page click on the  button at the bottom left of the page.

2-Other claimant

If you're claiming a deceased member's awards or are claiming on behalf of the member, update your personal details on this page. Members claiming for themselves will skip this page and will be taken to **3-Address details**. Once you have filled out the information on this page click on the orange **Next** button at the bottom of the page.

Note: These are your details, not the details of the member.

1- Member details 2- Other claimant 3- Address Details 4- Service details 5- Terms & submission 6- Complete

Relationship to Member
Choose

Title
- None -

Given Names
[]

Middle Name(s)
[]

Last Name
[]

Date of birth (eg. DD/MM/YYYY)
[]

Phone
Phone (eg. 07 9988 7766) []

Mobile
Mobile (eg. 0412 345 678) []

Email
[]

PREVIOUS NEXT

3-Address Details

Add your address details on this page. Once you have filled out the information on this page click on the orange **Next** button at the bottom left of the page.

Note: Address details are for the dispatch of any awards or correspondence. For Reservists, this will default to your home address, unless you advise otherwise.

1- Member details 2- Other claimant 3- Address Details 4- Service details 5- Terms & submission 6- Complete

Please complete postal address details for the dispatch of any eligible awards. Current serving Permanent ADF members, and those Reservists on Continuous Full Time Service, will have their award dispatched to their chain of command.

Address
[]

Address 2
[]

Suburb State Postcode
[] [] []

Country
- Select -

Delivery Address
As above

PREVIOUS NEXT

4-Service details

The screenshot shows a multi-step process for completing a Defence Medals Online Application. Step 4, 'Service details', is the current step. The form contains the following fields:

- Service Type:** A text input field with the placeholder 'Type of Service'.
- Related Conflict / War:** A dropdown menu with the placeholder 'Choose some options'.
- Date of Enlistment:** A text input field with the placeholder 'Enlisted (DD/MM/YYYY) (opt)'.
- Date of Discharge:** A text input field with the placeholder 'Discharged (DD/MM/YYYY) (opt)'.
- Supporting Information:** A large text area with the following instructions: 'Please provide any supporting information here. If you are seeking replacement medals, please list all medals and detail the circumstances of the loss/damage. Only awards that can be returned to the Directorate (eg broken or damaged) will be issued as Original. Medals that cannot be returned will be engraved with a 'D' for Duplicate.'
- Overseas Service?:** A dropdown menu with the placeholder 'Select an option'.

At the bottom of the form are two buttons: 'PREVIOUS' and 'NEXT'.

1. **Service type**, select one from the following options.

Permanent: permanent service in the Australian Defence Force.

Reserve: reserve service in the Australian Defence Force.

National Service: A member who was conscripted under the National Service Act 1951 during the period of 1951 to 1972.

Civilian: Defence civilians, and other classes of civilian who are employed on Australian Defence Force operations.

2. **Related Conflict / War**, choose any relevant options. You can select as many as required.
3. **Date of Enlistment/Discharge** (optional). If the specific dates are unknown you can add a general timeframe in the comments field under Supporting Information (see the next step).
4. **Supporting Information**, add any supporting information in the comments field.
 - If you are seeking a specific award, it is important to list the award in the comments field.
 - If you are seeking **replacements**, please list the names all the medals and detail the circumstances of the loss/damage.
 - If you are requesting a “**Statement of Service towards the National Medal**”, please list this request here.
 - If you are providing **supporting documents**, they can be e-mailed to yourcustomer.service@defence.gov.au. Please quote the application reference number (number starting with MOA, see page 7) in the subject line of your e-mail and advise “the documents are in support of your Defence Medals Online Application”.
5. **Overseas Service**, select the relevant options.

- Once you have filled out the information on this page click on the orange **Next** button at the bottom left of the page.

5-Terms & submission

- Read the three sections on the **Terms & submission** page. There is a tick box for each section, please ensure you click on each so that a tick appears if you accept each section.
- There is a simple math sum to complete under **Statement of accuracy**, please enter the correct value.
- Once completed click on the orange **Submit** button at the bottom of the page.

The screenshot shows a progress bar at the top with six steps: 1-Member details, 2-Other claimant, 3-Address Details, 4-Service details, 5-Terms & submission (highlighted in blue), and 6-Complete. Below the progress bar are three sections:

- Consent to access health information (optional)**: A text block explaining that the Directorate Honours and Awards (DH&A) may require access to Defence Health Records. Below this is a checkbox labeled "I hereby consent to DH&A accessing my health records for the purpose of verifying eligibility for awards (optional)".
- What happens after I submit this form?**: A text block explaining that information is transmitted to DH&A and that an on-screen notification will be received. Below this is a checkbox labeled "I acknowledge that most applications take up to four months to process." followed by a text block explaining the timeframe for the Australian Operational Service Medal Border Protection.
- Statement of accuracy**: A text block stating "The information I have provided is true and correct." and a warning about prosecution under section 136.1 and 137.1 of the Criminal Code 1995. Below this is a math problem: "Please answer 3 + 0 =". A text input field is provided for the answer. Below the input field is the instruction: "Solve this simple math problem and enter the result. E.g. for 1+3, enter 4." At the bottom of this section are two buttons: "PREVIOUS" and "SUBMIT".

- Once you have submitted the application, you will receive a reference number starting with **MOA** as pictured below. Record this number in full for future reference. You have now completed the online application form.

The screenshot shows a confirmation screen with the following text:

Thank you for your submission

Thank you.

Defence Honours and Awards will review your application and notify you of the outcome.

Please note your application number for future reference:

MOA20210427124411

If you require support in completing this form contact the Defence Service Centre on 1800 333 362.