



Australian Government  
Department of Defence

# Member and family care plan

Defence Member and Family Support



For Australian Defence Force members  
and their families

[www.defence.gov.au](http://www.defence.gov.au)



## **Member and family care plan**

The 'Member and family care plan' is a useful tool to bring together important information about personal arrangements, records and emergency details for your family in one easy reference.

The plan guides you through important considerations including financial arrangements, home preparation and maintenance, legal considerations, medical needs, emergency plans and other practical matters. The questions help you assess your current level of family readiness and may identify issues you haven't thought about yet.

The 'Member and family care plan' is entirely for your own use, but you may choose to leave a copy with another family member or trusted friend in case of an emergency.

### **Produced by:**

### **Defence Member and Family Support**

**June 2020**

Contact Defence Member and Family Support for further information:

**1800 624 608**

United Kingdom 0800 051 2187

North America/Hawaii/Canada 1855 809 3999

[memberandfamilyhelpline@defence.gov.au](mailto:memberandfamilyhelpline@defence.gov.au)

[www.defence.gov.au/members-families](http://www.defence.gov.au/members-families)



Follow Defence Member and Family Support on Facebook, Instagram or Twitter to receive information about support services, links with Member and Family Support, and the range of DFMS events for families.

[www.facebook.com/DefenceMemberFamilySupport](https://www.facebook.com/DefenceMemberFamilySupport)

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### **Cover image:**

Captain Ricky Su and his family at the Task Group Taji-Ten farewell parade at Robertson Barracks.

Photo by Captain Daniel MacDonald

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## Member and family care plan

### Emergency support

Are you aware of the emergency support that Defence Member and Family Support can provide? Please contact the Helpline for additional information.	<b>yes/no</b>
Have you registered your family for deployment support contact from Defence Member and Family Support?	<b>yes/no</b>

### Deployment

Deployment/exercise/course	
Location	
Estimated departure date	
Estimated return date	
Detail any restrictions on communication with the member while they are away (such as weight limits on postal items, access to internet, etc.)	

### Unit contact details

<b>Supervisor/s</b>	
Name	
Contact number	
Name	
Contact number	
<b>After hours/Duty Officer</b>	
Name	
Contact number	

<b>Unit Welfare Officer or Personnel Capability Officer</b>	
Name	
Contact number	
Does the partner or dependant/s have ID to gain access to the military base (i.e. Defence Common Access Card (DCAC)) <i>If not, contact the Unit Orderly room or Unit Welfare Officer to organise</i>	<b>yes/no</b>

## Personal details

<b>ADF member</b>			
Name			
Rank			
PMKeyS number			
Mobile number			
Email address			
Postal address while away			
Ship/Unit/Squadron			
Category/Mustering/Trade			
Are PEC/NOK Details updated on PMKeys?			
<b>Partner</b>			
Name			
Date of birth			
Address during member's absence			
Contact numbers			
<b>Dependants and unrecognised Family Members</b>			
<b>Name</b>	<b>Relationship to member</b>	<b>Date of birth</b>	<b>Live with member</b>
			<b>yes/no</b>
			<b>yes/no</b>
			<b>yes/no</b>
			<b>yes/no</b>

## Absence from home support

<b>Day Care/Schools</b>	
Have you informed your child's Day Care of the member's absence so they can be supportive or your child's needs?	<b>yes/no</b>
Have you informed your child's teachers and carers of the member's absence so they can be supportive or your child's needs?	<b>yes/no</b>
If relocating, have you advised the school of your next location and moving date?	<b>yes/no</b>
Have you informed your child's Defence School Mentor of their parent/carers deployment or absence?	<b>yes/no</b>

## Personal details administration

Has the partner and/or dependant/s been formally recognised by Defence?	<b>yes/no</b>
If not, the ADF member should complete Webform AD150 - Amendment of Personal Data Details - ADF, and submit the forms with relevant documents to their Commanding Officer.	<b>yes/no</b>
Are all the member, partner and dependant details correct and up-to-date in PMKeyS?	<b>yes/no</b>
Has the member named their Next of Kin, Primary Emergency Contact and Alternate contact in PMKeyS?	<b>yes/no</b>
Has the member lodged Webform AC989 - Pre-deployment Emergency Contacts Confirmation with Defence Member and Family Support <a href="mailto:memberandfamilysupport@defence.gov.au">memberandfamilysupport@defence.gov.au</a> to confirm emergency contact details?	<b>yes/no</b>

## Medical details

<b>Doctor</b>	
Name	
Contact numbers	
Name	
Contact numbers	
<b>Dentist</b>	
Name	
Contact numbers	
Name	
Contact numbers	

<b>Specialist</b>		
Name		
Type of specialist		
Contact numbers		
Name		
Type of specialist		
Contact numbers		
<b>Special needs</b>		
Does any member of the family have current special medical needs (including mental health issues or pregnancy) or recognised conditions?		<b>yes/no</b>
Are these special needs formally recognised by Defence? <i>If no, you can begin the recognition process by contacting the Defence Member and Family Helpline on 1800 624 608</i>		<b>yes/no</b>
<b>Name</b>	<b>Need or condition</b>	
<b>Allergies</b>		
Do any family members suffer from known allergies or adverse drug reactions?		<b>yes/no</b>
<b>Name</b>	<b>Allergy/adverse reaction</b>	

<b>Private health insurance</b>	
Does the family have private health cover?	yes/no
Fund name	
Policy number	
Fund contact details	
Level/type of cover	
Hospital cover	yes/no
Ambulance cover	yes/no
<b>Immunisation</b>	
Are children fully immunised relevant to their age?	yes/no
Are adults up-to-date with immunisations?	yes/no
Where are immunisation records kept?	
<b>Other issues</b>	
Detail any religious, cultural, language or other considerations that would have a bearing on medical treatment administered to the family	
Have family doctors and emergency contacts been notified of these issues?	yes/no
Has the member registered for the ADF Family Health Program? (www.adffamilyhealth.com)	yes/no



**Insurances**

<b>Home and contents</b>	
Company and policy number	
Is policy up-to-date?	yes/no
<b>Vehicle/s</b>	
Company	
Policy number	
Is policy up-to-date?	yes/no
Company	
Policy number	
Is policy up-to-date?	yes/no
<b>Life insurance</b>	
Company	
Policy number	
Is policy up-to-date?	yes/no
<b>Other (boat, caravan, income protection etc.)</b>	
Company	
Policy number	
Is policy up-to-date?	yes/no
Company	
Policy number	
Is policy up-to-date?	yes/no

## Finance

Is the partner or person in charge of finances fully familiar with the financial arrangements of the family?		yes/no
<b>Bank account and credit card details (be careful putting all details here JUST IN CASE)</b>		
Account with		
Name on account		
Account number and BSB	BSB: xxx-039 ACC: 752-xxx-297	
Expiry date	xx/2024	
Can partner access all accounts?		yes/no
If no, what are the arrangements?		
<b>Payments</b>		
Are the regular bills automatically paid from your pay or bank account?		yes/no
If no, how are they paid?		
Are there sufficient funds in place to cover all periodic payments (e.g. phone, utilities, insurance, rent or mortgage)?		yes/no
Is the person in charge of finances aware of the due dates and payment methods for all regular bills or expenses?		yes/no
<b>Budgeting/financial planning</b>		
Do you have a personal tax adviser or financial counsellor?		yes/no
Company		
Contact details		
Do you have an up-to-date budget?		yes/no
Is the family sufficiently funded to meet all bills and expenses incurred?		yes/no
Include details of emergency funds available, or someone who would be able to provide you with emergency financial assistance, to deal with unforeseen expenses or emergencies		

## Housing

<b>Are you in a Defence Housing Authority Service Residence; Rental Assistance; Private Rental</b>	
Are you aware of your current housing situation? Defence Housing Authority Service Residence (DHA SR); or Rental Assistance (RA); or Private Rental	<b>yes/no</b>
Is your partner listed on the DHA Tenancy Agreement?	<b>yes/no</b>
Does your partner know how to contact DHA or the current property manager in the case of RA for maintenance and other issues? 139 342   <a href="http://www.dha.gov.au">www.dha.gov.au</a>	<b>yes/no</b>
Do you need to arrange for any mail collection, lawn mowing, or regular security checks if your home is to be left vacant for any periods of time during this absence?	<b>yes/no</b>

## Legal

<b>Will – ADF member</b>	
Does the member have a current Will? <i>If no, you can seek free advice from a Defence Legal Officer, or pick up a Legal Will kit from a Post Office or newsagent</i>	<b>yes/no</b>
Is the Will lodged with Defence? <i>We strongly encourage you to forward your Will to DMFS for storage</i>	<b>yes/no</b>
If no, where is the Will located?	
Who is the Executor?	
Has the member lodged a 'Certificate of Will in Existence' form with DMFS?	<b>yes/no</b>
Contact details	
<b>Will – partner</b>	
Does the partner have a current Will?	<b>yes/no</b>
Where is the Will located?	
Who is the Executor?	
Contact details	
<b>Power of Attorney</b>	
Have you appointed a Power of Attorney?	<b>yes/no</b>
Name	

**Absence from home support**

Contact details		
Where are the Power of Attorney documents kept?		
<b>Electoral voting</b>		
Have you registered for voting in your current electorate?		<b>yes/no</b>
State electorate		
Council electorate		
<b>Pets</b>		
Are the pets registered?		<b>yes/no</b>
When is registration due?		
Are the Pets vaccination up to date		<b>yes/no</b>
When are the vaccinations due?		
Current Veterinarian		
Veterinarian contact details.		

**Motor vehicles**

<b>Licences</b>	
Are all licences valid for the current state or territory where you live?	<b>yes/no</b>
<b>Member</b> drivers licence number	
Expiry date	
State	
Other licence (i.e.. boat, etc.)	
Expiry date	
State	
<b>Partner</b> drivers licence number	
Expiry date	
State	
Other licence (i.e. boat, etc.)	
Expiry date	
State	
<b>Roadside service</b>	
Do you have membership with a roadside service provider (i.e. NRMA, RACQ, AANT) for assistance in the event of a breakdown?	<b>yes/no</b>
Company	
Membership number	
Contact details	
<b>Registration</b>	
<b>Vehicle 1</b> registration number	
Registration due	
How will registration be paid?	
<b>Vehicle 2</b> registration number	
Registration due	
How will registration be paid?	

**Absence from home support**

<b>Vehicle 3</b> registration number	
Registration due	
How will registration be paid?	
<b>Vehicle 4</b> registration number	
Registration due	
How will registration be paid?	

<b>Maintenance and service</b>		
Are family members aware of the general maintenance requirements of the vehicles and how to perform basic checks (oil, water, tyre pressure, changing a tyre, etc.)?		<b>yes/no</b>
Do all vehicles contain sufficient emergency equipment (spare tyre, jack, tool kit, first aid kit, etc.)?		<b>yes/no</b>
<b>Vehicle 1</b> service due	(date or kilometres)	
Company		
Contact details		
<b>Vehicle 2</b> service due	(date or kilometres)	
Company		
Contact details		
<b>Vehicle 3</b> service due	(date or kilometres)	
Company		
Contact details		
<b>Vehicle 4</b> service due	(date or kilometres)	
Company		
Contact details		

## Home and security

<b>Rental property</b>		
Real estate and agent		
Contact details		
Rent payment arrangements		
Where are lease documents		
Own home		
Mortgage payment arrangements		
Where are mortgage papers or house deeds kept?		

<b>Home and contents insurance</b>	
Membership/policy number	
Company	
Due date	
<b>Home arrangements</b>	
Are fire detectors or smoke alarms installed and working?	<b>yes/no</b>
Has any necessary mail redirection been organised?	<b>yes/no</b>
Does the family know where the spare keys for house and vehicles are kept?	<b>yes/no</b>
Are all electrical systems and major appliances in good working order?	<b>yes/no</b>
Are fuses and circuit breakers labelled?	<b>yes/no</b>
Are family members aware of location and function of these?	<b>yes/no</b>
<b>Security</b>	
Is there sufficient security for the home while absent?	<b>yes/no</b>
Are there adequate and functioning locks or bolts on all doors and windows?	<b>yes/no</b>
Are there additional security measures to add to the home (security doors or screens, front door peep hole, sensor lights, etc.)?	<b>yes/no</b>
Are all alarm systems and sensor lights in good working order?	<b>yes/no</b>
<b>Maintenance and repairs</b>	
Are all tools (such as lawn mower) in good working order and are family members familiar with where they are kept and how to operate them?	<b>yes/no</b>
Does the family know who to contact for home maintenance or repair issues (plumber, electrician, Defence Housing Australia, etc.)?	<b>yes/no</b>
Plumber details	
Electrician details	
Other services	



**Important documents**

Are your important documents secure?		yes/no
Do all family members know where important documents are kept?		yes/no
<b>Document</b>	<b>Location</b>	
Birth certificates		
Adoption papers		
Marriage certificate		
Court orders		
Passports		
Wills		
Power of Attorney		
School reports/records		
Immunisation records		
Medical records		
Dental records		
Investment documents		
Prescriptions		
House deeds		
Mortgage papers		
Vehicle registrations		
Insurance policies		
Tax returns		
Citizenship papers		
Appliance warranties		
Spare keys		

## Emergencies

<b>Emergency contacts</b>	
<b>If there was a medical or other emergency with the partner, who should be called?</b>	
Name	
Contact details	
<b>If there was a medical or other emergency with one of the children and the parent/s were not contactable, who should be called?</b>	
Name	
Contact details	
Relationship to child	
<b>Secondary person to call in an emergency situation</b>	
Name	
Contact details	
<b>Emergency plans</b>	
Does the family have local support in the event of an emergency?	<b>yes/no</b>
Does the family have a prepared emergency kit (including a first aid kit and severe weather provisions)?	<b>yes/no</b>
Do all family members know where it is located?	<b>yes/no</b>
Does the family have support to assist with the preparation of the home in the event of severe weather?	<b>yes/no</b>
If a member of the immediate family became ill or incapacitated while the serving member is absent, what emergency plan is in place to ensure the family is cared for and has access to the necessary support? Ensure to identify local support people and their contact details, organisations and a detailed plan.	

## Useful contacts

### Defence Member and Family Support

#### The Defence Member and Family Helpline

1800 624 608 | [memberandfamilyhelpline@defence.gov.au](mailto:memberandfamilyhelpline@defence.gov.au) | [www.defence.gov.au/member-families](http://www.defence.gov.au/member-families)

The Defence Member and Family Helpline is your first point of call for support, information and connection with your community, including your local DMFS team. The Helpline is available 24/7 and is staffed by qualified human services professionals including social workers and psychologists.

Australian Defence families who are living overseas can contact the Helpline free of charge by calling their country-specific free call number from a landline.

United Kingdom 0800 051 2187

North America/Hawaii/Canada 1855 809 3999

Malaysia 1800 816 443

Papua New Guinea 0008 61 004

### Defence-delivered support

#### The All Hours Support Line

A 24/7 confidential telephone triage support service for ADF members and their families to access mental health advice and referral.

Available services include psychology, medical, social work, and chaplain services

Within Australia 1800 628 036

Outside Australia +61 2 9425 3878

<https://www.defence.gov.au/Health/HealthPortal/MentalHealthOnline.asp>

#### Global Operations

Outlines the current operations in action overseas or within Australia.

[www.defence.gov.au/Operations](http://www.defence.gov.au/Operations)

#### Defence Housing Australia (DHA)

Comprehensive housing services for Defence families.

139 342 | [www.dha.gov.au](http://www.dha.gov.au)

### Defence Counsel Services

Contact DCS via:

**Phone:** 1800 563 563

**Email (legal assistance):** [your.legalassistance@defence.gov.au](mailto:your.legalassistance@defence.gov.au)

**Email (wills):** [your.will@defence.gov.au](mailto:your.will@defence.gov.au)

**Defence Counsel Services (DCS)**

## Community-delivered support

### Defence Families of Australia (DFA)

A Ministerially appointed advocacy group for Defence families.

<https://dfa.org.au/contact-us> | [www.dfa.org.au](http://www.dfa.org.au)

### Defence Special Needs Support Group (DSNSG)

A network of peer support for Defence families with special needs.

1800 037 674 | [www.dsnsq.org.au](http://www.dsnsq.org.au)

### Open Arms Veterans and Families Counselling

Provides free and confidential counselling to anyone who has served at least one day in the ADF, and their families.

Open Arms has a range of self-help tools that can help build resilience during stressful times. To find out more visit the High Res website.

1800 011 046 | [www.openarms.gov.au/](http://www.openarms.gov.au/)

### Beyond Blue

A not-for-profit organisation working to address issues associated with depression, anxiety and related disorders in Australia.

1300 224 636 | [www.beyondblue.org.au](http://www.beyondblue.org.au)

### Kids Help Line

Free, confidential and anonymous 24-hour telephone and online counselling service for young people five to 25 years old.

1800 551 800 | [www.kidshelp.com.au](http://www.kidshelp.com.au)

### Lifeline

A national 24-hour support line providing crisis support, suicide prevention and mental health services.

131 114 | [www.lifeline.org.au](http://www.lifeline.org.au)

### Mensline Australia

A national 24-hour service for men providing support, information or referral by telephone or online.

1300 789 978 | [www.mensline.org.au](http://www.mensline.org.au)

### 1800 RESPECT

A national counselling helpline for sexual assault, domestic family violence counselling service, available 24/7 nationwide.

[www.1800respect.org.au](http://www.1800respect.org.au)

### Australia Post

Information about postal costs and restrictions during deployments or exercise.

Call 13 76 78 or visit [www.auspost.com.au/personal/defence-mail.html](http://www.auspost.com.au/personal/defence-mail.html)