

## CHAPTER 1

# WELFARE RESPONSIBILITIES WITHIN THE ARMY

## INTRODUCTION

1.1. Welfare support within a modern Army is of immense value to commanders at all levels. Welfare support must be sustainable both in peace and during times of conflict to enable the Army to meet any challenge.

1.2. The Chief of Army (CA) has the ultimate responsibility for the welfare of soldiers in the Army. The CA has delegated to Commanding Officers (CO), including Administrative Commanding Officers and Area Army Representatives where relevant, and independent Officers Commanding (OC) responsibility for the welfare of soldiers under their command. CO/OC in discharging their responsibilities to the CA are required to be supported by all Officers, Warrant Officers (WO) and Noncommissioned Officers (NCO) under their command.

## AIM

1.3. The aim of this chapter is to provide CO/OC with the necessary guidance to enable them to discharge their welfare responsibilities on behalf of CA.

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**DELIVERY OF WELFARE SUPPORT**

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**UNIT RESPONSIBILITY**

1.15. All CO/OC are to have a Unit Welfare Plan. The CO/OC is to appoint an officer or WO to act as the Unit Welfare Officer (UWO). In the event that an officer or WO (other than the OC) is not on the unit establishment, a senior NCO may be appointed. UWO may be appointed at sub-unit level.

1.16. The UWO is responsible to the CO/OC to:

- a. establish and update the Unit Welfare Plan, which includes information/activities for times when unit members are deployed on operations or exercise
- b. be a point of contact and, where appropriate, respond to the welfare requirements of unit members and their families
- c. make policy recommendations to the CO/OC on matters designed to improve the welfare of unit members and their families;
- d. maintain close liaison with the DCO, the unit Chaplain, Army welfare organisations and, if unit members are deployed, the NWCC
- e. if members of the unit are deployed on operations, the UWO is to be familiar with the NWCC ADMIN Instruction 01/05
- f. plan and conduct unit-level group welfare activities in conjunction with family centres, DCO and other support organisations
- g. ensure that a soldier is referred to an ADF welfare support agency in a timely manner
- h. act as the point of contact between the unit and the ADF welfare support agency, unless the agency reports directly to the CO/OC
- i. ensure that the confidentiality of a soldier who is referred to an ADF welfare support agency is not breached by lapses in unit administration

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- j. monitor the soldier's military development during the referral period and report progress to the CO/OC
- k. be familiar with other Defence Instructions related to welfare such as:
  - (1) [Defence Casualty and Bereavement Support Manual](#), Chapter 3 – *Mortuary affairs*
  - (2) [Defence Casualty and Bereavement Support Manual, Chapter 2](#) – *Defence sponsored visits to Defence Members suffering serious illness or injury – The Australians Dangerously Ill Scheme*
  - (3) Chief of the Defence Force Directive 29/2006—[Notification responsibilities when a member becomes a casualty](#), (which takes precedence over DI(G) PERS 11–2—[Notification of Service and Non-Australian Defence Force casualties](#) until it is revised).

1.17. In sensitive cases of referral, the ADF welfare support agency may report directly to the CO/OC. Should this be the preferred method of contact, the CO/OC is to inform the UWO that this is the method of reporting and relieve the UWO of the responsibility to act as the unit point of contact for that particular referral. The UWO should continue to monitor the military development of the soldier unless relieved by the CO/OC.

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