



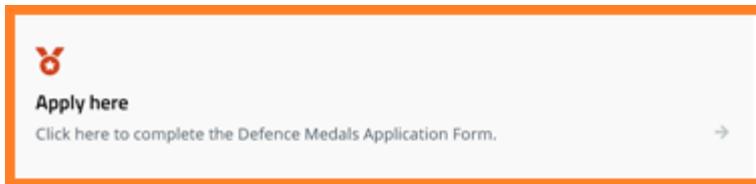
HOW TO COMPLETE THE DEFENCE ONLINE APPLICATION FORM

In your role as a Customer Support Officer, you may be called upon to provide assistance for customers when they are seeking to apply for Defence awards.

Defence Online Application Form link:

<https://www1.defence.gov.au/adf-members-families/honours-awards/defence-medals-application-form>

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

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

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 -

NEXT

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.

Member claiming for myself

Member is claiming for myself: select this option when:

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

Member is deceased

Member is deceased:

- you are assisting the applicant in submitting the online form for a deceased member's awards

Claiming on behalf of Member

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

- you are assisting the applicant that holds 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 Please note that once a Will has been executed, the Power of Attorney is no longer current and the **Member is deceased** Claimant Status is to be selected.
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.

Application Type

- 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
- Unit Citation for Gallantry

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

- The applicant would like a full assessment of service
- The applicant is unsure of which awards they or the member may be entitled to.

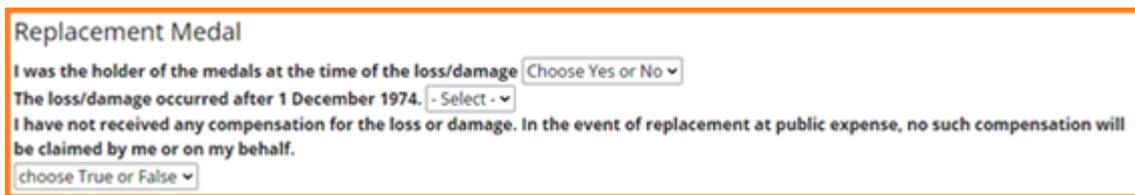
This is the Application Type that is most commonly used, it can be used as a default where an applicant is unfamiliar with the awards or the processes around them.

List of Previous Awards select this Application Type if the applicant 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 the applicant is seeking a replacement.
- The applicant was the holder of the medals at the time of loss or theft and would like to have them replaced.

If **Replacements Medals** is selected, complete the three questions below the Application Type (pictured below).



The screenshot shows a form titled "Replacement Medal" with three questions and dropdown menus:

- Question 1: "I was the holder of the medals at the time of the loss/damage" with a dropdown menu labeled "Choose Yes or No".
- Question 2: "The loss/damage occurred after 1 December 1974." with a dropdown menu labeled "- Select -".
- Question 3: "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." with a dropdown menu labeled "choose True or False".

There are also specific Application Types if the applicant is 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

A member claiming their own awards will skip this page and will be taken to **3-Address details**.

If the applicant is claiming a deceased member's awards or are claiming on behalf of the member, update their personal details on this page. 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 the applicant's details, not the details of the member.

The screenshot shows a progress bar at the top with six steps: 1-Member details, 2-Other claimant (highlighted in blue), 3-Address Details, 4-Service details, 5-Terms & submission, and 6-Complete. Below the progress bar is a form titled 'Relationship to Member' with a dropdown menu set to 'Choose'. The form includes fields for 'Title' (dropdown with '- None -'), 'Given Names', 'Middle Name(s)', and 'Last Name'. There is a 'Date of birth (eg. DD/MM/YYYY)' field. Below these are 'Phone' (with example '07 9988 7766'), 'Mobile' (with example '0412 345 678'), and 'Email' fields. At the bottom left are 'PREVIOUS' and 'NEXT' buttons.

3-Address Details

Add the applicant's 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.

The screenshot shows a progress bar at the top with six steps: 1-Member details, 2-Other claimant, 3-Address Details (highlighted in blue), 4-Service details, 5-Terms & submission, and 6-Complete. Below the progress bar is a text box with the instruction: '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.' The form includes fields for 'Address', 'Address 2', 'Suburb', 'State', and 'Postcode'. There is a 'Country' dropdown menu set to '- Select -'. Below these is a 'Delivery Address' dropdown menu set to 'As above'. At the bottom left are 'PREVIOUS' and 'NEXT' buttons.

4-Service details

The screenshot shows a progress bar at the top with six steps: 1-Member details, 2-Other claimant, 3-Address Details, 4-Service details (highlighted), 5-Terms & submission, and 6-Complete. Below the progress bar are four input fields: 'Service Type' (a text box with 'Type of Service'), 'Related Conflict / War' (a dropdown menu with 'Choose some options'), 'Date of Enlistment' (a text box with 'Enlisted (DD/MM/YYYY) (opt)'), and 'Date of Discharge' (a text box with 'Discharged (DD/MM/YYYY) (opt)'). Below these is a 'Supporting Information' section with a text area containing 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.' Below this is an 'Overseas Service?' dropdown menu with 'Select an option'. At the bottom are two red 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** (optional). Choose any relevant options. You can select as many as required.
3. **Date of Enlistment/Discharge** (optional)
4. **Supporting Information**, add any supporting information in the comments field.

IMPORTANT: SC adds the following in the comments field **“Assisted application input by DCAM CSO on request from applicant, iEnterprise incident #(add the incident number)”**

- seeking a specific award, it is important to list the award in the comments field.
- seeking **replacements**, please list the names all the medals and detail the circumstances of the loss/damage.

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

- Upload supporting documentation by selecting the Choose File button, select the document you wish to attach and then click on the Open button. Please note that only one file can be attached.
- Read the three sections on the **Terms & submission** page to the applicant and ask if they accept the terms for each section. There is a tick box for each section, please ensure you click on each so that a tick appears if the applicant does accept each section.
- There is a simple math sum to complete under **Statement of accuracy**, please enter the correct value (this is a security measure to stop bots).
- Once completed click on the orange **Submit** button at the bottom of the page.

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

Upload supporting documentation

Upload supporting documentation
 No file chosen
You can add a file of supporting material here if required.
One file only.
5 MB limit.
Allowed types: pdf.

Consent to access health information (optional)

The Directorate Honours and Awards (DH&A) may require access to your Defence Health Records to support your application for awards. DH&A will only access your health records if you consent and if your claim requires an illness or injury to be verified. If you do not provide consent DH&A may be unable to verify your eligibility for awards. All health information is treated sensitively and will not be used for other purposes or further disclosed without your consent unless required or authorised by law.

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?

The information you enter into this form will be transmitted to DH&A. You will receive an on-screen notification confirming your application has been received. You will receive an email confirming receipt of your application, please retain for future reference.

I acknowledge that most applications take up to 6 months to process.*
This time allows DH&A to research historical documents, seek approval from the delegate, and to engrave and dispatch awards. A timeframe for the Australian Operational Service Medal Border Protection cannot be given as the process is dependant on information supplied by each Service.

Statement of accuracy

The information I have provided is true and correct.*
and I may be prosecuted under section 136.1 and 137.1 of the Criminal Code 1995 if I make false statements in this application.

▼ CAPTCHA
This question is for testing whether or not you are a human visitor and to prevent automated spam submissions.
Math question* 6 + 12 =

Solve this simple math problem and enter the result. E.g. for 1+3, enter 4.

- Once you have submitted the application, you will receive a reference number starting with **MOA** as pictured below and an email confirming receipt of your application, please retain for future reference. You have now completed the online application form.

