



Australian Government  
Department of Defence

# Member and family care plan

## Defence Community Organisation



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 Community Organisation

June 2020

Contact Defence Community Organisation for further information:

**1800 624 608**

United Kingdom 0800 051 2187

North America/Hawaii/Canada 1855 809 3999

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

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



Follow Defence Community Organisation on Facebook, Instagram or Twitter to receive information about support services, links with community organisations, and the range of DCO events for families.

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

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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 Community Organisation can provide?	<b>yes/no</b>
Have you registered your family for deployment support contact from Defence Community Organisation?	<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	

## Absence from home support

<b>Unit Welfare Officer</b>	
Name	
Contact number	
Does the partner or dependant/s have ID to gain access to the military base (ie National Family Access Card or a Dependant Base Card) <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			
<b>Partner</b>			
Name			
Date of birth			
Address during members absence			
Contact numbers			
<b>Dependants</b>			
Name	Relationship to member	Date of birth	Live with member
			<b>yes/no</b>
			<b>yes/no</b>
			<b>yes/no</b>
			<b>yes/no</b>
			<b>yes/no</b>

## Absence from home support

<b>Schools</b>	
Have you informed your child's teachers and carers of the member's absence so they can be supportive of 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 PE357 for a partner or AD160 for dependant/s, and submit the forms 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 and Primary Emergency Contact in PMKeyS?	<b>yes/no</b>
Has the member lodged for AC989 with the National Welfare Coordination Centre (NWCC) to confirm emergency 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 Family Helpline on 1800 624 608</i>	<b>yes/no</b>
Name	Need or condition
<b>Allergies</b>	
Do any family members suffer from known allergies or adverse drug reactions?	<b>yes/no</b>
Name	Allergy/adverse reaction

<b>Private health insurance</b>	
Does the family have private health cover?	<b>yes/no</b>
Fund name	
Policy number	
Fund contact details	
Level/type of cover	
Hospital cover	<b>yes/no</b>
Ambulance cover	<b>yes/no</b>
<b>Immunisation</b>	
Are children fully immunised relevant to their age?	<b>yes/no</b>
Are adults up-to-date with immunisations?	<b>yes/no</b>
Where are immunisation records kept?	
<b>Other issues</b>	
Detail any religious, cultural 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?	<b>yes/no</b>
Has the member registered for the ADF Family Health Program? (www.adffamilyhealth.com)	<b>yes/no</b>



**Insurance**

<b>Home and contents</b>	
Company and policy number	
Is policy up-to-date?	<b>yes/no</b>
<b>Vehicle/s</b>	
Company	
Policy number	
Is policy up-to-date?	<b>yes/no</b>
Company	
Policy number	
Is policy up-to-date?	<b>yes/no</b>
<b>Life insurance</b>	
Company	
Policy number	
Is policy up-to-date?	<b>yes/no</b>
<b>Private health insurance</b>	
Company	
Policy number	
Is policy up-to-date?	<b>yes/no</b>
<b>Other</b>	
Company	
Policy number	
Is policy up-to-date?	<b>yes/no</b>
Company	
Policy number	
Is policy up-to-date?	<b>yes/no</b>

**Finance**

Is the partner or person in charge of finances fully familiar with the financial arrangements of the family?		<b>yes/no</b>
<b>Bank account and credit card details</b>		
Account with		
Name on account		
Account number and BSB		
Expiry date		
Can partner access all accounts?		<b>yes/no</b>
If no, what are the arrangements?		
<b>Payments</b>		
Are the regular bills automatically paid from your pay or bank account?		<b>yes/no</b>
If no, how are they paid?		
Are there sufficient funds in place to cover all periodic payments (eg phone, utilities, insurance, rent or mortgage)?		<b>yes/no</b>
Is the person in charge of finances aware of the due dates and payment methods for all regular bills or expenses?		<b>yes/no</b>
<b>Budgeting/financial planning</b>		
Do you have a personal tax adviser or financial counsellor?		<b>yes/no</b>
Company		
Contact details		
Do you have an up-to-date budget?		<b>yes/no</b>
Is the family sufficiently funded to meet all bills and expenses incurred?		<b>yes/no</b>
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		

## 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>	yes/no
Is the Will lodged with Defence? <i>We strongly encourage you to forward your Will to DCO for storage</i>	yes/no
If no, where is the Will located?	
Who is the Executor?	
Has the member lodged a 'Certificate of Will in Existence' form with DCO?	yes/no
Contact details	
<b>Will – partner</b>	
Does the partner have a current Will?	yes/no
Where is the Will located?	
Who is the Executor?	
Contact details	
<b>Power of Attorney</b>	
Have you appointed a Power of Attorney?	yes/no
Name	
Contact details	
Where are the Power of Attorney documents kept?	
<b>Electoral voting</b>	
Have you registered for voting in your current electorate?	yes/no
State electorate	
Council electorate	

**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 (ie. boat, etc)	
Expiry date	
State	
<b>Partner</b> drivers licence number	
Expiry date	
State	
Other licence (ie. boat, etc)	
Expiry date	
State	
<b>Roadside service</b>	
Do you have membership with a roadside service provider (ie. NRMA, RACQ) 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>Insurance</b>		
<b>Vehicle 1</b> policy number		
Insurance company		
Renewal due		
How will renewal be paid?		
Are all the people who may drive the vehicle listed on the policy?		<b>yes/no</b>
<b>Vehicle 2</b> policy number		
Insurance company		
Renewal due		
How will renewal be paid		
Are all the people who may drive the vehicle listed on the policy?		<b>yes/no</b>
<b>Vehicle 3</b> policy number		
Insurance company		
Renewal due		
How will renewal be paid		
Are all the people who may drive the vehicle listed on the policy?		<b>yes/no</b>
<b>Vehicle 4</b> policy number		
Insurance company		
Renewal due		
How will renewal be paid		
Are all the people who may drive the vehicle listed on the policy?		<b>yes/no</b>

## Absence from home support

<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?	

## Useful contacts

### Defence Community Organisation

#### The Defence Family Helpline

1800 624 608 | [DefenceFamilyHelpline@defence.gov.au](mailto:DefenceFamilyHelpline@defence.gov.au) | [www.defence.gov.au/dco](http://www.defence.gov.au/dco)

The Defence Family Helpline is your first point of call for support, information and connection with your community, including your local DCO 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 freecall 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

#### National Welfare Coordination Centre (NWCC)

1800 624 608 | [nwcc.australia@defence.gov.au](mailto:nwcc.australia@defence.gov.au) | [www.defence.gov.au/nwcc](http://www.defence.gov.au/nwcc)

In conjunction with the Defence Family Helpline the National Welfare Coordination Centre provides a 24/7 information and referral service for families of deployed ADF members. The NWCC is a part of the Defence Community Organisation and is staffed by Service personnel who can help with deployment queries such as mailing addresses and postal regulations, give you current information about operations, and pass urgent information to the deployed member. The NWCC website also has links to useful information for families of deployed members.

### 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)

## Community-delivered support

### Defence Families of Australia (DFA)

A Ministerially appointed advocacy group for Defence families.

1800 100 509 | [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)