



Defence Families of Australia SENIOR REPRESENTATIVES

Selection Criteria

A Senior Representative is selected by the National Delegate and the National Convenor

Must be the spouse of a current full time serving member of the ADF;

- The position may be locally advertised or advertised internally through the DFA Network. The application must be forwarded to the Convenor;
- A Senior Representative must not be a permanent full time employee of Defence, DHA or Toll Transitions unless agreed by DFA Executive.

Duties

- Read the DFA Bulletin and SR Update to keep up to date with current DFA activities;
- Contact DFA Family Network Members in your area every six months, if required by the National Delegate.
- Respond to the requests made by the Convenor or National Delegate for specific feedback. This will only happen a few times a year and can be done via phone or email;
- Advise the National Delegate in your region of any concerns you may have on behalf of families in your area or issues that may have been raised with you;
- Respect an individual's right to complete confidentiality. DO NOT discuss an individual's name or identity with the National Delegate unless you have the expressed permission of that family;
- Advise families that they may have to put any complaint or issue in writing and always establish what resolution is required ie 'What do you really want?' Try to establish the FACTS of any issue before calling the Delegate as all stories have two sides;

- Tell other ADF families what is happening within Defence and what the DFA is doing. However do not commit the DFA to any issue or position unless discussed with the Delegate;
- Always refer families to the appropriate person within the Defence organisation in the first instance. Your Delegate will provide a local contact list for this purpose. We pursue issues for individuals only after the appropriate person has had an opportunity to resolve the matter;
- Attend regional meetings with your National Delegate. In particular, assist in the coordination of the regional meeting and attend yourself. This may be a short meeting or may involve an over night stay. All travel is organised and allowances paid. These meetings allow you to discuss regional issues with other Senior Reps and the Delegate and may also be used for training purposes;
- Senior Representative's in Very Remote Localities may also need to attend an annual workshop in Darwin to specifically discuss very remote localities and their effect on families.
- Attend family groups in your area at least once every 2 months;
- Attend Defence meetings in your area if required by the Delegate;
- Must always behave in a manner which reflects favourably on the DFA and must not use the DFA for personal gain or to further personal issues;
- Claim genuine expenses incurred in your role (telephone, travel etc) and submit claims to the National Delegate on a monthly basis.

Terms of Office

- An initial probation period of 3 months will apply.
- A Senior Representative is appointed for an initial period of one year with yearly reviews by the Delegate and Convenor thereafter.

Removal from Office

- A Senior Representative may be removed from office, by the Convenor in consultation and agreement with the National

Delegate, if they take any action which contravenes the aims and objectives of, or threatens the credibility of, DFA.



Defence Families of Australia (DFA) was formed in 1986 to represent the views of Defence families. Since that time DFA have been the official representatives of Defence families and has worked to improve conditions for all Defence families. Until August 2002 DFA was known as the National Consultative Group of Service Families (NCGSF).

The aim of DFA is to improve the quality of life for Defence families by providing a recognised forum for their views and by reporting, making recommendations and influencing policy that directly affects families. ADF families can contact DFA to represent them regarding an individual situation or to advocate an issue concerning many families.

DFA (NCGSS/NCGSF) has had many successes at national, local and regional levels. Many issues have been resolved by passing recommendations directly to CDF and the Minister for action. We consider ourselves to be an extremely proactive and empowered group and are extremely proud of our efforts to date, our work in progress and the issues we imagine we will encounter in the future.