

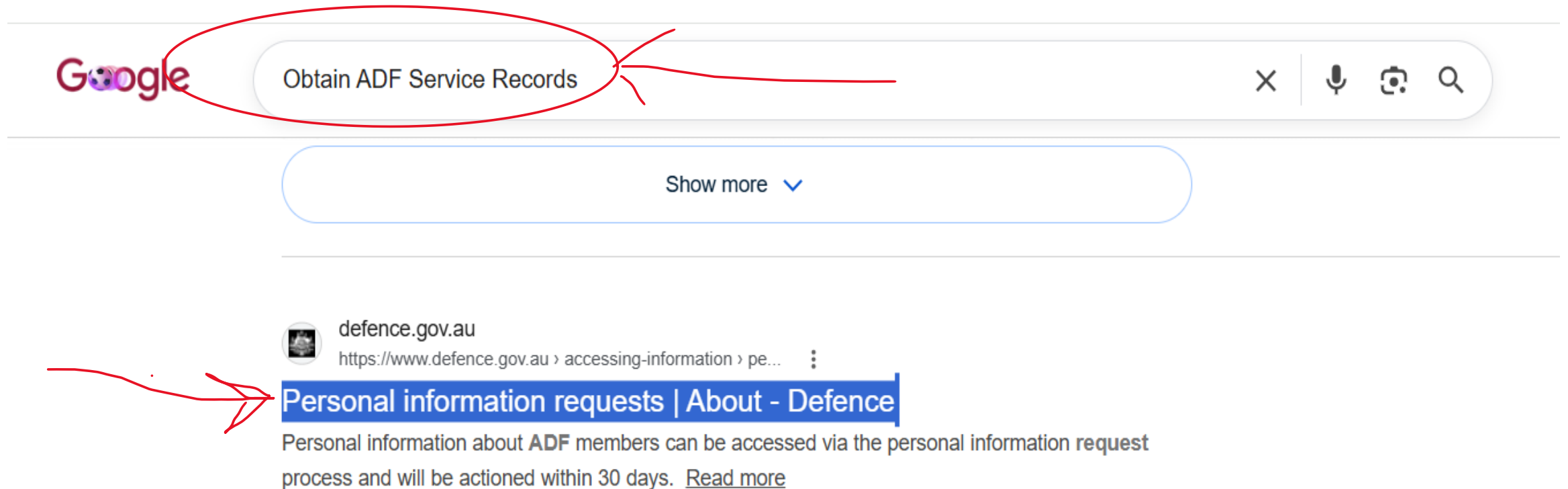


Applying for Your Service Certificate and Records

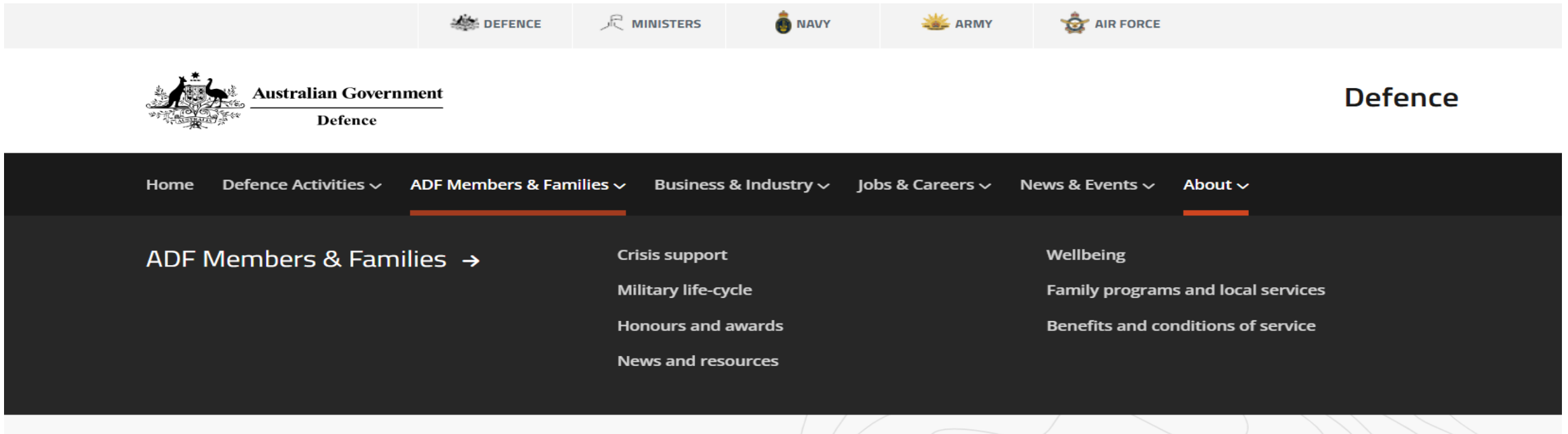
Follow the steps in the slides

Step 1: Search “Obtain ADF Service Records”.

Click on Personal Information Requests – About - Defence



Step 2: Scroll Down on this Page



Defence holds personal information about Australian Defence Force (ADF) members to assist in the support of members and their families, both during and after their service.

Personal information about ADF members can be accessed via the personal information request process and will be actioned within 30 days.

Contacts

[1800 333 362 \(1800 DEFENCE\)](tel:1800333362)

[yourcustomer.service@
defence.gov.au](mailto:yourcustomer.service@defence.gov.au)

Step 3: Scroll Down Below the Red Button and Click on the Link Below “Defence Website Form”

Submitting a personal information request in ServiceConnect via My Service Records is the fastest way to request and access personal information from Defence.

ServiceConnect enables applicants to:

- verify their identity using myID, the Australian Government’s Digital ID app
- track the progress of their request
- receive their information electronically.

For further information on submitting a personal information request in ServiceConnect refer to the available document.

 [Help Guide Accessing My Service Records form in ServiceConnect \(PDF, 578.69 KB\)](#)

Access ServiceConnect using Digital ID

SERVICECONNECT LOGIN →

Alternatively, for those unable to use ServiceConnect, a request for personal information can be submitted through the Defence website form. Applicants will confirm their identity by submitting certified identity documents and will receive information on an encrypted and password protected USB sent via Australia Post.

Step 4: You Should Now See This. Scroll Down.

defence.gov.au/about/accessing-information/personal-information-requests/personal-information-request-form



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Personal information request form

Before initiating a request, review information on the [Personal information requests page](#) to understand the types of personal information and who can submit a request.

Be aware of the following:

- All required identity documents must be certified. Uncertified documents will not be accepted and will delay processing.
- Uploaded files should be clear, complete and legible.
- Eulogy requests are only accepted from RSLs, funeral homes and similar associations.

Contacts

[1800 333 362](tel:1800333362)

[yourcustomer.service@
defence.gov.au](mailto:yourcustomer.service@defence.gov.au)

Step 5: Read the Details of the Documents Needed

Certify identification documents

Follow the guidance provided below to certify copies of identification documents.

- Make a copy of the original document.
- Take the original document and the copy to a person who is authorised to certify identification documents.
- The person will check that the copy is the same as the original.
- On a single-page document, the certifier must write or stamp, 'This is a certified true copy of the original as sighted by me'
- On documents with more than 1 page, the certifier must write or stamp 'I certify this and the following [number of pages] pages to be a true copy of the original as sighted by me' on the first page and initials on all other pages.
- The certifier must also write or stamp on the copy:
 - their signature
 - their full name
 - their occupation
 - their phone number
 - the date
 - their address (optional).

Note: a list of authorised persons who can certify identification documents is listed on the [Department of Home Affairs – Applying online or paper page](#).

Step 6: Read the Details of Documents Required

Preparing a request to submit

Submitting a request on behalf of yourself:

- 1 certified photo identification document
- 1 certified secondary identification document.

Submitting a request on behalf of a current or ex member:

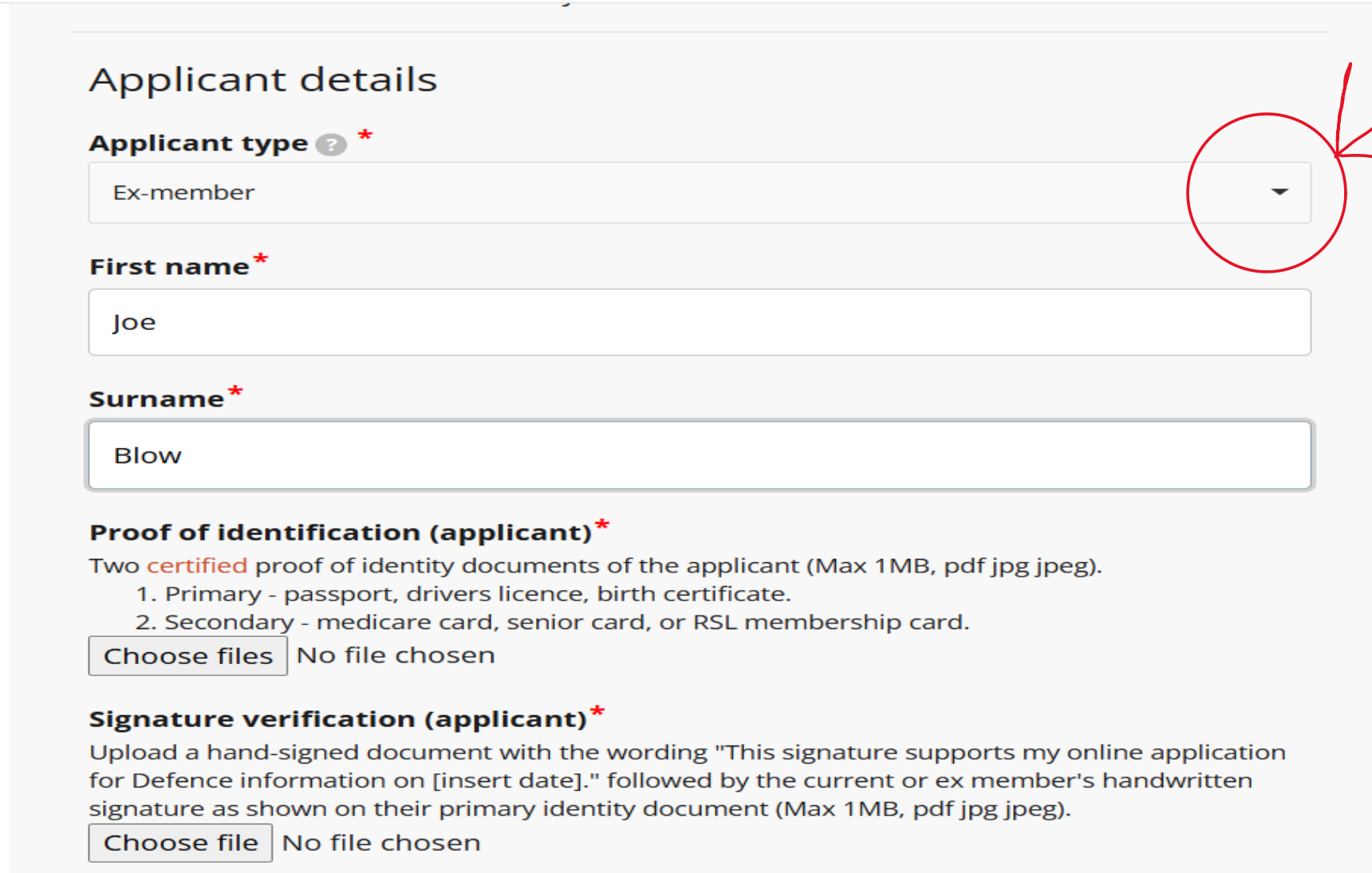
- 1 certified photo identification document of the current or former member
- 1 certified secondary identification document of the current or former member
- Prepare a document for them to sign with the wording "I [name] residing at [address] consent to allow my Defence information to be released to [name] via [address]. By signing this document I authorise Defence to disclose the information identified in the online application made via <https://www.defence.gov.au> on [date]." followed by the current or ex member's handwritten signature and date.

Submitting a request for a deceased member's information:

- Proof of the member's death.
- Proof of relationship to the deceased member. Information can only be provided to a direct Next of Kin.

Note: additional documents may be requested depending on the information required.

Step 7: Fill in the Form. Click on Arrow in Drop Down Box and Select “Ex-Member”



Applicant details

Applicant type ? *

Ex-member

First name *

Joe

Surname *

Blow

Proof of identification (applicant) *

Two **certified** proof of identity documents of the applicant (Max 1MB, pdf jpg jpeg).

1. Primary - passport, drivers licence, birth certificate.
2. Secondary - medicare card, senior card, or RSL membership card.

Choose files No file chosen

Signature verification (applicant) *

Upload a hand-signed document with the wording "This signature supports my online application for Defence information on [insert date]." followed by the current or ex member's handwritten signature as shown on their primary identity document (Max 1MB, pdf jpg jpeg).

Choose file No file chosen

Step 8: Upload Two of the Required Documents by Clicking on Choose Files. These Must be Certified and in PDF Format. Copy of Licence Should be Front & Back. Scan the Signature Verification Text, Sign & Upload by Clicking on “Choose File”.

Proof of identification (applicant) *

Two **certified** proof of identity documents of the applicant (Max 1MB, pdf jpg jpeg).

1. Primary - passport, drivers licence, birth certificate.
2. Secondary - medicare card, senior card, or RSL membership card.

Choose files No file chosen

Signature verification (applicant) *

Upload a hand-signed document with the wording "This signature supports my online application for Defence information on [insert date]." followed by the current or ex member's handwritten signature as shown on their primary identity document (Max 1MB, pdf jpg jpeg).

Choose file No file chosen

Phone *

When Uploading Your Documents Wait Until the Blue Clock Stops Before Uploading the Next One.

Email *

Confirm email *

Note: a list of authorised persons who can certify identification documents is listed on the [Department of Home Affairs – Applying online or paper page.](#)

Step 9: Fill in Details Required. When You Get to the Drop Down Box of Request Details, Choose “Other”

Request details

Purpose of request*

Other

Types of information*

(Mental health assessments are classified as psychological records pre-2013 and medical records post-2013.)

- ☐ Personnel records
- ☐ Certificate of Service
- ☐ Service Report
- ☐ Medical records
- ☐ Psychological records
- ☐ Other

Member details

Full name during service*

Step 10: In Request Details Purpose of Request Choose Other. In Types of Information, Tick Other.

Request details

Purpose of request*

Other

Types of information*

(Mental health assessments are classified as psychological records pre-2013 and medical records post-2013.)

- ☐ Personnel records
- ☐ Certificate of Service
- ☐ Service Report
- ☐ Medical records
- ☐ Psychological records
- ☒ Other

Provide details...

Step 11: Tick All Boxes & Type in “Accident and Incident Reports” in to the Box Below.

Purpose of request*

Other

Types of information*

(Mental health assessments are classified as psychological records pre-2013 and medical records post-2013.)

- ☒ Personnel records
- ☒ Certificate of Service
- ☒ Service Report
- ☒ Medical records
- ☒ Psychological records
- ☒ Other

Accident and Incident Reports

Step 12: Fill in Your Address Details, Tick the Boxes and “SUBMIT”.

Acknowledgements

- ☒ By submitting this form I accept the terms of the [Personal information request privacy notice](#).*
- ☒ Under the *Privacy Act 1998*, you will receive the records or a response within 30 days. Defence will reach out if the request is long or complex and requires additional time.*
- ☒ Access to requested personal information records will be provided via an encrypted and password protected USB sent via Australia post, unless advised otherwise. A Windows compatible device is required to access the USB.*
- ☒ [Redactions](#) may be made to personal information documents for privacy and security reasons.*

SUBMIT

Please Note the Following:

- Your Certificate of Service should arrive by (snail) mail within 2 – 3 weeks.
- The data regarding your service records should be mailed to you on a USB stick, in a small padded bag, within 5 weeks of your application.
- An email should be sent to you around the time the USB stick is mailed, advising a code/PIN needed to decipher the USB log in.
- If nothing is heard within a month or so, ring Dept Defence on 1800 333 362.

We hope that this presentation helps you to obtain your Service Records and Service Certificate. Please let us know how you went by emailing at hello@nashofairgo.com.au

NASHO
FAIR GO 

5000

MEMBERS

BY

FIVE

YEARS

JOIN NOW!



SCAN ME



JOIN ONLINE

nashofairgo.com.au



SIGN UP TODAY

TM Trademark of Nasho Fair Go Ltd.