



# VIETNAM VETERANS ASSOCIATION OF AUSTRALIA SOUTH AUSTRALIA BRANCH INCORPORATED

Administrative Instruction 25/2011

## SERVICE RECORDS

### Introduction

1. The basis for disability claims made by veterans and other ex-service personnel should be supported (where possible) by medical and service records, compiled by the Australian Defence Force during the individuals' period of service. As Freedom of Information legislation permits the release of records all ex-service individuals should apply to obtain these for their specific needs and for the benefit of their families should the need arise.
2. The aim of this AI is to provide the information required to obtain service records.

### Detail

3. Each veteran has the right to obtain their own records and process their claims if they so desire. However, the VVAA strongly advises not to complete any documentation for presentation to the Department of Veterans Affairs until assistance is sought from a trained Pension/Welfare Officer.
4. A trained Pension Officer is in a position to advise on how to avoid any costs associated with obtaining copies of service records and also, for privacy reasons, a veteran may choose to have his records forwarded to a Pension Officer instead of his home address.
5. Applications for service records should be made in writing and directed to the appropriate ADF department. The application for personal records and health records should include a statement to the effect that the documents are required to assist in the presentation of a claim for a disability pension or other compensation as applicable.
6. The written application should be signed by the veteran or by a person who has power of attorney. The application should also contain the following personal details:  
*Full Name, Service Number, Date of Birth, Enlistment Date, Discharge date and rank.*
7. Enclosed is a document containing the appropriate address for specific requests by members who served in the Navy, Army or Air Force. The recommended address should be used to ensure a reasonable response time for your application.

### Authority

State Council Meeting: 20<sup>th</sup> Feb. 2011

## WHERE TO GET YOUR RECORDS

Personal Records	Health Records	Medals
<p><b>Navy</b> Navy Records Department of Defence (Queanbeyan Annex) CANBERRA ACT 2600</p> <p>(02) 6266 5965</p>	<p><b>Navy</b> ADFHR – Navy Department of Defence (Queanbeyan Annex) CANBERRA ACT 2600</p> <p>(02) 6266 5800</p>	<p><b>Navy</b> <b>(Incl. Merchant Navy)</b> Navy Medals Section Directorate of Honours and Awards Department of Defence (Queanbeyan Annex) CANBERRA ACT 2600</p> <p>1800 808 073 (<b>Navy Medals ONLY</b>)</p>
<p><b>Air Force</b> Discharged Personnel Records Air Force Department of Defence (Queanbeyan Annex) CANBERRA ACT 2600</p> <p>(02) 6266 5850</p>	<p><b>Air Force</b> ADFHR – Air Force Department of Defence (Queanbeyan Annex) CANBERRA ACT 2600</p> <p>(02) 6266 5810</p> <p><i>Note: For those who served prior to 1952, contact the DVA in your Capitol city.</i></p>	<p><b>Air Force</b> Air Force Medals Section Directorate of Honours and Awards Department of Defence (Queanbeyan Annex) CANBERRA ACT 2600</p> <p>1800 623 306 (<b>RAAF Medals ONLY</b>)</p>
<p><b>Army</b> Central Army Records Office SCMA GPO Box 393D MELBOURNE VIC 3001</p> <p>(03) 9282 4999</p>	<p><b>Army</b> ADFHR – Army GPO Box 1932R MELBOURNE VIC 3001</p> <p>(03) 9282 6249</p> <p><i>Note: For those who served During WW2, contact the DVA in your Capitol city.</i></p>	<p><b>Army</b> Army Medals Section Directorate of Honours and Awards GPO Box 5108BB MELBOURNE VIC 3001</p> <p>1800 065 146 <b>(Army Medals ONLY)</b></p>
<p><b>WWI – Army</b> National Archives of Australia World War I Personal Records Service PO Box 7425 CANBERRA MAIL CENTRE ACT 2610</p> <p>(02) 6212 3400</p>	<p><b>When applying for Medals or Records, ensure that you give your full name and date of birth to prevent confusion with similar names. This will also help quickly Locate your records. If DVA have a request in at the same time as you then DVA will take priority so allow some time for your request to be processed.</b></p>	<p><b>WWI Medals</b> For WWI medals information, enquirer should be directed to purchase a copy of the ex-members record from: National Archives of Australia World War I Personal Records Service PO Box 7425 CANBERRA MAIL CENTRE ACT 2610 (02) 6212 3400</p>