



# Chief officer's manual for the National Medal

Fifth edition (March 2023)

Honours and Symbols



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# Manual history

Date	Version	Comments
July 2000	1.0	Initial release
November 2001	2.0	Second Edition
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Disclaimer: This manual has been produced by the Honours and Symbols Section of the Department of the Prime Minister and Cabinet (PM&C), Canberra, to assist the chief officers of organisations eligible for the National Medal.

The regulations for the National Medal were last amended with effect from 5 February 2020. This manual should be read in conjunction with those regulations. Nothing in this manual shall be read as entitling any organisation to be determined for the National Medal or any person to receive an entitlement to the award of the National Medal or a clasp to the National Medal.

For further information, contact Honours and Symbols, PM&C (Annex 6).

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# 1 Introduction

## 1.1 Background

The National Medal was established on 14 February 1975 as one of the original elements of the distinctive Australian system of honours and awards. The Medal recognises long and diligent service in organisations that protect life and property at some risk to their members. Many, but not all, eligible groups are uniformed. The Medal is awarded to persons for long service in eligible organisations who fulfil the primary function (see 3.4.1 below) and meet other criteria. Fifteen years' eligible service is necessary to qualify for the Medal. Clasps are available for each additional 10 year period.

The National Medal replaced a number of long service and good conduct awards issued to the Australian Defence Force (ADF), Australian police forces and fire services under the Imperial system of honours. Imperial long service and good conduct awards are still worn and are recognised in *The Order of Wearing Australian Honours and Awards*.<sup>1</sup>

The number of civilian groups eligible for the National Medal has gradually increased since the Medal's inception. Service with the ADF, which was originally recognised through the National Medal, is now recognised through distinct defence long service awards. However, in some circumstances, ADF service can still be counted towards the National Medal (see 3.5 below).

The original regulations introduced on 14 February 1975 have been amended on eight occasions. The current regulations, approved on 5 February 2020, revoke the old regulations in their entirety but anything lawfully done under previous versions of the regulations is not affected.

This edition of the Chief Officer's Manual was produced principally to address the changes to eligibility introduced in 2020 (outlined in 1.2 below). Officers administering the Medal should carefully check the citation of regulation numbers, particularly those relating to powers to recommend awards and eligibility requirements as the provisions dealing with approval dates were consolidated in regulation 2 in 2011 resulting in a re-numbering of regulations from regulation 6 onwards.

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<sup>1</sup> See *The Order of Wearing Australian Honours and Awards* issued by Government House on 25 September 2007, available through the Australian honours website, <https://www.pmc.gov.au/honours-and-symbols/australian-honours-system>

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## 1.2 History of eligible service

### 14 February 1975

The Medal was created and the following organisations were recognised:

- the ADF
- Australian police forces
- Australian fire services
- Australian ambulance services.

### 20 April 1982

The Medal was no longer awarded for purely ADF service. Prior continuous defence service or defence service continuous with other eligible service, prior to 1982, remained eligible provided it had not been used to qualify for a defence long service award. Non-continuous periods of defence service after 1982 were eligible, again, provided it had not been used to qualify for a defence long service award.

Volunteer and part-time service with eligible groups was confirmed as eligible service for the Medal.

The requirement for continuous periods of non-defence service was replaced by a provision allowing separate periods of service to be aggregated.

### 1 April 1986

The Australian Protective Service (APS) became an eligible service organisation (at that time it became a separate entity to the Australian Federal Police (AFP), and service with that separate entity remains eligible service. From 1 July 2004 the APS became an operating division with the AFP.)

### 30 April 1987

Correctional services and emergency services became eligible service organisations.

### 27 August 1994

Provision was made to:

- clarify the qualifying date for service organisations<sup>2</sup>
- require a sufficient level of training to be maintained in order to fulfil the primary function of the organisation<sup>3</sup>, and

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<sup>2</sup> See regulation 2

<sup>3</sup> See regulation 17(1)(b)

- 
- clarify that service in one or more service organisations may be taken into account when calculating a members length of eligible service<sup>4</sup>.

## 18 June 1999

Existing eligible organisations ('service organisations') continued to be eligible.

Provision was made for government organisations that are similar to service organisations and which meet the standard for the Medal to be determined as approved organisations by the Governor-General on the advice of the Minister (**Part 3** of the regulations).

Volunteer search or rescue organisations that satisfy the Medal regulations can be determined as approved volunteer organisations by the Governor-General on the advice of the Minister (**Part 4** of the regulations).

The requirement that ADF service prior to 20 April 1982 be continuous to be counted for the National Medal was removed, allowing broken periods of ADF service prior to that date to be aggregated.<sup>5</sup>

The circumstances allowing Defence service prior to 20 April 1982 to earn both a defence long service award and the National Medal in certain circumstances were codified.<sup>6</sup>

## 4 April 2000

Provision was made to extend eligibility to service given pre 1 December 1973 by members of the Royal Papua New Guinea Constabulary or members of a PNG service organisation.<sup>7</sup>

## 20 April 2011

Provision was made to:

- allow government organisations which do not enforce laws to be approved, e.g. government search and rescue services<sup>8</sup>
- allow periods of service by any foreign secondee or exchangee, with an approved organisation, to count towards the Medal (previously only service by persons from Commonwealth countries could use such service)<sup>9</sup>
- make clear that psychological trauma alone is sufficient to qualify for the Medal,<sup>10</sup> and

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4 See regulation 14(1)(a)

5 See regulation 19

6 See regulations 19, 20, 21 and 23. Annex 5 summarises the eligible circumstances

7 See regulation 22

8 See regulation 5(a)(ii)

9 See regulation 23

10 See regulations 5(b) and 10(1)(c) and the note following regulation 17(1)

- 
- extend eligibility to pre-1973 service by former members of the Field Constabulary of the Royal Papua New Guinea Constabulary (Kiaps), to bring recognition into line with pre-existing eligibility arrangements for former members of the Regular Constabulary.<sup>11</sup>

## 29 January 2020

Provision was made to extend eligibility to members who:

- have died while giving eligible service. This provision is retrospective; a member who has died while giving service within the 15 years prior to the approval date of the organisation may be recognised<sup>12</sup>, and
- but for injury or disability sustained in the course of performing their duty, would have served a minimum of 15 years' service<sup>13</sup>.

This provision commenced from **5 February 2020**; the date of gazettal of the amended Regulations.

To ensure consistency in the application of regulation 14(2), recommendations must be made to the Governor-General by the Secretary of PM&C, on the recommendation of the Chief Officer.

## 2 Approved organisations for the *National Medal*

There are three classifications of approved organisations in which service is eligible for the Medal: service organisations, approved government organisations, and approved voluntary organisations. Only those members of approved organisations who undertake the primary function and satisfy other eligibility criteria<sup>14</sup> qualify for the Medal.

### 2.1 Service organisations, which meet the criteria of government organisations

Service organisations are defined and specified in regulation 2. They are:

- Australian ambulance services<sup>15</sup>
- Australian correctional services
- Australian emergency services
- Australian fire services
- Australian police forces

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<sup>11</sup> See regulation 22

<sup>12</sup> See regulation 14(3)

<sup>13</sup> See regulation 14(2)

<sup>14</sup> See regulation 17

<sup>15</sup> The public ambulance operations of the Priory in Australia of the Order of St John of Jerusalem and of its successor, St John Ambulance Australia, are included in this description, although a different approval date is specified for the latter in regulation 2(3). The public ambulance operations of this organisation only exist in some Australian states and territories.

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- the Australian Protective Service<sup>16</sup>

Only those service organisations which meet the criteria of government organisations<sup>17</sup> qualify for the Medal. For example, if a state's volunteer rural fire service conforms to the definition of government organisation, its members in the primary function can accrue eligible service for the Medal.

Service by commercial contractors to the government (who provide, for example, fire, ambulance or correctional services) is not eligible service, except where a contractor is itself 100 per cent government-owned.<sup>18</sup>

Non-profit organisations operating under an arrangement with a government are eligible to be service organisations; for example, the public ambulance services provided by St John Ambulance Australia under arrangements with state or territory governments.<sup>19</sup>

## 2.2 Approved government organisations (Part 3 of the Regulations)

Persons can earn eligible service in organisations that both meet the test of government organisations and show that their service conditions equate to those of service organisations. The Governor-General can determine, on the advice of the Minister responsible for honours policy, that an organisation which meets these criteria is an approved government organisation.<sup>20</sup>

The criteria<sup>21</sup> require that the government organisation be similar to a service organisation in that:

- (a) the primary function of the organisation is to:
  - i) enforce the law in order to protect persons or property; or
  - ii) provide in Australia, in times of emergency or natural disaster:
    - (A) physical assistance to persons through search or rescue; or
    - (B) physical assistance to protect property or the environment; and
- (b) some or all of the members of the organisation are exposed to the risk of death, injury or trauma (including psychological trauma) in the course of performing that primary function.

Those members of an approved government organisation who perform the primary function and meet the other eligibility criteria can count their eligible service towards the National Medal. Service prior to the determination of the organisation may be credited in certain circumstances.<sup>22</sup>

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16 Although the Australian Protective Service was integrated with the Australian Federal Police on 1 July 2004, service with the Australian Protective Service as a separately defined entity is still eligible service.

17 Defined at regulation 2

18 See paragraph (e) of the definition of government organisation at regulation 2

19 See paragraph (d) of the definition of government organisation at regulation 2

20 Defined at regulation 2. Determinations are made under regulation 4.

21 See regulation 5

22 See regulations 2(6) and 18(4)



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At least some of the members of the organisation must, in the course of performing the primary function, be exposed to the risk of death, injury or trauma. Service of this type is eligible service in all approved organisations. An organisation (or relevant part of it) cannot be approved for the Medal unless at least some of the members meet this criterion.

### 2.2.1 How government organisations become approved government organisations

Government organisations may be approved for the Medal by class or on an individual basis. It is expected that in most cases the former will apply, as similar bodies which operate in all states and territories will usually be evaluated together. Determination of government organisations will only be contemplated when supported by the relevant Federal, state or territory minister(s) or by, or on behalf of, a Ministerial Council. When similar bodies operate in all states and territories, it is expected that a single application would be lodged on behalf of them all.

In evaluating an application, consideration is given to how closely the conditions of service in performing the primary function equate to those in service organisations already qualified for the Medal.

Organisations should contact Honours and Symbols, PM&C (Annex 6) before making a submission in the form outlined at Annex 1.

## 2.3 Approved voluntary organisations (Part 4 of the Regulations)

Voluntary organisations<sup>23</sup> that are incorporated in Australia and undertake search and/or rescue functions in Australia may be determined by the Governor-General, on the advice of the Minister, as approved voluntary organisations for the purposes of the National Medal.

### 2.3.1 How voluntary organisations become approved voluntary organisations

Voluntary organisations can be determined as approved voluntary organisations<sup>24</sup> if they have the primary function to provide, in Australia, in times of emergency or natural disaster:

- a) physical assistance to persons through search or rescue; or
- b) physical assistance to protect property or the environment.

Members of approved voluntary organisations who perform the primary function and meet the other eligibility criteria<sup>25</sup> can count their eligible service towards the National Medal. Service prior to the determination of the organisation may be credited in certain circumstances.<sup>26</sup>

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23 Defined at regulation 2

24 Defined at regulation 2. Determinations are made under regulation 9. The requirements are specified in regulation 10

25 See regulation 17

26 See regulations 2(7) and 18(4)

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Not all of a voluntary organisation needs to undertake search or rescue functions for it to become an approved voluntary organisation. Members who, in performing the search or rescue function, are exposed from time to time to the risk of death, injury or trauma undertake eligible service. It is service by these persons in this part of the organisation that is approved in a determination by the Governor-General.<sup>27</sup>

An appropriate person from the organisation should contact Honours and Symbols, PM&C (Annex 6) to discuss requirements for approval before making a submission in the form outlined at Annex 2. Where an organisation is a member of a peak voluntary rescue association or similar body it may be helpful for it to consult that peak body before submitting an application. It is not necessary for each branch of an organisation to apply for approval. Where an organisation has coverage across a state and operates a local district structure, application for approval should be sought for the organisation as a whole; districts do not need to apply separately. An organisation which is national can apply on behalf of the whole organisation.

To be eligible a voluntary organisation must:

- be a non-profit organisation, and not be a government organisation.<sup>28</sup>

The receipt of a grant-in-aid from a government, sponsorship or fees-for-service does not preclude a voluntary organisation from being eligible to be approved for the Medal so long as its charter is not-for-profit.

- have a corporate existence.<sup>29</sup>

The organisation must be registered in Australia as a company, association, society, charity or under a royal charter and must issue an annual report and have audited accounts.

- be recognised by the Commonwealth, or a state or territory government as a voluntary organisation that responds in times of emergency in respect of the functions outlined above.

The home state or territory government is the appropriate body to provide recognition to an organisation. Search or rescue organisations with a national focus should, in the first instance, contact Honours and Symbols, PM&C for advice (Annex 6).

Recognition by government may vary from formal registration with a state rescue board as in New South Wales (although not all groups registered will necessarily meet the criteria for the Medal) to a formal arrangement with a police force to conduct maritime search or rescue work or

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27 See regulation 10(1)(c)

28 Defined at regulation 2

29 Defined at regulation 2

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participation in a state disaster and emergency planning arrangement. Recognition is an essential pre-requisite for approval for access to the Medal.

- have terms of membership for those performing the primary function that require the organisation or the Commonwealth or a state or territory government to insure, compensate or indemnify those members in respect of the performance of their search or rescue functions.<sup>30</sup>
- maintain a training regime sufficient to ensure that the members who perform the primary function are fit for their duties.<sup>31</sup>

An applicant organisation should be able to demonstrate that a training regime is operative and that records of training are maintained.

- have a responsible person to perform the duties of a chief officer.<sup>32</sup>

The chief officer will usually be the chief executive officer or the person occupying the highest office in the organisation. A voluntary organisation may specify another member of the organisation or appoint an external person (for example, a member of a peak voluntary rescue association) to perform this function. In this case, the name of the person discharging the chief officer's functions must be notified to the Registrar of Awards (Annex 6).

The chief officer is responsible for ensuring that the organisation meets and continues to meet the Medal criteria, recommending eligible persons for the Medal and clasp and keeping records of members' service. (See 4 and 6, below, and Annex 3)

- maintain records sufficient for the chief officer to meet the obligations that these regulations place on the organisation.<sup>33</sup> (See 6 below).

The records maintained by the organisation must be adequate to enable the chief officer to certify recommendations to the Governor-General for the award of Medals and clasps. Records may be audited to ensure compliance, and recommendations which are not sustained by appropriate records may result in awards being cancelled and place the approval of the organisation at risk.<sup>34</sup>

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30 See regulation 10(1)(d)

31 See regulation 10(1)(e)

32 See regulation 10(1)(g)

33 See regulation 10(1)(f)

34 Regulation 10(1)(h) requires an approved voluntary organisation to allow access to its premises and records by the Minister or the Minister's delegate. Regulation 24 provides the power for the Governor-General to cancel an award of the Medal. Regulation 28 provides that the Governor-General may revoke a determination for an approved government or voluntary organisation.

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A voluntary organisation which seeks to become an approved voluntary organisation for the Medal should, after consulting Honours and Symbols, PM&C (Annex 6), make a submission, providing the information outlined at Annex 2.

The organisation will be advised as to the outcome of its application, or if further information is required. Where successful, a determination will be signed by the Minister responsible for honours policy, recommending to the Governor-General that the organisation be approved. Approved bodies will be gazetted by the Registrar of Awards.

### 2.3.2 Obligations of approved voluntary organisations

Approved voluntary organisations that cease to exist or cease to perform the primary function can be declared as no longer approved.<sup>35</sup> Eligible service earned with the organisation while it was approved remains valid. An organisation which changes its name, but otherwise retains its functions and structure, must advise the Registrar of Awards (Annex 6) of such a change.

A name change can be made without altering the organisation's eligibility for the Medal.<sup>36</sup>

Organisations which fail to maintain the standards required to be an approved voluntary organisation or which nominate ineligible persons for the Medal or clasp can have their approval terminated and awards cancelled.<sup>37</sup> The Australian Government reserves the right to undertake audits of records to ensure an organisation is meeting its responsibilities as an approved body.<sup>38</sup>

The organisation must notify the Registrar of Awards of the name of the chief officer if this is other than the head of the organisation<sup>39</sup> and when this person changes.

## 3 Award of the Medal and clasp

The calculation of service for a candidate for the Medal or clasp can be complex, especially where the person concerned has service in more than one organisation.

Honours and Symbols or the Registrar of Awards (Annex 6) will, upon written request by a chief officer or individual member, provide assistance in calculating a person's eligible service, but responsibility for making or not making a recommendation for an award lies with the chief officer.<sup>40</sup>

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<sup>35</sup> See regulation 11

<sup>36</sup> See regulation 12

<sup>37</sup> See regulations 24 and 28

<sup>38</sup> See regulation 10(1)(h)

<sup>39</sup> See regulation 2(9)(b)

<sup>40</sup> See regulation 16

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It is the chief officer's responsibility to decide if a person's service meets the requirements of diligence, training and performance of the primary function. The Governor-General cannot override a chief officer's refusal to recommend the award of the Medal or clasp and has no authority to adjudicate disputes about whether service was eligible service. The Australian Honours and Awards Secretariat at Government House (hereinafter referred to as the Secretariat) is not, however, obliged to act on a recommendation if there is doubt about the nomination.

A person must meet certain threshold conditions before they can be recommended for an award of the Medal or a clasp. These are set out in regulations 14 and 15, and must be read in conjunction with regulations 17 and 18.

### 3.1 Service in a single approved organisation

For service organisations, eligible service in a single approved organisation is calculated from a person's commencement date to the completion of 15 years, provided that at least one day of service is on or after the approval date of the organisation being eligible for the National Medal. Service before the approval date can be counted (see 3.4.3 and Example 1).

For government and voluntary organisations, eligible service in a single approved organisation is calculated from a person's commencement date to the completion of 15 years, provided that at least one day of service is on or after the approval date of the organisation being eligible for the National Medal. If no approval date is specified, the date of the Governor-General's Determination for that organisation being eligible for the National Medal will apply. Service prior to the approval date cannot be counted. However, for some approved government and voluntary organisations, the Determination may specify a 'first date for eligible service', which may be a date prior to the approval date or the Determination date (see 3.4.2 and Examples 2 and 3).

### 3.2 Service in multiple (subsequent) approved organisations

For consideration of service with multiple organisations provided at different times, the total period of service must equate to 15 years and meet the eligibility requirements for each organisation (see above). For example, if a member has provided 10 years of service with one approved organisation from 2000 to 2010 and provided five years of service, subsequently, from 2010 to 2015, this will be counted as 15 years of service. **Note: subsequent periods of service may have breaks between each service.**

### 3.3 Service in multiple (simultaneous) approved organisations

For consideration of service with multiple organisations provided at the same time, the period of service will be counted as a single period of service. For example, if a member has provided 10 years

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of service with one approved organisation from 2000 to 2010 and provided five years of service at another approved organisation between 2005 and 2010, this will be counted as 10 years of service.<sup>41</sup>

The Registrar of Awards maintains the formal Register of Approved Organisations for the National Medal.<sup>42</sup>

## 3.4 Key concepts governing the award of the Medal or clasp

### 3.4.1 Primary function

The term primary function refers to that part of the organisation with members who undertake activities that are eligible service for the National Medal.<sup>43</sup> It does not necessarily mean that all or even most of the organisation must be devoted to such activities.

The primary function for service organisations and approved government organisations is defined at regulation 5(a) as follows:

- (a) *to enforce the law in order to protect persons or property; or*
- (b) *to provide in Australia, in times of emergency or natural disaster:*
  - i. *physical assistance to persons through search or rescue; or*
  - ii. *physical assistance to protect property or the environment.*

The primary function for approved voluntary organisations is defined at regulation 10(1)(a) as follows:

- *to provide in Australia, in times of emergency or natural disaster:*
  - i. *physical assistance to persons through search or rescue; or*
  - ii. *physical assistance to protect property or the environment.*

Members of eligible organisations who do not perform the primary function do not accrue qualifying time for the Medal. This is because they are not trained and duty-bound to perform the tasks and face the hazards that their eligible colleagues do. Examples of ineligible members in eligible organisations include, but are not limited to, administration officers and auxiliary (e.g. fund-raising) members.

Members of eligible organisations who do not perform the primary function do not accrue qualifying time for the Medal. This is because they are not trained and duty-bound to perform the tasks and face the hazards that their eligible colleagues do. Examples of ineligible members

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41 See regulation 18(2)

42 See regulation 27(2)(a)

43 See regulations 5(a), 10(1)(a) and 17

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in eligible organisations include, but are not limited to, administration officers and auxiliary (e.g. fund-raising) members.

### 3.4.2 Eligible service with approved government and voluntary organisations – first date of service or period of service

Regulation 18(4)(a) allows for a determination of an approved government organisation or approved voluntary organisation to specify the first date on which eligible service can be counted. Service prior to this date cannot be counted as service for the purposes of the National Medal. The first date of eligible service may be different to the approval date.

Regulation 18(4)(b) allows a period to be specified within which eligible service may be counted. This could apply to an organisation that had ceased to exist before it was approved.<sup>44</sup> Generally it will be used where it is necessary to approve a previous organisation for award of the Medal to members who had eligible service in that organisation.

Organisations which have ceased to exist can only be determined if they were still in existence on or after 30 April 1987. Service prior to approval in such organisations may be aggregated subject to any determinations under regulations 4 or 9.

### 3.4.3 Approval dates for organisations

#### Service Organisations

The approval date for a service organisation is one of the factors which determine whether a person is eligible to be awarded the National Medal. At least one day of a person's service must be on, or after, the service organisation's approval date.<sup>45</sup>

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<sup>44</sup> This is provided for by regulation 9(2).

<sup>45</sup> See regulation 14(b)(ii). Regulation 14(b)(i) also provides that at least one day of a person's service must be on, or after, 14 February 1975 (the date on which the National Medal was established).

The approval dates for the service organisations are set out in regulations 2(2) to 2(5). They are:

Organisation	Approval date
an Australian police force	14 February 1975
an Australian fire service	14 February 1975
an Australian ambulance service	14 February 1975
the Australian Protective Service	1 April 1986
an Australian correctional service	30 April 1987
an Australian emergency service	30 April 1987
the ambulance operations of the Priory in Australia of the Order of St John of Jerusalem	14 February 1975
the ambulance operations of St John Ambulance Australia	1 January 1987

## Government and voluntary organisations

The approval date for approved government and voluntary organisations is the date listed in the determination or, if no approval date is listed, the date the determination commenced.<sup>46</sup> An approval date for these organisations cannot be earlier than 30 April 1987.

### Examples to assist calculating service

#### 1. Approved service organisation: Australian Ambulance Service

Dates	Scenario
Organisation Approval Date	14 February 1975
Eligible service period	Eligible service is calculated from the first day of service. At least one day of service must be on or after the Approval Date. Service before the Approval Date can be counted.
Period of service	5 March 1968 to 8 January 1988
Date of eligibility (i.e. 15 years' service)	6 March 1983 (15 years from 5 March 1968)

#### 2. Approved government organisation: Australian Customs and Border Protection Service

Dates	Scenario
Organisation Approval Date	23 September 2011
First date for eligible service	16 December 1999 [see National Medal (Approved Government Organisations) Determination 2022]
Period of service	5 August 1992 to 6 June 2008
Date of eligibility (i.e. 15 years' service)	17 December 2014 (15 years from 16 December 1999)

<sup>46</sup> See regulations 2(6) and 2(7)



### 3. Approved voluntary organisation: Surf Life Saving Australia

Dates	Scenario
Organisation Approval Date	16 October 2000
First date for eligible service	18 September 1986 [see National Medal (Approved Voluntary Organisations) Determination 2022]
Period of service	2 July 1984 to 6 June 2002
Date of eligibility (ie 15 years' service)	18 September 2001, 15 years from 18 September 1986

#### 3.4.4 Aggregation of service

Regulations 14(1)(a)(ii), 14(2)(c)(ii) and 15(2)(a)(ii) provide for broken periods of service or service in different organisations to be added together and counted towards the Medal or, where applicable, the clasp.

#### 3.4.5 Award of clasps to the Medal

Regulation 15 provides that a person who has been awarded the National Medal may be awarded a clasp to the Medal for each 10 year period of service beyond the original 15 years.

A person cannot be awarded a clasp if the person was awarded the Medal under subregulation 14(2) or (3) in relation to injury, disability or death in the course of giving eligible service<sup>47</sup>.

#### 3.4.6 Recommendation of chief officer

Regulation 16(1) provides that only the chief officer of the approved organisation can recommend a person for the Medal or a clasp. Where service in more than one organisation is aggregated to achieve the award, the chief officer who is to make the nomination must be satisfied that the earlier service was eligible service.<sup>48</sup>

Regulation 16(1)(b) allows a recommendation to be made by the chief officer of a successor organisation to that in which the applicant for the award last served. This need might arise where a person seeks recognition sometime after completing service, and in the intervening period the organisation has changed its name.

Pursuant to regulation 16(1)(c), an award of the Medal or a clasp under regulation 19 can only be recommended by the Chief of the Defence Force or delegate. Regulation 16(1)(d) makes the same arrangement if required under regulation 21. See the relevant Department of Defence contacts at Annex 6.

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<sup>47</sup> See note at regulation 15(1)

<sup>48</sup> See regulation 16(2)

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Where a recommendation relates to a person who, but for injury or disability sustained in the course of performing their duty, would have served a minimum of 15 years' eligible service, recommendations must be made by the chief officer to the Secretary of PM&C.<sup>49</sup>

### 3.4.7 Definition of eligible service

Regulation 17 defines eligible service. Eligible service must be in the performance of the primary function of an approved organisation and must meet the requirements of training sufficient to perform the primary function.

The regulations previously specified that members must also have maintained fitness and readiness to perform the primary function in order to qualify. It was realised that this was inconsistent with the intention that paid periods of leave due to illness should be able to be counted. The requirements for fitness and readiness were therefore removed from the eligible service provisions, but chief officers should still consider a member's fitness and readiness as part of the assessment of diligence pursuant to regulation 17(1)(c).<sup>50</sup>

Eligible service may have been rendered on a full-time or part-time basis and may have been paid or unpaid.<sup>51</sup>

### 3.4.8 Determination of length of eligible service

Regulation 18 sets out the formula for calculating eligible service. Some of this formula is discussed at 3.4.2 above. Regulations 18A and 18(1) prevent service that has already been counted for another long service award from being counted for the Medal. There is one exception to this rule, for certain defence service (see 3.5.1 below).

Regulation 18(2) prevents simultaneous service in two or more approved organisations from being counted more than once for the National Medal.

Neither regulations 18(1) nor 18(2) prevent a person who simultaneously serves in the ADF and in an approved organisation for the National Medal from earning credit towards *both* a defence long service award and the National Medal (see 3.5.4 below). However, where defence service is counted towards the National Medal under regulations 20 or 21, it is treated as if it was service in an approved organisation and regulation 18(2) applies.

### 3.4.9 Determination where service is less than 15 years

Regulation 14 was amended in 2020 to provide for the award of the Medal and/or Clasp where a person died in the course of performing eligible service in an approved organisation or, but for injury

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49 See regulation 16(1A) and subregulations 14(2)(c) and (d)

50 Diligent service is defined at regulation 17(4)

51 See regulation 17(2)

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or disability, the person would have given eligible service in an approved organisation for a single period, or periods that, in total, amounted to 15 years.

### In the case of death in the line of duty

Under the changed eligibility requirements, chief officers are able to recommend directly to the Governor-General that a National Medal be awarded where some of the service was given on a day not more than 15 years before the approval date for the organisation<sup>52</sup>.

The chief officer must be satisfied that there is a direct causal link between the individual's death and their duties/service. The precise wording of the regulation is that 'the person died in the line of duty in the course of giving eligible service as a member of an approved organisation<sup>53</sup>. Members, whose service may have otherwise ended prematurely, due to their untimely passing, are not eligible.

### In the case of injury or disability

Under the changed eligibility requirements, the chief officer may also recommend the award of the Medal and/or Clasp to a person who, but for injury or disability, would have given eligible service as a member of an approved organisation<sup>54</sup>. This change applies prospectively from the commencement date of the amended regulations, 5 February 2020 (the date of gazettal). There is no retrospectivity.

To ensure consistency in the application of this provision, recommendations must be made to the Secretary of PM&C<sup>55</sup>. The Secretary will make recommendations to the Governor-General after considering each case. An example covering letter is at Example 2, Annex 3.

Each recommendation must include written evidence:

- of a direct causal relationship between the person's performance of eligible service and the injury or disability
- of the organisation's assessment that the person is no longer able to perform eligible service and that the person has been redeployed within the organisation or their employment ceased, and
- that, in the chief officer's assessment, the person would have given eligible service for single period of 15 years, or periods that, in total, amount to 15 years if not for the injury or disability<sup>56</sup>.

To enable an assessment by PM&C, written evidence will also need to include the provision of personal information in relation to the nominee. A Privacy Notice and Consent (Annex 4), signed by the nominee, must be included with the recommendation. Applications will not be considered without the completed Privacy Consent form.

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52 See regulation 14(3)(c)

53 See regulation 14(3)(b)

54 See regulation 14(2)

55 See regulation 16(1)(1A)

56 See regulation 14(2)(c)

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Commonwealth privacy law requires that an individual must be informed about why their personal information is being collected and how their personal information will be used and disclosed by the entity collecting it. Evidence of the individual's agreement to the release of personal and sensitive information (including medical information) to PM&C is required. Further information on the application of the relevant Australian Privacy Principles is at 4.3 below.

## 3.5 Periods of service with the Australian Defence Force

Long service in the ADF was included in the National Medal from its inception on 14 February 1975. At that time only *continuous* service could be counted for the National Medal. ADF service alone ceased to earn credit for the National Medal on 20 April 1982 with the introduction of the *Defence Force Service Awards* (DFSA) (the *Defence Force Service Medal*, the *Reserve Force Decoration* and the *Reserve Force Medal*). On 26 May 1998, a single medal was created to recognise long service in the ADF: the *Defence Long Service Medal* (DLSM). Clasps to the *Defence Force Service Awards* will, however, continue to be issued for some years to ADF members who have previously earned those medals.

There are still circumstances in which ADF service can be used to qualify for the National Medal; these are explained below and consolidated at Annex 5. For the National Medal, the Defence Force includes service in the regular and reserve parts of the ADF.<sup>57</sup>

Service with the Australian Defence Force Cadets is not service with the Defence Force, and is not eligible service for the National Medal.

Regulations 19, 20, 21 and 23 cover instances where service in the ADF may be counted towards the National Medal. Under certain circumstances, seconded service with the ADF may be counted (see 3.5.5 below, and regulation 23.) The National Medal regulations only recognise DFSA efficient service or DLSM qualifying service as eligible to be counted in those circumstances where the National Medal regulations allow defence service to be credited towards the National Medal.

### 3.5.1 Regulation 19: Defence service before 20 April 1982

**Nature of service:** ADF only.

**Time requirements/restrictions:** minimum 15 years DFSA efficient or DLSM qualifying service, completed before 20 April 1982 and including at least one day on or after 14 February 1975.

**Who nominates for award?** Chief of the Defence Force or delegate.

**Who qualifies?** Persons with defence service which meets time requirements/restrictions (above).

**Which medal?** National Medal and either DFSA or DLSM (in practice the DFSA unless an election has been made to receive the DLSM).

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<sup>57</sup> Defined in regulation 2

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Regulation 19 was introduced in 1999 (it was then regulation 21) to codify an unusual entitlement that arose from the conditions for awarding the DFSAs. When they were introduced in 1982, the DFSAs were backdated to 1975. The National Medal had been validly awarded to many ADF personnel who had completed 15 years of qualifying service before 1982. The backdating of the DFSAs meant that these National Medal recipients qualified for a second award for the same service. Regulation 19 preserves this arrangement in case anyone has not yet claimed this entitlement.

A person who reached at least 15 years of qualifying defence service after 13 February 1975 and before 20 April 1982, at least one day of which was on or after 14 February 1975, may have their defence service up to 19 April 1982 counted towards *both* the National Medal and a defence long service award.

An entitlement is not altered by the date order in which application for the National Medal and the defence long service award is made.

The definition of defence long service award includes a medal or decoration or clasp under the *Defence Force Service Awards* or *Defence Long Service Medal Regulations* or an Imperial defence long service medal or clasp for service in the ADF.<sup>58</sup> The prohibition on counting the same service towards more than one long service award (regulation 18(1)) does *not* apply in this situation.

Regulation 19 allows the 15-year period to be made up of aggregated service. The Chief of the Defence Force or a delegate recommends persons who may still have an entitlement to the National Medal for ADF service under the terms of regulation 19.<sup>59</sup>

### 3.5.2 Regulation 20: Those who have left the ADF and joined an approved organisation for the National Medal in a capacity which is eligible service

**Nature of service:** ADF followed by eligible civilian service.

**Time requirements/restrictions:** must have left ADF. Must not have made an election under regulation 21. Must have at least one day's eligible service (military or civilian) on, or after, 14 February 1975.

**Who nominates for award?** Chief Officer of approved civilian organisation.

**Who qualifies?** Persons with unrecognised qualifying/efficient defence service either insufficient for a defence long service award or in excess of that required for such an award, who subsequently give eligible service in a civilian approved organisation.

**Which medal?** National Medal only.

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<sup>58</sup> Defence long service award is defined, in regulation 2, to include these three classes of awards

<sup>59</sup> This is provided for in regulation 16(1)(c)

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Regulation 20 allows a person who has left the ADF (including the Reserves) and subsequently performs eligible service in an approved organisation (for example, as a police constable or firefighter) to count efficient/qualifying defence service towards the National Medal, to the extent that that service has not already been counted towards a defence long service award.

Regulation 20 applies to efficient/qualifying defence service whether it occurred before or after 20 April 1982, the date when the National Medal ceased to be the long service award for solely defence service.

Defence service which ceased prior to the National Medal's inception (on 14 February 1975) may be counted towards the National Medal if:

- it has not been recognised by another long service award; and
- service in an eligible organisation has occurred on or after 14 February 1975; and
- the other conditions of the Medal regulations are met.

A person who is entitled to a defence long service award cannot count the relevant portion of their defence service towards the National Medal. In these circumstances only an excess efficient/qualifying service may be counted (regulation 20(1)(a)(ii)). A person whose efficient/qualifying defence service was insufficient to earn them a defence long service award may, by use of this regulation, count all of that service towards the National Medal.

Examples of the application of regulation 20 are given below.

**Example 1:** A person who has a period of 4 years of DFSA efficient service can count all such service towards the National Medal, in combination with at least 11 years of service with another approved organisation.

**Example 2:** A person who has a period of 15 years of DLSSM qualifying service must count that period towards the DLSSM if they have not already done so. It cannot be counted towards the National Medal under regulation 20.

**Example 3:** A person who has 16 years of DFSA efficient service must count the period of 15 years towards the DFSA if they have not already done so. The excess period of 1 year can be counted towards the National Medal, in combination with at least 14 years of service with another approved organisation.

**Example 4:** A person who has 22 or 27 years of DLSSM qualifying service must count the period of 20 or 25 years towards the DLSSM (and clasp if applicable) if they have not already done so. The excess period of 2 years can be counted towards the National Medal, in combination with at least 13 years of service with another approved organisation.

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A person who takes advantage of regulation 20 and subsequently re-joins the ADF cannot then count any defence service used for the National Medal towards a defence long service award unless they elect to do so in writing and surrender the National Medal or clasp earned from that defence service.<sup>60</sup>

Regulation 20 does not restrict a person who serves simultaneously in the ADF and an approved organisation from earning credits towards both a defence long service award and the National Medal for their respective services (see 3.5.4 below). A person in this situation could *not* take advantage of regulation 20 because regulation 20(1)(b) requires that a person has ceased to be a member of the ADF.

A person who makes an election under regulation 21 (see 3.5.3 below) cannot take advantage of regulation 20.

Persons wishing to have prior uncounted efficient/qualifying defence service taken into account by the chief officer of an approved organisation will need a statement from the Department of Defence showing what portion of their service has not been counted, or is not eligible, for a defence long service award. The applicant for the National Medal should present this statement to the chief officer of the relevant approved organisation. See Annex 6 for details of Department of Defence contacts.

### 3.5.3 Regulation 21: Election that all efficient/qualifying defence service shall be counted towards the National Medal.

**Nature of service:** Eligible civilian service then ADF, but regulation allows for any mix.

**Time requirements/restrictions:** Must not have a defence long service award or an entitlement to one. A person who has benefited from regulation 19 cannot make an election under regulation 21. Must have at least one day's service on or after 14 February 1975.

**Who nominates for award?** Chief Officer of organisation most recently served (Chief of Defence Force (or delegate) if defence service was most recent).

**Who qualifies?** Persons with unrecognised eligible civilian service who join the ADF and undertake qualifying/efficient defence service.

**Which medal?** National Medal only (cannot be awarded a defence long service award).

Regulation 21 enables a person who has not received, and is not entitled to, a defence long service award to make a once-only election to have *all* of their efficient/qualifying defence service counted for National Medal purposes.

They cannot subsequently earn a defence long service award. A person who has made an election and who at any time simultaneously serves in both the ADF and in an approved organisation would

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<sup>60</sup> See regulations 20(3) and (4)

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be serving in two approved organisations for the National Medal and regulation 18(2) would apply to this service (service is only counted once, see 3.4.8 above). A person making an election must still meet the requirements of regulation 14(1) to be awarded the Medal. They must have at least one day's eligible service (civilian or military) on, or after 14 February 1975.

**Example 1:** A person who serves in a police force for 10 years (and has therefore not undertaken sufficient service to earn the National Medal) resigns and then joins the ADF and performs efficient/qualifying service. They can elect to have all their efficient/qualifying defence service counted towards the National Medal. This would allow the person to receive the National Medal after 5 years in the ADF (10 years police service plus 5 years defence service).

**Example 2:** A person with 17 years of eligible police service has earned the National Medal (15 years) and then joins the ADF. They can elect to have all of their efficient/qualifying defence service counted towards the National Medal. This would enable them to add their efficient/qualifying defence service to the 'excess' two years of service with the police towards their first clasp to the National Medal. They would therefore be eligible to receive the first clasp after 8 years of efficient/qualifying service with the ADF. If they did not take advantage of this option they would have to undertake 15 years of defence service to earn a defence long service award and their two years 'excess' service with the police force would remain unrecognised by any award.

Persons wishing to make an election should contact the Department of Defence (Annex 6).

If the person most recently served with the ADF, the Chief of the Defence Force or a delegate makes recommendations for the Medal or a clasp under this provision.<sup>61</sup>

### 3.5.4 Simultaneous service in the ADF and in another approved organisation

**Nature of service:** Eligible civilian service at the same time as ADF efficient/qualifying service.

**Time requirements/restrictions:** As per each award.

**Who nominates for award?** Chief Officer of approved civilian organisation served and, if applicable, Chief of Defence Force (or delegate).

**Who qualifies?** Persons simultaneously serving an approved civilian organisation and the ADF.

**Which medal?** National Medal and DFSA or DLSSM – but National Medal only if person has benefited from either regulation 20 or 21 (in which case the ADF is deemed an approved organisation for the National Medal, and the prohibition on double-counting under regulation 18(2) applies).

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<sup>61</sup> See regulations 16(1)(a) and (d)



A person who has not made an election under either regulation 20 or 21 and who is simultaneously undertaking efficient/qualifying service as a member of the ADF (usually the Reserves) and in another approved organisation (e.g. a volunteer fire service) is in two medal streams: a defence long service award stream and the National Medal stream. Such a person can count the simultaneous periods of service for an award in each respective medal stream.

Persons who use the provisions of regulation 20 (have left the ADF and do not qualify for a defence long service award, or have service in excess of that required) and gave eligible service in another organisation simultaneous with their unrecognised defence service, are in a single medal stream. This is because their ADF service is treated as if it was given to an approved organisation for the National Medal. Regulation 18(2) would apply to the unrecognised portion of the defence service, i.e. simultaneous periods of eligible service in approved organisations count as a single period of service.

A person who elects to have all of their defence service recognised through the National Medal under regulation 21 is also treating all their defence service as if it occurred in an approved organisation. They are, therefore, in a single medal stream, and this service is also subject to regulation 18(2) – service in both organisations may only be counted once.

### 3.5.5 Regulation 23: Service by secondee from a foreign service organisation

**Nature of service:** Member of a foreign equivalent to a service organisation or the ADF is seconded to an Australian organisation (limited by regulation 23(2) to a service organisation or the ADF).

**Time requirements/restrictions:** After secondment the person must join (not necessarily immediately) the ADF or an Australian service organisation.

**Who nominates for award?** Chief Officer of approved civilian organisation or Chief of Defence Force (or delegate).

**Who qualifies?** Persons with seconded service with the ADF or a service organisation who subsequently join the ADF or a service organisation.

**Which medal?** National Medal for person who subsequently joins a service -organisation.  
National Medal for person who subsequently joins the ADF only if relevant under regulations 19, 20 or 21.

Regulation 23 allows a person who is seconded to the ADF or an Australian service organisation from any country and who subsequently (not necessarily, immediately) joins the ADF or a service organisation, to have their seconded service taken into account for the Medal. It restricts the use of seconded service to selected service organisations and the armed forces so as to maintain the intent of the original regulations. It does not apply to seconded service in approved government organisations or approved voluntary organisations, nor does it apply to subsequent service in such organisations.

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**Example 1:** A member of London’s Metropolitan Police Force is seconded to Victoria Police for 2 years. Some years later the person becomes a member of the Australian Federal Police (AFP). The person could count the 2 years of seconded service toward the award of the National Medal, which could be earned after 13 years with the AFP.

**Example 2:** A member of the Royal New Zealand Air Force is seconded to the Royal Australian Air Force for 3 years. Subsequently the person becomes a member of the Queensland State Emergency Service (SES). The person could count the 3 years of seconded service toward the award of the National Medal, which could be earned after 12 years with the SES.

### 3.6 Service in pre-independence Papua New Guinea

Regulation 22 allows certain service in Papua New Guinea prior to 1 December 1973 to be aggregated with later eligible service in Australia. Even though independence was declared in November 1975, the Australian Government handed over administrative control on 1 December 1973, which is why that is the date from which service can no longer be counted. The regulations specify two broad categories of service:

- as an officer of the Royal Papua New Guinea Constabulary (RPNGC), and
- in an organisation under the PNG Administration in a capacity which is the equivalent of eligible service in an Australian service organisation (as defined in regulation 2).

Service in any branch of the RPNGC except for the Voluntary Branch may be counted under regulation 22.

The PNG service must meet the other eligibility criteria for the Medal.<sup>62</sup> The person must also have at least one day of eligible Australian service on, or after, 14 February 1975 in at least one Australian approved organisation, on or after its approval date<sup>63</sup> before they can count any PNG service towards the Medal.

Chief officers should sight documentation satisfying the requirements of the National Medal regulations before allowing pre-Independence PNG service to be aggregated. If the member is unable to provide satisfactory documentation chief officers may seek research assistance from Honours and Symbols, PM&C (Annex 6).

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<sup>62</sup> That is, the criteria set out under regulation 17

<sup>63</sup> See regulation 14

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## 4 How to recommend a person for the award of the Medal or clasp

The Governor-General makes an award of the Medal or a clasp to the Medal only on the advice of the chief officer of an eligible organisation, except under subregulation 14(2) (service by persons injured or disabled in the course of performing eligible service), see 3.4.9 above and 4.2 below.

When service from several organisations is being aggregated the chief officer of the organisation with which the person is currently serving, or most recently served, makes the recommendation.<sup>64</sup>

Where requests from chief officers or members are received, Honours and Symbols, PM&C is available to advise on the interpretation of the regulations, and the Registrar of Awards can advise on the current application of the regulations (Annex 6).

It is expected that an organisation with a devolved structure would channel all recommendations for Medals and clasps through a single point in the organisation.

### 4.1 Recommendations under Regulation 14(1) and 14(3)

The chief officer must be satisfied that the person has met, or would have met, the time requirements and that the service has been diligent.<sup>65</sup> This should be based on an examination of records and any relevant discharge certificates.

A person who wishes to have earlier unrecognised service with the ADF taken into account (under regulation 20) should obtain a statement from the Department of Defence (Annexes 5 and 6) confirming that they have left the ADF and outlining what part of their service has not been recognised for a defence long service award. The chief officer should sight this information before making a recommendation for an award of the National Medal or clasp.

It is the chief officer's responsibility to decide if a person's service meets the requirements for eligible service.<sup>66</sup> While the Governor-General is not obliged to approve every recommendation, it is not open to The Secretariat or the Australian Government to compel any chief officer to recommend an award where the chief officer is not satisfied that the requirements have been met.

Details of all eligible service and dates must be provided to the Registrar of Awards in the schedule provided at <https://www.gg.gov.au/australian-honours-and-awardsoperational-and-service-awards/national-medal>. This schedule should be sent to [serviceawards@gg.gov.au](mailto:serviceawards@gg.gov.au) in Excel format. The schedule must be accompanied by a cover letter (Annex 3) from the chief officer verifying that the

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<sup>64</sup> See regulation 16(1)(a)

<sup>65</sup> Criteria for assessing a person's diligence are set out in regulation 17(4)

<sup>66</sup> That is, the requirements of diligence, training and performance of the primary function set out under regulation 17

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members included on the schedule have met the eligibility requirements of the National Medal Regulations.

The Registrar of Awards checks the schedule and, if satisfied, seeks the Governor-General's approval. Following the Governor-General's approval, the necessary Medals are engraved with the recipients' names. Medals and clasps, as the case may be, are dispatched by the Registrar of Awards to the chief officer for distribution. Chief officers are encouraged to arrange appropriate ceremonies to present Medals and clasps.

## 4.2 Recommendations under Regulation 14(2)

The chief officer must be satisfied that the person would have met the time requirements but for injury or disability in the course of performing eligible service; and that the service has been diligent.<sup>67</sup> This should be based on an examination of records and any relevant medical information.

Details of all eligible service and dates must be provided to the Secretary of PM&C in the schedule at <https://www.gg.gov.au/australian-honours-and-awardsoperational-and-service-awards/national-medal>. This schedule should be sent to [itsanhonour@pmc.gov.au](mailto:itsanhonour@pmc.gov.au) in Excel format. The schedule must be accompanied by a cover letter (Annex 3) from the chief officer verifying that the members included on the schedule would have met the eligibility requirements of the National Medal Regulations, but for injury or disability in the course of performing eligible service.

Each recommendation must include written evidence:

- of a direct causal relationship between the person's performance of eligible service and the injury or disability
- of the organisation's assessment that the person is no longer able to perform eligible service and has been redeployed with the organisation or their employment terminated, and
- that the person would have given eligible service for single period of 15 years, or periods that, in total, amount to 15 years if not for the injury or disability<sup>68</sup>.

To enable an assessment by Honours and Symbols, PM&C, written evidence will also need to include the provision of personal information. A Privacy Notice and Consent form (Annex 4), signed by the nominee must be included with the recommendation.

Applications will not be considered without the inclusion of a signed Privacy Notice and Consent form.

The Secretary of PM&C will consider the applications and make a recommendation to the Governor-General. Following the recommendation to the Governor-General, the necessary Medals are engraved with the recipients' names. Medals and clasps, as the case may be, are dispatched by the Registrar of Awards to the chief officer for distribution. Chief officers are encouraged to arrange appropriate ceremonies to present Medals and clasps.

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<sup>67</sup> Criteria for assessing a person's diligence are set out in regulation 17(4)

<sup>68</sup> See regulation 14(2)(c)

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## 4.3 Privacy requirements

The nominating organisation has an obligation to protect personal and sensitive information about nominees.

This manual considers Commonwealth privacy principles and obligations.

Key privacy principles that apply to the Medal application process include:

- transparency about how nominees' personal information is handled
- obtaining nominees' consent for the use and disclosure of their personal information for the purpose of consideration of the award of the National Medal or clasp
- taking reasonable steps to protect nominees' personal information.

These privacy principles are reflected in the legally binding [Australian Privacy Principles \(APPs\)](#)<sup>69</sup> under the [Privacy Act 1988](#) (Cth) (Privacy Act). The APPs apply to 'APP entities' which includes most Commonwealth Government agencies, and certain organisations<sup>70</sup>.

Organisations remain responsible for meeting their own privacy obligations when handling personal information about nominees.<sup>71</sup> An organisation that is registered as a State or Territory organisation, or as a private sector organisation, may also be required to comply with similar State or Territory privacy regulatory frameworks or related legislation.

### APP 5 – Privacy notice

All organisations must ensure nominees for the National Medal or clasp under Regulations 14(1) and 14(3) are advised that, with permission, their personal information will be used and disclosed for the purpose of the National Medal process. A Privacy Notice and Consent template is provided at Annex 4 for this purpose.

The Privacy Notice and Consent informs nominees that their personal and sensitive information will be disclosed, as required, to PM&C and the Australian Honours and Awards Secretariat which sits within the Office of the Official Secretary to the Governor-General.

Members recommended for the award of the Medal under Regulations 14(2) should be advised that their personal and sensitive<sup>72</sup> information will be disclosed to PM&C in order to make an assessment about the member's eligibility for the award of the Medal. Members should be advised that PM&C will

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69 Refer to Schedule 1 to the Privacy Act. Quick guidance also available at

<https://www.oaic.gov.au/privacy/australian-privacy-principles/australian-privacy-principles-quick-reference/>

70 Organisations with a turnover of \$3 million or more, who provide a health service; disclose or collect personal information about another individual for a benefit, service or advantage; are a contracted service provider for a Commonwealth contract, or are a credit reporting body, are deemed an 'APP Entity'

71 Further information about privacy obligations is available from the Office of the Australian Information Commissioner (OAIC) website or phone number 1300 363 992

72 Sensitive information is personal information that includes health information. See

<https://www.oaic.gov.au/privacy/your-privacy-rights/your-personal-information/what-is-personal-information/>

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disclose their personal, but not their sensitive information, to The Secretariat in order to seek the Governor-General's approval of the award.

The Privacy Notice and Consent also tells nominees or their authorised representative that, unless they choose otherwise, the successful recipient's name will be published on the Australian Honours database at [www.pmc.gov.au/government/its-honour](http://www.pmc.gov.au/government/its-honour), alongside the name and date of the award. There is an option for nominees, or their authorised representative, to indicate they do not wish to have this information published on the website.

## APP 6 – Consent to use and disclose sensitive information for a secondary purpose

Unless an exception applies, nominees for the National Medal or clasp must provide their consent for organisations to use and disclose their personal and sensitive information. A Privacy Notice and Consent template is provided at Annex 4 to assist organisations in obtaining consent.

Organisations exempt from Commonwealth privacy laws must still use the Privacy Notice and Consent template at Annex 4, and take reasonable steps to comply with the Australian Privacy Principles, including security measures to protect the personal information about nominees.

If an organisation uses an internal form to collect applications for nomination by the chief officer, the Privacy Notice and Consent should be attached to, or made part of, the nomination. If a nomination is initiated without a member's involvement, the member will need to be advised that a nomination is being prepared on their behalf and must be provided with a Privacy Notice and Consent.

Each nominee's Privacy Notice and Consent should be retained by the nominating organisation in accordance with applicable legislation and/or organisational policies.

When recommending awards, The Secretariat should be advised whether each member has completed a privacy consent. A column in the schedule allows for the recording of a Y/N response to this prompt. Non-completion of a privacy declaration will not prevent an award being made, however it will impact on whether details of an award will be published on the Australian honours website.

A privacy consent **must** be completed where an award is made in accordance with regulation 14(2), as it is essential that personal and sensitive information (medical information) is provided to PM&C to confirm eligibility and enable a recommendation to be made to the Governor-General in the circumstances where a person is injured or disabled in the course of performing eligible service.

## 5 Cancellation and restoration of awards

Regulation 24 provides that a chief officer or the Minister may recommend cancellation of an award and the reinstatement of a cancelled award. Usually, such recommendations are made by the chief officer of the approved organisation that recommended the award or most recent clasp. Chief officers contemplating the cancellation of an award should contact the Registrar of Awards for guidance on the necessary procedures (Annex 6).

## 6 Chief officer's obligations

The provisions of the following regulations comprise the chief officer's obligations:

Regulation	Obligation
2(8) and 2(9)	to advise the Registrar of Awards where a person other than the director of an approved organisation is performing the duties of chief officer for the purpose of the regulations and advising any change
3(1)	to advise where a <b>service</b> organisation ceases to be a service organisation
6(1)	to advise the Honours and Symbols Section where an approved <b>government</b> organisation changes its primary function in such a way that it no longer satisfies the Medal regulations
7(1)	to advise the Honours and Symbols Section where an approved <b>government</b> organisation changes its name
8(1)	to advise the Honours and Symbols Section where an approved <b>government</b> organisation ceases to exist
10(1)(d)	to ensure that a scheme of insurance, compensation or indemnity is in place in an approved <b>voluntary</b> organisation
10(1)(e)	to maintain a training regime in an approved <b>voluntary</b> organisation
10(1)(f)	to maintain appropriate records in an approved <b>voluntary</b> organisation
10(1)(h)	to allow the Minister or a delegate access to the premises and records of an approved <b>voluntary</b> organisation or a <b>voluntary</b> organisation seeking to become an approved <b>voluntary</b> organisation
11(1)	to advise the Honours and Symbols Section where an approved <b>voluntary</b> organisation changes its primary function in such a way that it no longer satisfies the Medal regulations
12(1)	to advise the Honours and Symbols Section where an approved <b>voluntary</b> organisation changes its name
13(1)	to advise the Honours and Symbols Section where an approved <b>voluntary</b> organisation ceases to exist
16(1)	to recommend awards of the Medal and clasp
16(1A)	to provide written evidence to the Secretary of the Department of the Prime Minister and Cabinet that, but for injury or disability, the person would have given eligible service
16(2)	to satisfy him or herself that an applicant's prior service is eligible before taking it into account for the Medal or clasp
17	to satisfy him or herself that service has been eligible service
18	to determine the length of eligible service
19	to nominate a person for the Medal (only applies to the Chief of the Defence Force or a delegate of the Chief of the Defence Force)
20	to satisfy him or herself that an applicant's prior service in the ADF is eligible service before taking it into account for the Medal
21	to receive an election to have all ADF service counted towards the National Medal (only applies to the Chief of the Defence Force or a delegate of the Chief of the Defence Force)
22	to satisfy him or herself that an applicant's prior service in Papua New Guinea is eligible service before taking it into account for the Medal

Regulation	Obligation
23	to satisfy him or herself that an applicant's prior service whilst seconded to the ADF or a service organisation was efficient or qualifying service before taking it into account for the Medal
24	to make recommendations for the cancellation and reinstatement of awards

Chief officers should consider establishing a system whereby they sign discharge certificates for persons who leave the organisation after performing eligible service, to assist former members in substantiating service records when aggregating service for the award of the Medal.



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# Annex 1 How to apply to become an approved government organisation

Submissions should be made by the head of the government organisation or on behalf of the relevant Commonwealth, state or territory minister or Ministerial Council and sent to Honours and Symbols, PM&C (Annex 6). Submissions must include the information outlined below.

**The submission must be accompanied by a letter of endorsement from the relevant minister.**

The organisation(s) (or relevant parts) must meet the primary function as described in regulation 5. Only persons performing this function and meeting the criteria of regulations 5, 17 and 18 earn eligible time for the Medal.

## A Contact information

1. Name(s) of organisation(s) or class of organisations seeking to become an approved organisation.
2. Which minister(s), government(s) or Ministerial Council is/are making this submission?
3. Name, title, address, telephone number (including area code) and e-mail address of an officer who can be contacted for further information about the application.

## B The organisations

1. For each organisation, identify the relevant national, state or territory jurisdiction and the structure of the organisation; that is, department and statutory authority. If any are non-profit organisations operating under an arrangement with the Commonwealth, a state or territory, identify the arrangement. If any are incorporated companies all the shares of which are owned by the Commonwealth, a state or territory, identify the corporate arrangements in force and the shareholdings and which ministers control these.<sup>73</sup>

## C History

1. The date(s) the organisation(s) was/were established.
2. The date(s) the organisation(s) began meeting the functions described at regulation 5.

## D Nature of organisation

1. Is the organisation(s) (or parts of them) an organisation of the type described in regulation 5(a)?

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<sup>73</sup> See the definition of government organisation at regulation 2

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Provide details, including the laws enforced and/or the powers, duties and responsibilities of the persons enforcing them

2. Are members performing the primary function exposed from time to time to the risk of death, injury or trauma? Give details.<sup>74</sup>
3. What occupational categories of the organisation(s) meet the criteria and on whose behalf this application is made?
4. Do the organisation(s) have other functions besides those described in regulation 5(a)?
5. If the answer to 4, is yes, identify the part(s) of the organisation(s) for which approval is sought.

Identify the part or aspect of the organisation(s) that undertake(s) the primary function, or those members who undertake this function in addition to the other roles. Identify the occupational categories for which the application seeks recognition for the Medal.

6. Provide the latest year statistics for the number of members of the organisation(s) as a whole and the number who undertake the primary function and are in the occupational categories identified at 5 above.

Provide sufficient detail to give a clear picture of the role of personnel, how they operate, the duties performed and the risks they face. Where personnel perform functions in addition to the primary function, outline how this works, the proportion of persons involved and the percentage of time performing their respective roles.

7. Compare the performance of the primary function with one or more of the eligible service organisations in terms of powers exercised, statistics on death or injury, value of property protected, responsibilities held and hazards faced.
8. If the organisation(s) are approved, how many members do you expect to nominate for the Medal in the first year?

This information has no bearing on the outcome of the application; it is solely to assist the Registrar of Awards to plan forward orders for Medals.

## **E Training and fitness**

1. Do the organisation(s) maintain a mandatory training regime to ensure the members performing the primary function are fit to fulfil their respective roles? Provide details of the training system in operation.<sup>75</sup>
2. Are members trained before joining or trained externally or within the organisation? Give details.

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<sup>74</sup> See regulation 5(b)

<sup>75</sup> See regulation 17(1)(b)

- 
3. Are there competency levels that are subject to assessment?
  4. Are physical fitness standards applied? If so, give details.

## **F Records**

1. Are sufficient records maintained to enable the chief officer(s) to meet the requirements of nominating eligible persons for the Medal or clasp?<sup>76</sup>

## **G Action**

1. Ensure the submission is signed by the head of the government organisation or on behalf of the relevant Commonwealth, state or territory minister or Ministerial Council.
2. Ensure the submission is accompanied by a letter of endorsement by the relevant minister.
3. Address the submission to Honours and Symbols, PM&C (Annex 6).

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<sup>76</sup> See regulations 14, 15 and 17

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## Annex 2 How to apply to become an approved voluntary organisation

It is not necessary for each element of a voluntary organisation to apply to become an approved voluntary organisation. Organisations with wide coverage but with a local branch structure should seek approval for the organisation as a whole; districts do not need to apply separately. A search or rescue body with a national charter can apply on behalf of its whole national organisation.

The head of the voluntary organisation should forward a submission to Honours and Symbols (Annex 6), presenting information using the headings and question numbers provided below.

The organisation must provide, in Australia, in times of emergency or natural disaster

- physical assistance to persons through search or rescue; or
- physical assistance to protect property or the environment.<sup>77</sup>

This is known as the primary function, although it does not need to be the focus of the organisation's activities. Only persons performing this function and satisfying other eligibility criteria<sup>78</sup> can be awarded the Medal. Heading H below seeks specific confirmation of this function.

### A Contact information

1. Full registered name of the organisation.
2. Physical address of the head office.
3. Postal address of the head office.
4. Telephone number of the head office (including area code).
5. Facsimile number of the head office (including area code).
6. Name and title of the head of the organisation.
7. Name, title, telephone number (including area code) and e-mail address of an officer who can be contacted for further information about the application.

### B Corporate structure

The Regulations define voluntary organisation, in part, to mean an organisation incorporated in Australia. Therefore, to become an approved voluntary organisation for the Medal, an organisation needs to be incorporated. The following information will need to be provided.

1. Method of incorporation and Australian Securities and Investments Commission number (if relevant).

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<sup>77</sup> This requirement is specified in regulation 10(1)(a)

<sup>78</sup> See regulations 10(1)(c) and 17

2. State or territory of incorporation.

Incorporation must be in Australia and can be as a company, association, society, charity or under a royal charter.

A copy of the organisation's articles of association or constitution and a copy of the most recent annual report and statement of audited accounts should be provided with the application.

3. Has the organisation ever been prosecuted by a regulatory body for being in breach of any requirements of the legislation under which it is incorporated? If no, this must be stated. If yes, provide details.

## C Voluntary status

The Regulations also define voluntary organisation, in part, to mean an organisation that is not a government organisation<sup>79</sup> and is not operated for profit. The following information will need to be provided.

1. Is the organisation a voluntary organisation as defined at regulation 2?
2. Are government grants received? If so, provide details.
3. Are fees for service earned? If so, provide details.
4. Are sponsorships received from non-government sources? If so, provide details.

Grants, fees for service and sponsorships do not preclude approval so long as the organisation is a voluntary, non-government, non-profit organisation. The above details will assist the evaluation of the organisation's role and structure. It is not necessary to specify the value of grants, fees or sponsorship.

## D Relationship with home state or territory government

1. Is the organisation recognised by a department or agency of the Commonwealth government, or a state or territory government as an organisation of the kind described in regulation 10(1)? Give details.
2. Which Commonwealth, state or territory organisation recognises the organisation?
3. Is the organisation called upon by police or other agencies, for search or rescue? Give details.
4. Is the organisation part of a state or territory disaster plan? Give details.
5. Does a government body such as a state rescue board register the organisation? Give details.

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<sup>79</sup> Government organisation is defined in regulation 2

The organisation should seek an authoritative reference from the appropriate government authority. This authority would normally be the government agency responsible for emergency services with which the organisation works or which calls upon it to provide its search and rescue services. This reference should indicate that the state or territory government recognises and regards the organisation as a *bona fide* search or rescue organisation. The reference should accompany the application.

#### **E Peak bodies**

1. Is the organisation a member of a peak rescue association, for example, the NSW Volunteer Rescue Association? If so, provide details.

#### **F History**

1. When was the organisation established (exact date)?
2. When did the organisation commence providing physical assistance in search or rescue activities, if not at the time of its establishment (exact date)?

Full details, including dates, should also be provided if the organisation previously provided physical assistance in search or rescue under different names. The organisation may also be approved under its earlier names, enabling eligible service during the earlier period(s) to count towards the Medal. Defunct organisations must have been in existence on, or after, 30 April 1987, to be eligible.

#### **G Geographical extent**

1. Does the organisation operate nationally or in a particular state or territory or locality?

Advise whether local branches are operative and, if so, where they are located.

#### **H Nature of search or rescue functions**

1. Does the organisation (or a part of it) provide in Australia in times of emergency or natural disaster:
  - a. physical assistance to persons through search or rescue; or
  - b. physical assistance to protect property or the environment?
2. What type of search or rescue functions does the organisation undertake?

For example, 'marine rescue in New South Wales'. Give details.

3. What type of physical assistance in search or rescue does the organisation provide?

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For example, 'rescue by boat, salvage, search and patrol operations'. Give details.

4. Are members performing the primary (search or rescue) function exposed from time to time to the risk of death, injury or trauma?<sup>80</sup> Give details.
5. What occupational categories of the organisation meet the criteria (i.e. on whose behalf is this application being made)?
6. Does the organisation have other functions besides search or rescue?
7. If the answer to 6, is yes, identify the part of the organisation for which approval is sought.

Identify the component or aspect of the organisation that undertakes search or rescue or, if members undertake search or rescue in addition to the other roles of the organisation, identify these (for example, recreational sailing). Identify the occupational categories which the organisation believes should be eligible service for the Medal.

8. Provide the latest year statistics on the numbers of members of the organisation as a whole and details of the number who undertake the primary function and are in the occupational categories identified at 5; that is, those which provide physical assistance (for example, rescue by boat) as opposed to support operations (for example, administration) or other activities.

Provide sufficient detail to clearly illustrate the role of personnel, how they operate, the duties performed and the risks faced. Where given personnel perform, over time, both the primary function and support roles, outline how this works and the proportion of persons and percentage of time in the respective roles. Advise how often members who perform the primary function are expected to be on call, undertake training and so on, to be regarded as active members whose time would be counted as eligible service.

9. Provide statistics on how often and how many members performing the primary function were called out and the number of rescues or searches in the most recent year.
10. If the organisation is approved, how many members do you expect to nominate for the Medal in the first year?

This information has no bearing on whether an organisation will be approved. It is solely to assist the Registrar of Awards to plan forward orders for Medals.

## I Insurance, compensation or indemnity

The Regulations also define voluntary organisation, in part, to mean an organisation that is not a government organisation and is not operated for profit. The following information will need to be provided.

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<sup>80</sup> See regulation 10(1)(c)

- 
1. What scheme of insurance, indemnity or compensation operates for members performing the primary function?<sup>81</sup>
  2. Is it the organisation or the home state or territory government which operates this scheme?
  3. Is it a government requirement?
  4. Are records maintained in respect of insurance, compensation or indemnity? Who keeps the records?<sup>82</sup>
  5. Provide statistics of the numbers of persons killed or injured in the latest year as a result of performing the primary function and the numbers of claims made under the scheme of insurance, compensation or indemnity.

## **J Training and fitness**

1. Does the organisation maintain a mandatory training regime to ensure members performing the primary function are fit to fulfil their duties? Provide details.<sup>83</sup>
2. Are members trained before joining or trained externally or within the organisation? Give details.
3. Are there assessed competency levels; for example, for marine rescue? Give details.
4. Are records maintained of members' training?<sup>84</sup>
5. Are physical fitness standards applied? If so, give details.<sup>85</sup>

## **K Records**

1. Are sufficient records maintained to enable the chief officer to meet the requirements of nominating eligible persons for the Medal or clasp?<sup>86</sup>

Regulation 17(1) establishes that service is eligible service if it is the primary function of the organisation, and throughout the period of service a person has maintained a level of training sufficient to perform the primary function, and the member has served diligently. An assessment of diligence should include consideration of a person's physical fitness and availability. Records of the organisation must be sufficiently detailed to support the conclusion that a person has met these requirements.

2. Are records kept of each search and rescue incident in which the organisation was involved and the names of individual members who attended?

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81 See regulation 10(1)(d)

82 See regulation 10(1)(f)

83 See regulations 10(1)(e) and 17(1)(b)

84 See regulation 10(1)(f)

85 See regulations 10(1)(e)

86 See regulations 14, 15 and 17



## L Chief Officer

1. Does the organisation have a chief officer for the purposes of the regulations?<sup>87</sup>

The chief officer would usually be the chief executive officer or the person occupying the highest office in the organisation, for example, the President. An organisation may specify another person to perform the duties of chief officer on its behalf; for example, a member or an officer of the organisation's peak body.

## M Responsibility

The following statements should be typed at the end of the application and signed by the responsible officer (normally the head of the organisation):

1. I certify the accuracy of the information in this application for approval of [name of organisation] for the National Medal.
2. I confirm on behalf of [name of organisation] that both before approval and, if granted, after approval, the organisation agrees to give the Minister or a delegate of the Minister access to its premises and records maintained on its behalf and that this commitment extends to an external person if nominated to act as chief officer.<sup>88</sup>
3. I confirm on behalf of [name of organisation] that written advice will be provided promptly to the Honours and Symbols Section of (i) any material change to the organisation which could lead to it no longer meeting the criteria to remain an approved voluntary organisation and (ii) of any change of name.<sup>89</sup>
4. I agree on behalf of [name of organisation] that in assessing this application, the Honours and Symbols Section may make such inquiries as are deemed necessary, including, but not restricted to, governments, regulatory authorities and voluntary associations.

**The provision of false or misleading information may lead to the organisation having its approval revoked and to the cancellation of awards (regulations 24 and 28).**

The organisation will be advised as to the outcome of its application, or if further information is required.

Where successful, the Minister (that is, a member of the government) will make a recommendation to the Governor-General that the organisation be approved. Approved bodies will be gazetted from time to time.

**Before sending your submission**, check that the following documents are enclosed:

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<sup>87</sup> See Chief Officer's Obligations at section 6 of this Manual

<sup>88</sup> See regulation 10(1)(h)

<sup>89</sup> See regulations 11, 12 and 13

- 
- articles of association
  - most recent annual report and statement of audited accounts, and
  - reference from the relevant government authority.

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## Annex 3 How to submit a schedule of recommendations for the National Medal or clasp

Schedules may be submitted as frequently as an organisation wishes.

- The schedule is available electronically from <https://www.gg.gov.au/australian-honours-and-awardsoperational-and-service-awards/national-medal>.
- No more than 200 names per schedule should be submitted but there is no minimum requirement.

The following is an example (example 1) of the covering letter to the Governor-General which should accompany the schedule for recommendations made in accordance with regulations 14(1) and 14(3). Each schedule should be accompanied by an electronic copy of the schedule in text only format.

Contact the Registrar of Awards at the Secretariat for details of the required format and for any other information on how to submit a schedule (Annex 6).

Example 2 is a covering letter to the Secretary of PM&C which should accompany recommendations made in accordance with regulation 14(2). Each schedule should be accompanied by an electronic copy of the schedule in text only format.

Contact the Honours and Symbols Section, PM&C for details of the required format and for any other information on how to submit a schedule (Annex 6).

Abbreviations used in schedules:

SS = still serving

Dec = deceased.

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## Example 1: Covering letter

[Date]

Registrar of Awards  
Australian Honours and Awards Secretariat  
Government House  
CANBERRA ACT 2600

Dear Registrar

Applications have been received for the award of the National Medal and/or clasp to the Medal from members of the **[name of organisation]** and they are specified in the attached schedule[s].

Each member has satisfied the eligibility criteria for which they have been recommended. Members' dates of service with other eligible organisations have been confirmed. I recommend to the Governor-General that these persons be awarded the National Medal and/or clasp [alter as appropriate].

Members have completed the privacy consent form as indicated in the schedule[s]. Should any of the recommendations require clarification, please contact **[name of contact]** of this office on **[telephone/email]**. An electronic copy of the schedule[s] has been provided [say how provided].

Yours sincerely

Chief Officer's name  
Position/Appointment

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## Example 2: Covering letter for recommendations made to the Secretary of the Department of the Prime Minister and Cabinet under regulation 14(2)

[Date]

Secretary  
Department of the Prime Minister and Cabinet  
PO Box 6500  
CANBERRA ACT 2601

**Attention:** Honours and Symbols Section  
[itsanhonour@pmc.gov.au](mailto:itsanhonour@pmc.gov.au)

Dear Secretary

Applications have been received for the award of the National Medal under sub regulation 14(2) of the *National Medal Regulations 2011* from members of the **[name of organisation]**.

Regulation 16(1A) of the *National Medal Regulations 2011* provides that recommendations for an award of the Medal under sub regulation 14(2) must be made by the Chief Officer of the approved organisation, to the Secretary of the Department of the Prime Minister and Cabinet.

I confirm that members' dates of service with other eligible organisations and supporting medical information has been confirmed. Each member has also completed a privacy declaration form.

As Chief Officer, I am satisfied that each member, had it not been for injury or disability sustained in the course of performing eligible service, would have met the eligibility criteria for the National Medal.

I recommend these members be awarded the National Medal. An electronic copy of the schedule[s] is attached.

Should you require further information, please contact **[name of contact]** on **[telephone/email]**.

Yours sincerely

Chief Officer's name  
Position/Appointment

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## Annex 4 Privacy notice and consent

A copy of the nominee's (or their authorised representative's) consent to collect, use and disclose their personal information must be held by the Chief Officer for each recommendation for an award of the National Medal or clasp.

The Privacy Notice and Consent Form template which follows includes details required for compliance with Australian Privacy Principles 5 and 6. Organising bodies should adapt the template where options are indicated with [square brackets]. You may need to consider any additional privacy obligations under other State or Territory legislative frameworks. Organising bodies should seek professional advice if they are unsure of their privacy obligations.

More information on the Australian Privacy Principles is available on the Office of the Australian Information Commissioner website at <https://www.oaic.gov.au/privacy/your-privacy-rights/your-personal-information>.

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## ***PRIVACY NOTICE AND CONSENT TEMPLATE***

### **Privacy Collection Notice and Consent**

With your permission, **[name of organising body]** is collecting your personal (including sensitive) information for the purpose of recommending an award of the National Medal or clasp to the Governor-General of Australia.

For the same purpose **[name of organising body or 'we']** will share relevant personal information with the Department of the Prime Minister and Cabinet (the Department) and the Australian Honours and Awards Secretariat.

**[Name of organising body or 'we']** may also share your personal information where authorised or required by law.

Providing the requested information is voluntary. However, if you choose not to provide us with your information the Department and/or the Australian Honours and Awards Secretariat will be unable to assess your application under the *National Medal Regulations 2011*.

In the event that you are approved for an award, your full name, award and date of award will be included in the publicly available Australian Honours database, published online at [www.pmc.gov.au/government/its-honour](http://www.pmc.gov.au/government/its-honour), unless you advise otherwise.

We protect your personal information in accordance with applicable privacy law, as explained in our Privacy Policy (available at [insert link or address of organisation's Privacy Policy]). Our Privacy Policy also explains how you can request access to and correct personal information that we hold about you, and who to contact if you have a privacy enquiry or complaint. The Privacy Policies for the [Department](#) and [the Secretariat](#) explain how your personal information is protected. If you require further privacy guidance, please contact either the Department's [Privacy Officer](#), or the Office of the Official Secretary to the Governor-General's [Privacy Officer](#).

### **Consent to collect, use, disclose and publish personal and sensitive information**

1. I consent to my personal and sensitive information being collected, used and disclosed by **[name of organising body]**, as set out in this notice
2. Should a recommendation for my award be successful (*select one*):
  - I agree to the publication of my name, award and date of award in the publicly available Australian Honours database, published online at [www.pmc.gov.au/government/its-honour](http://www.pmc.gov.au/government/its-honour).
  - I do not agree to publication of my personal information in the online database.

I declare that I have read and understand the terms of this notice provided to me by my organisation.

.....  
*Full name, date and signature*

### **Authorised representative declaration only**

I declare that I am an authorised representative for the nominee, including for the purpose of providing the above consent to the use and disclosure of the nominee's personal information.

.....  
*Authorised representative full name, date and signature*

## Annex 5 Defence service and the National Medal

Regulation No	Nature of service	Time requirements or restrictions?	Who nominates for Medal?	Who qualifies?	Which medal(s)?
19	ADF	Minimum 15 years DFSA efficient service or DLSM qualifying service before 20/4/1982 <b>and</b> at least one day of that service on, or after, 14/2/1975	Chief of the Defence Force or delegate	Persons with ADF service which meets 'Time requirements or restrictions'	National Medal <b>and</b> either DFSA or DLSM. (in practice, would have DFSA unless an election has been made to receive the DLSM)
20	ADF then eligible civilian service	Must have left the ADF Must not have made an election under regulation 21 Must have at least one day's eligible service (ADF or civilian) on, or after 14/2/1975	Chief Officer of approved civilian organisation	Persons with unrecognised qualifying/efficient ADF service (i) insufficient for a defence long service award or (ii) who received defence long service award(s), but have excess service which was insufficient for a clasp and who subsequently undertake eligible service in approved civilian organisation(s) for the National Medal Can count all of (i) or excess at (ii) for the National Medal Service so counted is treated as if eligible service in an approved organisation	National Medal (if subsequent to using this regulation the person re-joins the ADF and wants ADF service which has been counted for the National Medal or clasp by use of this regulation to be counted for a defence long service award, then the person must surrender the National Medal or clasp earned as a result of using this regulation. On return to the ADF, the person is not obliged to have that part of prior defence service which has been counted under regulation 20 re-credited to defence long service award, but cannot count it for both awards)



Regulation No	Nature of service	Time requirements or restrictions?	Who nominates for Medal?	Who qualifies?	Which medal(s)?
21	Intended to apply to eligible civilian service, then ADF, but can have any mix, except that it will all be counted for the National Medal	Person must not have a defence long service award or an entitlement to one A person who has benefited from regulation <b>19</b> cannot make an election Must have at least one day's eligible service (ADF or civilian) on, or after 14/2/1975.	Chief Officer of the current or most recent organisation, which may be Chief of the Defence Force or delegate	Persons with unrecognised eligible civilian service who join the ADF and undertake qualifying/efficient defence service	National Medal (cannot be awarded a defence long service award, all defence service is counted towards the National Medal. Cannot change once election is made)
23	Member of a foreign military, naval or air force or service organisation is seconded to the ADF or an Australian service organisation	After secondment the person must join (not necessarily immediately) the ADF or an Australian service organisation	Chief of the Defence Force or delegate or Chief Officer of civilian approved organisation	Persons with seconded service with the ADF or a service organisation who subsequently join the ADF or a service organisation	National Medal for service organisation  National Medal for ADF only if relevant under regulations 19, 20 or 21
No specific regulation needed	ADF and eligible civilian service simultaneously	As per each award	Chief of the Defence Force or delegate for DFSA/DLSM. Civilian Chief Officer for the National Medal	Persons with simultaneous service in the ADF and in approved civilian organisation(s) during one period can count this towards 2 medals	National Medal DFSA or DLSM

ADF = Australian Defence Force; DFSA = Defence Force Service Awards; DLSM = Defence Long Service Medal

“defence long service award” = a medal or decoration or clasp under the DFSA regulations or a medal or clasp under the DLSM regulations or a long service award in the Imperial system of honours for service in the ADF

“defence service” = service with the ADF which is DFSA efficient service or DLSM qualifying service.

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## Annex 6 Important contacts

### National Medal enquiries

Honours and Symbols  
Department of the Prime Minister and Cabinet  
PO Box 6500  
CANBERRA ACT 2601

Tel: (02) 6271 5601  
E-mail: [itsanhonour@pmc.gov.au](mailto:itsanhonour@pmc.gov.au)

The Registrar of Awards  
Australian Honours and Awards Secretariat  
Government House  
CANBERRA ACT 2600

Tel: (02) 6283 3604 (Switch)  
Fax: (02) 6283 3620  
E-mail: [serviceawards@gg.gov.au](mailto:serviceawards@gg.gov.au)

### Defence-related enquiries

For enquiries by current or former ADF members seeking to use the provisions of regulations 19, 20, 21 or 23.

Directorate of Honours and Awards  
BP33-1, Department of Defence  
PO Box 7952  
CANBERRA BC ACT 2610

Tel: 1800 333 362 (Freecall)  
Email: [YourCustomer.Service@defence.gov.au](mailto:YourCustomer.Service@defence.gov.au)

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# Annex 7 The National Medal insignia, and when and how to wear it

## Description of National Medal insignia

The National Medal is a circular bronze medal, 38 millimetres in diameter, ensigned with the Crown of Saint Edward in bronze, containing the Arms of The Commonwealth of Australia within a rim carrying the inscription 'The National Medal: For Service' and suspended by means of a bar from a riband, 32 millimetres wide and having 15 alternating gold and blue vertical stripes (see [illustration](#)). The Medal shall be worn on the left breast on all occasions when full size orders, decorations and medals are worn.

A miniature of the National Medal, being a replica one half of the size of the National Medal, suspended from a miniature riband, shall be worn on all occasions when miniatures of order, decorations and medals are worn.

The award of a clasp to the National Medal is recorded by a bar 5 millimetres wide and having along its surface 10 raised hemispheres.

When the ribbon bar is worn alone, the award of a clasp is indicated by the addition of a representation of the National Medal, 5 millimetres in diameter.

## Wearing of the National Medal

### Everyday use

The ribbon bar may be worn with all forms of dress at the discretion of the holder. However, it should not be worn at the same time as full-size or miniature medals.

### Day functions

When attending day functions such as Anzac Day or Remembrance Day ceremonies the full- size insignia is worn on the left breast.

### Evening functions

Holders of long service medals wear miniature medal(s) on the left breast of their uniforms, evening dress or lounge suits on such occasions as official receptions and dinners; or an evening event arranged for the investiture of others with their insignia of the National Medal. Ribbon bars are not worn.

Illustration of the National Medal

