



Australian Government
Department of Defence

ADF Member and Family Transition Guide



defence.gov.au/DCO/transition



A message from the Chief of the Defence Force



Transition from the permanent Australian Defence Force (ADF) is something every member and their family will experience at some point in their career. When the time comes, it's important that you've given thought to what you'll do next, and ensure you're informed and educated about your options.

Although you may not have made the decision to transition from Defence yet, now is the time to ask questions, gather information and include your family in the process. It's important that you engage your Unit Chain of Command early in your decision to transition. Your Commanding Officer is responsible for providing you with clear advice and ensuring you're provided appropriate access to transition support services.

Our Defence Transition Coaches, are available to you and your family to talk to at any point in your career, and will provide tailored coaching and mentoring throughout your transition. The coaches will work with you to set post-transition goals based on your unique skills, interests and aspirations. They'll then assist you to develop an individualised plan for you to meet these goals. We encourage you to involve your family or a support person in these conversations. Please, make the most of the support available.

For members who have a transition date set, I sincerely thank you for your service. Your contribution to our Defence Force and Australia cannot be understated. Please remember, we're committed to helping you through your transition and where possible, we look forward to continuing your connection with the ADF in another Service Category or in another capacity.

To the partners and family members reading this guide, I don't underestimate the support you've provided to your loved one, and continue to provide. Transition from the permanent forces will be a big life change for your family. I recommend that you involve yourself as much as possible in the transition process. Your support and assistance will be incredibly valuable. While ADF members are the ones who are serving our Defence Force, you support them to do so and for that I am truly grateful. Thank you to all Defence family members for your contribution to our country in supporting our ADF personnel throughout their journey.

Thank you and best wishes in your transition.

Note: this message was transcribed from the CDF video played at ADF Member and Family Transition Seminars.

Contents

A message from the Chief of the Defence Force	iii
Transition Checklist	3
SECTION 1: Transition Overview	9
SECTION 2: Reserves	17
SECTION 3: Transition administration	31
SECTION 4: Career development and civil recognition	45
SECTION 5: Medical and Dental	55
SECTION 6: Finances	65
SECTION 7: Housing and accommodation	71
SECTION 8: Family support through transition	81
SECTION 9: Connecting to your community	93
SECTION 10: Ongoing support	99
SECTION 11: Final words and ADF Transition Centre locations	113



SECTION 1:
Transition Overview

Transition Checklist

Throughout your career:

- Attend an ADF Member and Family Transition Seminar with your partner or support person
- Consider how the ADF Service Spectrum can assist you in contributing to Defence capability, and what Service Category and Option suits your personal circumstances
- Keep your personal details updated on PMKeyS
- Create a ForceNet account for you and your family
- Complete a Job Search Preparation workshop (JSP) on posting or promotion through ADF Transition
- Establish a professional network
- Subscribe to or join professional associations
- Create a LinkedIn profile
- Make sure your military training and qualifications are accurately recorded on PMKeyS
- Consider who could be your referees; i.e people who can speak positively about your skills and attributes. Ask them to be a referee and keep in touch with them
- Record specific achievements, projects and skills you have utilised in your various roles within the ADF
- Contact ADF Civil Recognition to have your Defence skills translated into civilian qualifications
- Develop connections in the civilian community through sports, clubs/associations, or other hobby/interest groups
- Consider any additional training you can undertake, or skills that you can learn, apply and consolidate while still in the ADF
- Maintain a resume for civilian roles
- Visit the Department of Veterans' Affairs website and become familiar with the support services they offer
- Contact the ADF Financial Services Consumer Centre to discuss financial decisions around superannuation, insurance and savings

Considering Transition (at least 6 months out)

- Discuss transition with your family
- Discuss transition with your unit
- Revisit the ADF Service Spectrum and see if there are options available to you without leaving the ADF such as trade transfers or permanent part-time
- Consider if a service or trade transfer could be an option for you
- Contact your local ADF Transition Centre to discuss transition with one of our transition coaches
- Attend an ADF Member and Family Transition Seminar with your partner or support person
- Consider your post transition employment options
- Attend a Job Search Preparation workshop. For course information and schedules please contact your local ADF Transition Centre
- Consider where your post transition home location will be. Contact Toll Transitions for information about any removal assistance you may be entitled to
- Start researching interview techniques and practice mock interviews
- Plan how you will maximise the use of any leave you may have

Decided to transition

Transition administration

- Complete the AC853 Application to Transfer within or separate from the ADF and forward to your chain of command for approval
- Engage with your ADF transition coach
- Update your personal information on PMKeyS. In particular your next of kin, post transition address, personal mobile number and personal email address
- Return your ID card in line with Defence Security Manual procedures
- Return your official passport
- Process any outstanding transactions and return your Defence Travel Card
- Return your Defence Purchasing Card
- Return your Defence laptop and phone back to your unit
- Submit all leave requests
- Apply to transfer leave entitlements if you are moving to a Commonwealth Government employer

- Transfer your Defence Drivers Licence to the state or territory you will be living in post transition
- Request any personnel records you may require prior to transition
- Contact honours and awards to claim your full medal entitlement

Reserves

- Talk to your unit and family about what Reserve Service category and option would suit your circumstances
- Check your PMKeyS information is correct
- If you don't already have one, create a ForceNet account

Career development and civil recognition

- Start your transition coaching sessions with your ADF transition coach
- Attend a Job Search Preparation workshop
- Contact ADF Civil Recognition to have your Defence skills translated into civilian qualifications
- Attend an ADF Member and Family Transition Seminar
- If applicable, acquire an appropriate wardrobe for you post transition role
- Create a LinkedIn profile
- Visit the jobsearch and APSJobs websites

Medical and dental

- Schedule your separation health examination
- Schedule your separation dental examination
- Lodge any compensation claims you may have with DVA
- Submit any Commonwealth Superannuation Corporation Invalidity forms if applicable
- Request your medical and dental records
- Find a civilian General Practitioner and dentist
- Consider private health insurance, and request a Health Insurance Letter

Finance

- Ensure your post transition details are up-to-date in PMKeyS
- Advise your salary packaging administrator of your transition date
- Consult your financial adviser if you are receiving a redundancy pay
- Contact your superannuation fund or your financial adviser to receive tailored advice on entitlements
- Ensure your Will is up to date

Housing and accommodation

- Inform Defence Housing Australia of your intent to transition from the ADF
- Decide where you are going to live post transition
- Set up or arrange rental accommodation if not buying
- Submit request for accommodation extension (if required)
- Seek approval to live on base after your transition (if required)
- Contact Toll Transitions to determine your removal entitlement
- Enquire about the Defence Home Ownership Assistance Scheme (DHOAS) and get a DHOAS Subsidy Certificate

Family support through transition

- Invite your partner or support person to your planning session
- Invite your partner or support person to an ADF Member and Family Transition Seminar
- Visit the DCO website for information about the programs and services available to your partner and family

Connecting to your community

- Join sporting/hobby/social groups that may interest you
- Build a social network in your community
- Find a mentor

Ongoing support

- Apply for a MyGov account
- Apply for a Medicare card
- Talk to your transition coach about requesting a Centrelink Employment Separation Certificate
- Update your details with the Department Human Services (Medicare, Centrelink, Child Support Agency)
- Talk to your transition coach about accessing DVA Services
- Apply for a DVA White Card
- Lodge any compensation claims you may have with DVA

Post transition

- Make sure your post transition contact details have been provided to your coach
- Support is available through your ADF transition coach for up to 12 months post transition
- Complete the post transition survey
- Connect with other agencies as required; e.g DVA, CSC, Open Arms
- Stay connected with ADF friends and associations
- If required contact the Defence Family Helpline on 1800 624 608 and/or 1800 DEFENCE: 1800 333 36

SECTION 1: Transition Overview

ADF Transition and this Guide

Transition to civilian life is an inevitable step in a member and family's life. Participation in the transition process is mandatory and every permanent, fulltime or Reservist providing continuous full time service member must transition through an ADF Transition Centre.

This guide contains transition related information that will help you and your family navigate through your transition. It will inform you of the administrative tasks you must complete, and provide information on the support available to you and your family in the lead up to, during and post transition.

What do I need to know about transition

At some point, all ADF members will transition out of the military and back into civilian life. It is a significant change that can involve the entire family. Planning early will make sure you are informed and ready to enter the next phase of your life.

Not all transitions involve leaving the ADF. The ADF Service Spectrum allows members to explore options for full or part-time work, or transitioning to another service. For more information about the options available to you under the Service Spectrum please refer to Section 2 of this guide.

Getting the most out of your transition

It is important to remember that transition can be a period of significant change and can be challenging for both you and your family.

Things that will help you get the most out of your transition are:

- **Planning for transition throughout your career:** start thinking about your post transition plan early, undertake research, talk to your peers and mentors, set goals, undertake the Job Search Preparation workshop. Attend an ADF Member and Family Transition Seminar often throughout your career to keep abreast of the support available. Attending a seminar does not mean you will be leaving.
- **Start marketing yourself:** do not be afraid to document and highlight your ADF and personal achievements. Research the equivalent civilian terminology for your ADF roles and responsibilities.

- **Work at it:** plan your transition like a project. Plan notice periods and deadlines, anticipate challenges and prepare contingencies.
- **Keep your partner/family/mum or dad involved in the process:** invite them to come to a coaching session. Identify what decisions need to be made by the family and what decisions will be made by you.
- **Connect:** keep in touch with colleagues who have already transitioned. Network with colleagues at transition seminars, ask questions and learn about what they did and any lessons they learned.
- **Volunteer:** get involved with local community groups and charities. This can help you get an idea of working in a civilian environment and how your ADF skills can transfer to a post transition career.
- **Adapt:** be aware that social norms and rules that are present within the ADF may not be the same as civilian environments. Make the effort to adapt to your new environment, while maintaining your ADF values.

The earlier you engage with ADF Transition, the easier your transition will be. Keeping informed, asking for advice or assistance is a positive step towards setting yourself up for a successful transition to civilian life.

ADF Transition

Defence provides transitioning members and their families with a broad range of programs to support their transition to civilian life. This includes specific support to develop and achieve your post-transition career goals. This also includes goals not related to paid employment, including further study, volunteering, retirement and other forms of meaningful engagement.

The Defence Force Transition programs are available, on a needs basis, to permanent members of the ADF and eligible Reservists providing continuous full-time service.

Referral to the Defence Force Transition programs is undertaken by ADF Transition Coaches following close consultation with you, and based on your individual needs and circumstances. Factors such as your existing qualifications and experience, your transition goals and your progress in your transition are all considered.

You can access certain programs at any time in your career, with further programs becoming available once you commence transition. Programs can continue to be accessed for up to 12 months after your transition, with some up to 24 months.

ADF Transition Centres

Your local ADF Transition Centre (ADFTC) will introduce you and your family to a Transition Coach who will help you with your transition.

The ADFTCs are located on or near most major bases and provide outreach services to other locations. A list of ADFTCs is available at the end of this guide.

Transition coaching

Transition coaching is available through the ADFTCs. Whilst you can talk to an ADF transition coach at any time in your career, you must link in with an ADFTC when you have made the decision to transition out of the ADF or you have been advised that you will transition as a result of a Service decision.

Through the ADFTC you will be assigned an ADF transition coach who will help you develop an individual transition plan, understand and meet the mandatory administrative requirements, and provide transition and career coaching so you can uncover your aspirations and plan for your life outside of the ADF.

Depending on your circumstances transition coaching may cover career development, finding employment or meaningful engagement (volunteering, study, retiring etc.), accessing government and community services, family support and social connectedness, and leaving with appropriate documentation. Your ADF transition coach will help you and your family consider your longer term goals, and to develop your individual transition plan.

ADF Member and Family Transition Seminars

ADF Member and Family Transition Seminars will help you and your family prepare for your transition. The seminar provides practical information on programs and services provided by:

- ADF transition coaches (coaching aligned with your needs, including career transition)
- Department of Veterans' Affairs
- Commonwealth Superannuation Corporation (Military Superannuation)
- ADF Financial Consumer Services Centre
- Open Arms Veterans and Families Counselling

There are also Navy, Army and Air Force information sessions focussed on increasing your understanding on how to work flexibly across the ADF Service Spectrum.

ADF Member and Family Transition Seminars are held nationally throughout the year. You can attend a seminar at any stage during your career. You are welcome to bring your family or support person.

If you are an ADF member and would like to attend a seminar, register your attendance through Campus.

ADF families and support people can register their attendance by emailing their registration along with the PMKeys number of the ADF member they are supporting to:

✉ Email: adftransition.seminar@defence.gov.au

The ADF Member and Family Transition Seminar schedule is available at:

🌐 Web: www.defence.gov.au/DCO/transition

Defence Force Transition Program

Depending on your personal circumstances the following programs may be available to you:

Job Search Preparation workshop (JSP) – a two day workshop covering all aspects of managing your career, building a resume to capture your skills and experience, how to apply for jobs including advice on how to translate your military skills and experience. You will also receive ongoing access to an online platform with a library of e-resources to support your career planning. Talk to your ADF transition coach for more information.

Approved absence (AA) – leave for transition related activities including house hunting, job interviews, appointments and on-the-job experience (includes weekends and public holidays).

Career transition training (CTT) – access to vocational education and training to support your employment or meaningful engagement goals after you transition. Limited support may also be provided to help you with travel to attend this training.

Career transition coaching (CTC) – specialist coaching to help you identify your motivators, skills, career options, develop an employment plan, develop interview skills, build a competitive resume, learn effective job hunting skills and adjust to the civilian environment. This coaching is modular so your transition coach will work with you to build a package to support your needs.

Financial advice – provides a contribution towards professional financial advice to assist you and your family in planning for your financial security after transition.

Enhanced Transition programs – Defence offers enhanced programs to support transitioning members in certain circumstances. These change from time to time. Your coach will discuss these with you as appropriate to your circumstances.

Partner Employment Assistance Program (PEAP) – provides funding towards initiatives to assist ADF partners with the immediate difficulties of finding employment when they relocate due to posting or where the ADF partner is medically transitioning.

Accessing the Defence Force Transition Program

Get in touch with your local ADF Transition Centre and they will introduce you and your family to a transition coach who will work with you to determine what programs will help you achieve your post transition goals.

TAX ALERT - Fringe Benefits Tax

Some Defence Force Transition benefits are subject to Fringe Benefits Tax (FBT) and are reportable on a member's annual payment summaries. Reportable fringe benefits may affect various income tested Government benefits and surcharges and other liabilities such as child support payments. Members are advised to consult Centrelink, their tax agent/accountant, the Defence Tax Management Office (DTMO) and the Fringe Benefits Tax Manual Chapter 16 to identify the financial impact of accessing the Defence Force Transition Program.

ADF Transition drop-in sessions

At various times throughout the year ADF Transition Centres run “drop-in sessions” where members and families can drop in and discuss any aspect of transition with a transition coach. For further information about the next drop-in session in your area please contact your local ADF Transition Centre. A list of ADF Transition Centres can be found at Section 11.

Post transition contact

As the Defence Force Transition Programs are accessible for between 12 – 24 months after you transition, ADF Transition will maintain contact with you post transition. This ensures you are able to reach back in for more support or general advice if you need it. You can reach back in at any time if you need assistance but we maintain contact with you in two ways:

- **Post transition phone call** – your first contact will be a phone call from a transition coach shortly after your transition date. This phone call is to check that everything is going to plan and make sure you have access to any immediate support you may need in the first few months after transition.
- **Post transition survey** – you will receive the post transition survey every three months for two years after your transition. This survey provides you the opportunity to reach back in for support at any time in this period, if you need it. Your responses to the survey are also used to improve the transition programs.



SECTION 2: Reserves

SECTION 2: Reserves

ADF Service Spectrum

The ADF Service Spectrum, introduced in 2016 under the Total Workforce Model (TWM), encompasses the Permanent and Reserve components of the ADF. The Spectrum consists of six ADF Service Category's (SERCAT) and three Service Options (SERVOP):

SERCAT's 6 and 7 are members of the Permanent Forces and SERCAT's 2 – 5 are members of the Reserves.

SERVOP C are SERCAT 3-5 members who are undertaking a period of continuous full-time service.

SERVOP D are SERCAT 5 or 6 members who are undertaking a Dual Employment arrangement.

Benefits of Reserve Service

The ADF Service Spectrum provides the flexibility for you to serve in the ADF in different ways. The four Reserve SERCATs allow you to render different types of service and at times suitable to you and your family's circumstances. As a SERCAT 3-5 you will have the opportunity to go on exercises, deployments, undertake training and continue on your career and promotion pathway. You can access these opportunities while in full-time civilian employment in most locations around Australia. If you decide to render full-time service and subject to Service approval, you access this option via a SERVOP C arrangement or transfer to SERCAT 7.

Continuing to serve on in the Reserves makes it easier for you and your family to stay connected with your service colleagues and their families. You can maintain the important social networks you've made and continue to be part of the Defence community. The financial and tax benefits associated with Reserve service can be attractive. However, you are encouraged to obtain professional financial advice when considering these matters.

Eligibility

When you leave the permanent forces you automatically transfer to the Reserves (SERCAT 2-5) for a minimum of five years. Exceptions include members who:

- haven't completed initial recruit, officer, or employment training
- are subject to disciplinary action
- are leaving because of medical reasons
- reach Compulsory Retirement Age (65 for Reservists).

If you do not undertake service in the Reserves for a period of five years, you will separate from the ADF. For more information visit:

🏠 Web: **www.legislation.gov.au** and see Defence Regulation 2016

Service categories

The following is brief description of the SERCATs:

SERCAT 7 - Permanent member rendering full-time service.

SERCAT 6 - Permanent member rendering a pattern of service other than full-time.

SERCAT 5 - Reserve member who provides a contribution to capability across financial years and has security of tenure for the duration of their approved commitment to serve.

SERCAT 4 - Reserve member who provides a contingent capability at short notice, with their notice to move defined by their Service.

SERCAT 3 - Reserve member who provides a contribution to capability by indicating their availability to serve, or are rendering service to meet a specified task within a financial year.

SERCAT 2 – Reserve member who does not render service but may be 'called out'.

When you transfer from the Permanent force, you will transfer to one of four Reserves SERCATs (SERCAT 2 to 5). The particular Reserve SERCAT you transfer to will depend on what your Service considers to be appropriate for your circumstances and the contribution to capability you may be expected to deliver.

For more information:

✉ Email: **ADF.TWM@defence.gov.au**

🏠 Web: **www.defence.gov.au/ADFTotalWorkforceModel**

For Service related enquiries, email:

- ✉ Email: Navy: **dnppg.corro@defence.gov.au**
- ✉ Email: Army: **Army.TWM@defence.gov.au**
- ✉ Email: Air Force: **afhq-persbr-af-regis@defence.gov.au**

Once you have considered which SERCAT you prefer, talk to your unit and family about which one best suits your circumstances and what work you want to do in the Reserves.

To transfer to the Reserves you will need to complete form *AC853: Application to transfer within or separate from the ADF* available on Defence Protected Network Web forms, ForceNet or at your local Reserve office.

ForceNet is also available as a mobile device app, via Google Play or the Apple App store.

ForceNet

ForceNet is a Defence electronic communication platform used to connect registered users within secure online communities. ForceNet allows registered users to access and share information via desktop, tablet and mobile devices, without needing to access the Defence Protected Network. ForceNet is available to registered Defence members and sponsored Defence family users.

ForceNet is accessible on any device connected to the internet. Registered users can:

- stay up to date with the latest activity from their Service and unit
- connect with other Defence users
- look for Reserve employment opportunities.

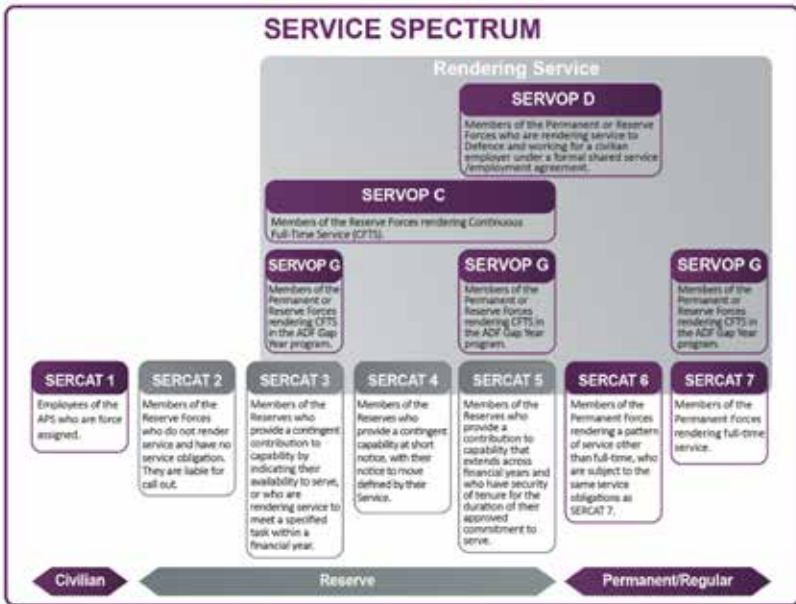
To register, visit www.forcenet.gov.au. Some information contained in PMKeyS is used in the registration process for ForceNet. Prior to registering for ForceNet, please ensure that your alternate (personal) email address and mobile phone details are up to date in PMKeyS Self Service (PSS).

Further enquires contact the ForceNet Support Team at:

Phone: 133 272

✉ Email: **forcenet@defence.gov.au**

🌐 Web: **www.forcenet.gov.au**



Navy Reserve

The Naval Reserve consists of SERCAT 5, SERCAT 3, SERCAT 2 and SERVOP C.

Reserve service is voluntary and subject to the member's availability.

Acceptance of a Naval Reserve member for Reserve service is subject to Navy needs. Reserve members are limited to a maximum of 200 Reserve Service Days (RSD) per financial year.

SERCAT 5 Naval Reserve members may serve up to 200 RSD per year across multiple financial years.

SERCAT 3 Naval Reserve members may serve up to 200 RSD in one financial year.

SERCAT 3 and 5 Naval Reserve members may volunteer for SERVOP C (continuous full-time service) to fill vacant permanent Navy positions.

SERCAT 3 or 5 Naval Reserve members may be transferred to SERCAT 2 if they don't volunteer for service during two consecutive financial years.

SERCAT 2 Naval Reserve members are not required to do any RSD.

Reserves, Service positions

SERCAT 3 or 5 Naval Reserve members may volunteer to be posted to:

- Funded Reserve Commitment (FRC) positions which are part of Navy's Total Integrated Workforce. They work alongside permanent Navy and civilian positions to deliver the capability outcomes of the unit or department
- Vacant permanent Navy positions to fill a long-term (CFTS) or short-term (RSD) vacancy.
- Short Term Reserve Positions (STRP) intended to undertake project based or short-term tasking. The tasks are beyond the normal scope of the unit or department. These positions are for a single financial year but may be extended.

Reserve health

SERCAT 3 or 5 Naval Reserve members must have a Comprehensive Periodic Health Examination (PHE) at a Defence Health facility every five years. To be accepted for SERVOP C Naval Reserve members require a Periodic Health Examination within the 12 months prior to commencing their engagement and then in line with permanent Navy requirements. Call your local health centre to make an appointment.

An Annual Health Declaration is completed for SERCAT 3 and 5 and SERVOP C Naval Reserve members to update their medical status, and is a pre-condition for health support allowance.

Uniform

When you transfer to the Naval Reserve you must keep and maintain your uniform at your own expense for three years. After this you should enquire about replacement options.

Contact details

You must keep Navy informed of changes to your contact details. This includes residential address, postal address, telephone numbers, and personal email address. If Navy loses contact with you it will likely result in your ADF service ending. You can update your details through ForceNet or by contacting your local Regional Reserve Office.

Navy Reserve contacts

ACT	02 6144 7075	navyres-act@defence.gov.au
NSW	02 9359 4452	navyresnsw&fhq@defence.gov.au
ALBATROSS	02 4424 1357	navyres.nasnowra@defence.gov.au
SOUTH QLD	07 3332 3507	navy.res-qld@defence.gov.au
CAIRNS	07 4042 0188	navyres.cairns@defence.gov.au
CERBERUS	03 5931 5990	navyres.vic@defence.gov.au
STIRLING	08 9553 2959	navyres-wa@defence.gov.au
TAS	03 6237 7239	navyres.tas@defence.gov.au
SA	08 8305 6109	navyres.sa@defence.gov.au
NT	08 8935 5283	navyres.coonawarra@defence.gov.au

Army Reserve

The Army Reserve consists of SERCAT 5, SERCAT 3 and SERCAT 2.

SERCAT 5 Army Reserve members are posted to a unit to fill an established position. Positions are available across Australia, with the pattern of service negotiated with the gaining unit. SERCAT 5 members can expect to have a degree of stability in their pattern of service through the number of Reserve Service Days (RSD) allocated by the unit. SERCAT 5 members will receive an assurance of service based on the training or force generation requirements of their posted position or unit.

Members in SERCAT 5 have access to active career management and are required to meet Army Individual Readiness Notice (AIRN) requirements. If there are no suitable SERCAT 5 positions, personnel may be transferred to SERCAT 3 where they can serve through a DA26 agreement.

SERCAT 3 Army Reserve members are not automatically assigned RSD, but can volunteer for employment opportunities advertised on ForceNet, identified vacancies within Army units and from Career Management Army. The service provided is negotiated between the member and the tasking unit.

For SERCAT 5 and 3, completing a minimum of 20 RSD per financial year will deem the member as having provided effective service. Effective service (20 RSD) is one of the requirements for the Defence Home Ownership Assistance Scheme, Health Support Allowance, Service awards and other benefits.

SERCAT 3 or 5 Army Reserve members may volunteer for SERVOP C.

A SERVOP C arrangement is required for Reservists undertaking deployment.

SERCAT 2 Army Reserve members are not required to undertake any RSD or maintain AIRN. The only obligation is to confirm or update their contact details on an annual basis.

Reserve health

SERCAT 5 Army Reserve members must have a Comprehensive Preventative Health Examination at a Defence Health facility every five years.

SERCAT 3 Army Reserve members are required to have an in-date medical prior to undertaking military service. It is in the member's interest to maintain an in-date medical every five years if considering to undertake service.

Members undertaking SERVOP C are required to have received an in-date medical within 12 months of the SERVOP C start date.

For further information please visit:

 Web: www.army.gov.au/sercat5

 Web: www.army.gov.au/sercat2and3

Army Reserve Contacts

Career Advisory Group (CAG) Contacts

CAG Eastern Region – ACT & NSW	02 8335 6690	cag.er@defence.gov.au
CAG Southern Region – VIC & TAS	03 9282 7193	cag.sr@defence.gov.au
CAG Northern Region – QLD	07 3233 4224	cag.nr@defence.gov.au
CAG Central and West – NT, SA, WA	08 8305 6373	cag.cwr@defence.gov.au

SERCAT 5 Officers: Directorate of Officer Career Management – Army (DROCM-A) email: drocma.cagsupport@defence.gov.au

SERCAT 5 Soldiers: Directorate of Reserve Soldier Career Management – Army email: drscma.cmspt@defence.gov.au

SERCAT 2 and 3: Directorate of Contingent Workforce Management – Army email: standby.reserve@defence.gov.au

 Phone: **1800 808 073**

Air Force Reserves

The Air Force Reserve (AFR) consists of SERCAT 5, SERCAT 4, SERCAT 3 and SERCAT 2. Reserve members may render continuous full-time service (CFTS) in SERVOP C.

The allocation of Reserve Service Days (RSD) depends on the position, capability requirements and funding.

SERCAT 5 Air Force Reserve members agree to a specified pattern of service to deliver capability outcomes for a minimum of 20 RSD a year. Some SERCAT 5 positions have an Individual Readiness obligation.

SERCAT 4 Air Force Reserve members commit to provide service at short notice when required by Chief of Air Force. They have higher Individual Readiness requirements than other Reserve SERCATs and may perform this duty on SERVOP C. SERCAT 4 members may access additional financial conditions of service not available to other SERCATs because of the higher readiness and availability obligation.

SERCAT 3 Air Force Reserve members are posted to a pool position and can volunteer to serve for RSD if they meet capability requirements and secure funding.

SERCAT 3, 4 and 5 Air Force Reserve members may volunteer for CFTS (SERVOP C) to fill a vacant SERCAT 7 position or when deployed into an Area of Operation. For applications for periods of SERVOP C greater than 12 months, Air Force may transfer members back to SERCAT 7 for a specified period of service instead. They will normally return to their previous Reserve position at the end of this service.

SERCAT 2 Air Force Reserve members are not able to provide reserve service.

All SERCATs are liable for call out.

Your career manager

Air Force members have access to a career manager during their service. You should maintain contact with your career manager when you transfer to Reserves.

Contact details for career managers are on the Directorate for Personal – Air Force intranet home page under the DP-AF Organisation and contacts tab.

If you are a Group Captain or above, email the Directorate of Senior Office Management at:

 Email: **DSOM.AF@defence.gov.au**

Reserve health

Air Force Reservists are required to complete regular health assessments. Refer to the Health Manual for guidance on specific requirements. On transfer to the Reserves you should forward your unit medical record to your transitioning location.

AFR members are encouraged to complete an Annual Health Declaration to confirm they remain fit to serve.

Subject to meeting eligibility requirements applicable to your SERCAT, you may be entitled to the health support allowance.

Mandatory training

Air Force Reserve members undertaking RSDs need to complete the full suite of annual mandatory training before serving and should complete these requirements as soon as they commence their RSD period.

Uniforms

When you transfer to the Air Force Reserve you are expected to ensure your uniform is complete and in good order. If you are transferring from SERCAT 6 or 7 to SERCATs 3, 4 or 5 you may be able to exchange personal uniform items. See the Air Force Clothing Policy and Entitlements Manual.

Support for Reserves

Defence Reserve Support

The Defence Reserve Support (DRS) provides support to reservists and their civilian employers across all states and territories in Australia. DRS educates employers about the benefits of employing Reservists, recognises employers who support Reservists and educates reservists about their responsibilities to their civilian employers. The engagement occurs through face-to-face activities such as Boss Lift, executive stretch and on base activities.

Contact your local DRS office for information on how they can support your employment goals.

 Phone: **1800 803 485**

 Web: **www.defencereservessupport.gov.au**

Reserve Assistance Program (RAP)

The Reserve Assistance Program provides Reservists and Australian Defence Force Cadets and their families' access to the Defence Employment Assistance Program for mental health and wellbeing support to address both service related challenges and challenges in their personal lives.

The Employment Assistance Program is a confidential, cost free, professional counselling service. Highly experienced, professionally qualified psychologists or social workers can provide counselling face-to-face, by telephone, via email or over the internet. Defence will fund up to four counselling sessions to discuss an issue.

To access the program please contact:

 Phone: **1300 OUR EAP (1300 46 7425)**

Veterans may be eligible for alternate support through Open Arms.

Reservists rendering continuous full-time service (on SERVOP C) and permanent ADF members should seek assistance through their local garrison support health facility.

For advice on access to services after hours, members can contact:

 Phone: **1800 IM SICK (1800 46 7425)**

Employer support and service protection

The Defence Reserve Service (Protection) Act 2001 (DRSP Act) makes it unlawful for an employer to discriminate against, disadvantage, or dismiss an employee or prospective employee undertaking ADF Reserve service. The Protection provisions also apply to contractors, business partners, and in certain circumstances to students enrolled in a course at an Australian education institution.

Reservists also have obligations to their employer. For instance, you should give your employer as much notice as possible of your requirement to undertake Reserve service. Complete form AE380: Tri Service Notification of ADF Reserve Service and provide it to your employer whenever written notification for leave is requested. If an employer has significant and legitimate problems in releasing you, they can contact your ADF Reserve unit Commander as detailed in the form.

You or your employer can contact the Employer Support and Service Protection directorate for information and assistance:

 Phone: **1800 Defence**

 Email: **ryd.rsp@defence.gov.au**

For a brief overview of the protection provisions please visit:

 Web: **www.defencereservessupport.gov.au**

Employer Support Payment Scheme

The Employer Support Payment Scheme (ESPS) offers financial assistance to eligible employers of Reservists, and self-employed Reservists when they are absent from their civilian workplace on eligible periods of Defence service.

ESPS payments are paid at a set weekly rate, regardless of your salary. The amount is equivalent to the average weekly full-time adult ordinary time earnings. There are no restrictions on the way employers can use the money. For example, they can use it to pay for temporary staff or overtime to your colleagues who cover your absence.

You must be employed for at least three months before the first date of claimed service. ESPS payments aren't payable for the first two weeks of eligible service during each financial year. Self-employed Reservists must be genuinely self-employed for at least 12 months before the first date of claimed service. You will need to provide evidence that your self-employment is your principal source of income, or principal source of employment.

You or your employer can contact the Employer Support and Service Protection directorate for information and assistance on

 Phone: **1800 Defence**

 Email: **ryd.esps@defence.gov.au**

For information on eligibility and rates and to lodge a claim please visit:

 Web: **www.defencereservessupport.gov.au**



SECTION 3:
Transition
administration

SECTION 3: Transition administration

Participation in the transition process is mandatory and transition administration is part of this process and must be undertaken by all members, no matter how long you have been an ADF member, and regardless of your transition mode.

Every permanent, full-time or Reservist providing continuous full-time service member must transition through an ADF Transition Centre. They will assist you to understand and meet your transition administration requirements.

Applying to transition from the ADF

ADF Transition is standardised across the ADF. Once you have considered your options within the Service Spectrum (under the Total Workforce Model), had a conversation with your chain of Command or Career Management Agency (CMA) about the options available to you, and have still decided to transition from the ADF you will need to complete the AC853 Application to Transfer Within or Separate from the ADF Webform.

Once you have completed the electronic form and submitted it to your supervisor, the form will be sent to ADF Transition for processing. Once ADF Transition receive your AC853 form, you will be assigned a transition coach and contacted to arrange a meeting.

If you have received advice from your Service or Chain of Command that you will be transitioned from Service make contact with your nearest ADF Transition Centre as soon as possible. Examples of this include medical transition, Command Initiated Transition to the Reserves or transition as a result of disciplinary action.

Notice periods

Navy

Members are encouraged to submit their applications as early as possible. While each application is examined on a case-by-case basis, given the demands of Navy service, a nominal six months' notice is required to allow sufficient time to meet operational and workforce requirements.

Army

Any member may request to transition at any time during their service, by submitting an AC853 webform. All members are required to give a minimum of three months notice for a voluntary transition.

Air Force

The required minimum notice timeframe for AC853 applications is 90 days (three months).

Transition forms

AC853 Application to Transfer Within or Separate from the ADF

The AC853 webform is used by ADF members to voluntarily request to:

- transfer between Service Categories (SERCAT) within the same Service (except transfer from SERCAT 7 to SERCAT 6 - complete webform AE 427 - SERCAT form)
- transfer between Services, with or without a SERCAT transfer
- cease all forms of ADF service.

AC853-2 ADF Transition Clearance form

The AC853-2 ADF Transition Clearance Form is to be completed and returned to your ADF transition coach at the transition clearance session.

ADF members must ensure they have received clearance from all areas listed on this form, and complete the declaration at the bottom of the form. In the event these clearances are not obtained, member's transition date may be delayed.

Unit and other individual clearances may also need to be completed.

Leave entitlements

Finalising and submitting leave forms is a key part of your transition. You must submit all leave forms before your transition date.

Your ADF transition coach can provide advice on how and when to submit leave entitlement claims.

Leave check

Your Pay and Administrative Centre (PAC-NSW) will do a leave check prior to your transition date. If you are taking leave prior to transition you must apply for leave via Employee Self-Service (ESS) and ensure your supervisor approves the leave prior to you going on the leave.

Long Service Leave

ADF Long Service Leave (LSL) is accrued at the rate of three months after the first 10 years of continuous eligible service and then at the rate of 0.3 months for each year of service after the initial 10 years.

If you are eligible for a payment of LSL it will be paid on transition.

If you are planning on transferring to another Commonwealth Agency you may defer the payment of your LSL by completing and submitting an AE785 form. See Transferring Leave to New Employers section below if you are transferring Long Service Leave to another government employer.

If you have served under SERVOP C (continuous full-time service) you accrue Long Service Leave. However, you must have stopped all other government employment to access any accrued leave or have it paid out on transition.

If you undertake SERVOP C while on leave without pay from another government agency, they may request a Statement of Service on completion of SERVOP C. This will be assessed by your full-time employer and may be accepted as eligible service for Long Service Leave purposes.

Recreation leave

PAC-NSW will complete a leave verification prior to your transition date. If you have leave credits on transition you will receive payment in your final pay. Your leave credit on transition will include all recreation leave accrued up to midnight on the last day of your service, providing:

- all entitlements have been entered
- any non-effective service has been entered
- all recent leave applications have been recorded.

Failure to ensure all leave is processed may result in overpayments or underpayments.

Personal leave

Members of the ADF are granted sick leave on an as required basis, on the advice of Medical Officers. Sick leave is not credited so ADF members do not accrue a sick leave balance.

Transfer of leave to new employers

Recreation Leave

You may request to transfer all or part of your Recreation Leave if you are taking up employment with another Australian Commonwealth Government Department or Agency on the day after you transition. You will need to confirm your new employer will accept a transfer of leave from Defence. To transfer your recreation leave complete form AE785: Statement of Service and Transfer of Leave Liability at least 30 days before you transition.

Before making the decision to transfer your recreation leave you should seek independent financial advice. Once an application to transfer is received it cannot be revoked if you change your mind. For more information visit:

🌐 Web: defence.gov.au/payandconditions/adf and see PACMAN Chapter 5.

Long Service Leave

You may request to transfer all or part of your Long Service Leave entitlement if you are taking up employment with another Australian Commonwealth Government Department or Agency within 12 months of transitioning. This includes accrued credits (pro-rata) accrued prior to your 10 year adjusted Long Service Leave anniversary. Discuss this with PAC-NSW and your new employer as individual circumstances may vary.

Defence will transfer the funds associated with your Long Service Leave only if you are joining another Australian Commonwealth Government Department or Agency. If you are starting employment with a state or local government agency check that they will accept your Long Service Leave credits without funds from Defence.

If you are eligible for payment of Long Service Leave credits and you are seeking new employment with another Commonwealth Government department or agency, you may elect to defer your Long Service Leave transfer for up to 12 months. You are required to advise PAC-NSW once gainful employment is attained. You may choose to have your Long Service Leave paid at any time during this period, this request must be submitted in writing. In the instance where no correspondence has been received within the 12 month period, the Long Service Leave entitlements will be automatically paid to your last known bank account details on file on the 12 month anniversary of separation.

To transfer your Long Service Leave, defer payment whilst seeking other Australian Commonwealth Government employment, or to obtain a Statement of Service for state or local government employers, complete form AE785: Statement of Service and Transfer of Leave Liability at least 30 days before you transition.

Personal leave

Medical leave absences will not be provided to your new employer.

Former ADF members who commence Australian Public Service (APS) employment with the Department of Defence, within two months of leaving the ADF, are credited with three weeks full pay personal leave on appointment. A further two weeks is credited for each completed year of ADF service.

Conflict of interest

Defence encourages transitioning ADF members to consider a career in the wider Defence workforce while paying careful attention to whether there will be the potential for an actual or perceived conflict of interest.

Integrity in post transition employment safeguards Defence's reputation and ensures its procurement activities are, and seen to be, fair and equitable.

You must report as soon as practicable any offer of post transition employment that could lead to an actual or perceived conflict of interest to your Commanding Officer or Supervisor. For example, if you are taking up new employment with companies involved, or potentially involved, in providing materials or services to Defence, or as independent contractors to Defence.

For more information please refer to DI ADMINPOL AG5 – Conflicts of interest and declarations of interest (AG5) on the intranet.

Recognition of prior service

If you have previously worked for another Government agency you may be eligible to have your prior service recognised for Long Service Leave purposes. Some Reserve service undertaken before your full-time service may also be recognised for Long Service Leave purposes. You should arrange to have any previous service recognised as soon as possible and well in advance of your transition.

Complete form AD575: Request for Prior Service Details (ADF Members) to request for recognition of prior service. If this includes Reserve service, you must obtain a Record of Reserve Service from RPAC and submit with your AD575 Request for Prior Service webform.

Contact Defence Service Centre for support on:

 Phone: **1800 333 362**

ADF identity cards

Purple Series ADF Security Cleared Defence Common Access Card.

If you are transitioning and not transferring to the Reserves, you must return your Purple Series ADF Security Cleared Defence Common Access Card (DCAC). You must also return any ADF family member DCACs.

You may be able to retain your Purple Series ADF Security Cleared DCAC if you transfer to SERCAT 3-5.

Grey Series Cards

The Grey Series Retired ADF identification is issued to transitioning members who have completed 18 or more years of service. Members who transition on medical grounds are also entitled to this card type irrespective of their length of service. This card is not a DCAC and does not grant unescorted access to a Defence site.

Official passports

You must return your current Diplomatic, official and/or Defence sponsored ordinary passport to your sponsoring unit for retention or cancellation prior to your transition date.

For Defence members who are transferring to SERCAT 3, 4 or 5, your sponsoring unit may retain your passport if it is anticipated that you will be required to undertake Official overseas travel as part of your Reserve duties.

For Navy members transferring to SERCAT 2, your sponsoring unit will forward your passport to Navy People Career Management Agency for retention.

All passports requiring cancellation are to be actioned as per the Australian Passport Office procedures.

Defence travel cards

Ensure all outstanding transactions for your Defence travel card have been fully processed in the Card Management System (CMS) before your transition date. If you can't, you must make arrangements for someone to do this on your behalf using the 'assign authority' function.

If you are transferring to SERCAT 3-5 and will undertake official Defence travel as part of a role, you may keep your Defence travel card. It is your responsibility to update any changes to your admin centre, cost centre through the self-help function on CMS. For assistance contact:

 Phone: **1800 DEFENCE**

Defence purchasing cards

You also need to ensure all outstanding transactions for your Defence purchasing card have been fully processed in CMS before your transition date. If you can't, you must make arrangements for someone to do this on your behalf using the 'assign authority' function.

If you hold a Defence purchasing card you need to cancel and destroy it before your transition date. To cancel your card, you must email the below address requesting your card be cancelled and include:

- your full name
- PMKeyS number
- last four digits of the credit card number
- reason for cancelling
- confirmation you have destroyed your card including cutting through the chip and magnetic strip.

 Email: **defence.creditcards@defence.gov.au**

ADF Driving licences

All state and territory road transport authorities recognise Defence driver training as fulfilling the requirements to drive civilian vehicles on public roads in Australia. These authorities may allow you to get your civilian licence without further training or testing for a small fee.

Submit your request to transfer your ADF licence at least 60 days before you transition. Your Defence driver's licence cannot be transferred to a state or territory civilian licence once you have transitioned or no longer hold a current ADF licence. There are different processes for each Service:

Navy – contact the Chief Driving Instructor – on 03 5931 5732

Army – contact your Unit Driver Testing Officer

Air Force – contact your Road Movements Officer

Honours and awards

Before you leave Defence, ensure you have your full medal entitlement including service, campaign, and long service medals. If you have an outstanding entitlement complete an online application at defence.gov.au/medals

 Phone: **1800 333 362** (toll-free within Australia) or

 Phone: **+61 2 6245 1440** (from overseas)

Certificate of Appreciation or Service

Your ADF transition coach can provide you with an Interim Certificate of Service. This can be used as evidence of service for a number of purposes, which your ADF transition coach will explain to you.

Each Service also provides Certificates of Appreciation or Service.

Navy – you will receive a Certificate of Service from your Career Management Agency at your post transition mailing address around six weeks after your transition date.

Army – you will receive an Appreciation of Service Certificate on behalf of the Chief of Army before you transition. This process should be conducted by your Unit. If you transition administratively, Army will not issue an Appreciation of Service Certificate.

Air Force – Certificates of Service for SERCAT 7 members are drafted when a member's transition is approved within DP-AF. The draft will be sent to the member to review. Once the transitions cell receives the draft back,

the certificate will be printed and sent to the appropriate signatory for their signature.

Once signed, the certificate will be sent to the member's unit generally before the member departs the unit. In other situations, the member can elect to have their certificate sent to their home address.

YourSay Leaving Defence Survey

Your Service would genuinely like to understand the reasons for your transition from the ADF. You are invited to complete the YourSay Leaving Defence Survey and share your experiences of ADF life.

Your responses are kept in a confidential database, held and accessed only by Workforce Planning Branch staff. The collective results of YourSay Leaving Defence Survey are delivered to the Chief of the Defence Force, Chief of Navy, Chief of Army, Chief of Air Force, and Service Workforce Managers to help Defence make improvements for current and future members.

The voluntary survey takes around 30 minutes and you can complete it on your own computer, smartphone or tablet.

✉ Email: **your.say@defence.gov.au**

🌐 Web: **defencesurveys.com.au/anon/2220.aspx**

Employment Separation Certificate

If you require an Employment Separation Certificate for Centrelink then please request one either from the ADF Transition Centre or by emailing a request to:

✉ Email: **DS-CNNSW.PAC-7@defence.gov.au**

Please ensure that you include your PMKeyS identification number, your separation date and your Centrelink Customer Reference Number as a minimum. This will be uploaded to the Department of Human Services within 10 days of your request or your final payment, whichever is later.

Final pay

You will cease to be paid from Defence on your transition date. Your final pay will be paid to your nominated bank account on the next scheduled pay day following transition.


Your final payment is calculated on:

- salary
- allowances / Deductions
- pay in Lieu of Recreation Leave and Long Service Leave accruals
- recovery of any overpayments
- applicable taxes.

You should keep your nominated bank account active for at least six months following transition to allow any additional payments to be made.

Your final payslip will be forwarded to you via your personal email address recorded on PMKeyS (so make sure you have taken the time to update your details on PSS).

If your transition is delayed you should ensure paperwork is submitted early to avoid being paid final entitlements.

 Phone: **133 272 ROMAN** help desk to determine if there are outstanding payments.

If you have received a retention or completion bonus and do not complete the associated Return of Service Obligation you may be required to repay part or all of the bonus.

If you occupy a married quarter (DHA) final tenant charges may not be finalised prior to transition date. An invoice will be issued for any outstanding charges.

Allotments and salary packaging

All allotments and salary package will cease on the day you transition. You are responsible for making alternative arrangements for payment prior to transition. If you have salary packaging via Smart Salary you should complete a cessation form at:

 Web: **www.smartsalary.com.au**

Termination payments

If you transition under a Command Initiated Transfer to Reserves or a redundancy provision, you may be eligible for a termination payment. This may incur a tax liability, dependent on the nature of the payment and your circumstances. You should consult your financial adviser or contact the Australian Taxation Office (ATO) for personalised information.

For further information go to the Individuals section of the ATO website at:

🌐 Web: **www.ato.gov.au**

There is further information related to managing your finances in Section 6 of this guide.

Notes:



SECTION 4:
Career development
and civil recognition

SECTION 4: Career development and civil recognition

Professional development and career planning

During your career as you plan your professional development goals and actions, keep your post transition goals in mind. This will assist you to take proactive steps towards your long term career goals, and help you:

- know what training and/or qualifications are required
- develop and maintain currency in your field of expertise
- consider transition planning throughout your ADF career
- know what development courses are available to you through Campus, your Unit, CORP/trade/mustering and your Service
- understand how the ADF Civil Recognition project can support your professional goals
- know who the key contacts in your industry are
- plan for the future, to reduce uncertainty.

Career planning

At any stage during your ADF career, planning for your future career is important. Below are a few questions to help you think about possible career options.

What should you consider when planning a career change?

- How prepared are you for a work-life change?
- What motivates you to work?
- How do your personal values influence the kind of work you are interested in?
- Do you know what kind of work you would like to do when you leave the ADF?
- When employers speak about skills and abilities, do you know what yours are?
- Do you know how to translate your ADF employment skills into language a civilian employer would understand?

- Do you know what pay rate or salary you should be aiming for in the civilian job market?
- Do you have a current resume?
- Are there jobs available in your post transition location or do you need to relocate?

What work style would suit you?

- semi-Retired
- self Employed
- employed by an organisation or company in a full time, part time, casual or contract position
- studying, part-time or full-time
- consulting or contracting
- adult apprenticeships
- volunteering

Questions to consider

Retiring – Do you really want to retire, or are you going to have a break for a few months, or be semi-retired?

Self Employed – Full/part-time, buy a franchise, or create a business? Have you got the emotional, physical, financial ability, and commitment to do this?

- what do you know about business?
- what do you know about risk?
- are you good at making decisions?
- have you got the management skills to manage a company?
- will you be able to avoid burnout?

Employed by another – What type of contract would you prefer?

- Do you want to work for someone else?
- How many hours per week do you want to work?
- What sort of company do you want to work for?
- Do you want to work in the private or public sector?
- Is shift work required?

Study – Is now the right time to study for the qualification you have always wanted?

- Can you afford to study full-time?
- If not, do you qualify for a student loan and financial assistance?
- Can your partner, spouse or family member support you financially?
- Have you got a career plan you will use this qualification for?
- What institutions offer the qualification I want?
- Can I study by distance?
- Do I need to move cities to complete this qualification?

Personal brand

Often referred to as your ‘elevator pitch,’ developing this requires deciphering who you really are (e.g. values, skills and personality), who you want to work for and how you differ from others.

This is basically your answer to the typical interview question “Tell me about yourself?”

Think about these three factors to help develop your personal brand:

1. Your outlook on the world – as your outlook has led you to your chosen profession and has helped you develop your talents.
2. Your individual goals – what are your career goals? How do you want to make a difference to the world?
3. Your attributes and professional history – think of three nouns that would describe you as a professional. Then develop some sentences that sum up your professional history in relation to those attributes.

Believe in yourself and have a positive attitude

You must believe that you can move into a civilian job or be meaningfully engaged post transition. Without a humble but reasonable confidence in your own abilities, you cannot be successful. Be aware of your brand on social media. Ensure that you do not have a silly profile picture on Facebook, as employers may look here.

Resources for your job search

Online job search platforms, social media, recruitment agencies and your own networks are all potential opportunities. You need to think about:

- what types of jobs are available?
- where are jobs located?
- what industries provide the best opportunities?
- what are salaries or remuneration packages like?
- what are employers' expectations of their staff?

Jobactive and APSJobs are popular job seeking sites in Australia, however LinkedIn also posts and recommends employment opportunities based on your profile and experience.

Civil Recognition (ADF TCR)

Defence recognises the professional mastery, intellectual edge, unique skills and broad experience transitioning veterans bring to civilian employers. The Civil Recognition team help members understand the unique skill sets gained from military service and how to articulate these transferable skills to a future employer.

Members are provided with the opportunity to gain relevant civilian accreditation of transferable skills gained during Service via the recognition of prior learning (RPL) process.

ADF Transition Training & Skills Guides have been produced by comparing like-for-like training and skills at rank across each Service. These guides provide a foundation on which to build your resume and assist with preparing job applications and are written in civilian language. A Training & Skills Guide for your rank level (up to O6) can be download at:

🌐 Web: https://www.defence.gov.au/adc/adftcr/ADF_transition.asp

For further information or to request an RPL assessment or Vocational Education and Training advice:

✉ Email: adf.civilrecognition@defence.gov.au

Defence Australian Public Service Recruitment

As an ADF member, leaving or having left ADF service, you may wish to continue to be part of the Defence community in addition to or instead of Reserve Service. This could mean working in the Department of Defence as an Australian Public Servant (APS), or working for one of our Defence partner organisations, such as Defence Industry or academic organisations who provide valuable research for Defence. Retaining your specialist Defence skills and experience in the Defence community, not only supports Defence capability but also contributes to Defence supporting the Prime Minister's Veteran Commitment initiative.

One of the ways to register your interest in potential future non-ongoing opportunities in the APS is the Defence non-ongoing register which is available now.

Another way is to complete a survey to register your interest. ADF members who are transitioning will be offered the option of completing this survey by their ADF transition coach. Registering your interest may result in you being notified of suitable opportunities available.

If you wish to register the survey link is available at:

🌐 Web: <https://defencesurveys.com.au/anon/4133.aspx>

Further information about Defence APS Recruitment can be found at:

🌐 Web: www.defence.gov.au/DCO/Transition/Future/programs.asp

APSJobs website

APSJobs will help you to discover the many career paths the APS has to offer by linking you to vacancies available in the APS, the Parliamentary Service and many other Australian Government agencies.

APSJobs publishes vacancies every weekday in a range of job categories across entry level positions through to senior leadership roles.

🌐 Web: www.apsjobs.gov.au

Jobactive Website

The Department of Jobs and Small Business Jobactive website provides comprehensive support tools and information specifically for veterans seeking employment. You can find:

- employment Opportunities
- labour market advice
- employment planning tools
- government employment assistance.

🏠 Web: www.jobsearch.gov.au/jobseeker-info/employment-assistance-for-veterans

Future employers

What are employers looking for in potential employees?

- Candidates with a stable employment history.
- Transferrable skills.
- Part-time, full-time, apprenticeships, casual, contractors, flexible.
- Positive can-do attitude.
- Being able to use a range of software such as word processing, spreadsheets, and databases.
- Ability to manage work tasks effectively and meet deadlines.
- The ability to work within a team environment, and work with others to deliver projects.
- Candidates able to determine priorities and achieve deadlines.

Professional memberships

Officers and Senior Non-Commissioned Officers may be eligible for membership of various professional institutions and associations because of their training and experience. These memberships can help you find civilian employment appropriate to your training and qualifications. You should contact the particular institution relevant to your speciality for further information.

Prime Minister's Veterans' Employment Program

The Prime Minister's Veterans' Employment Program aims to increase employment opportunities for veterans by raising awareness across industry of the unique skills and experience that veterans bring to the civilian workplace. The Program website includes practical information to assist ADF personnel with their transition to civilian employment, as well as the details of many organisations of all sizes and industries that have publicly committed to recognising the skills and experience of veterans, and improving their employment outcomes.

 Web: www.veteransemployment.gov.au

Social media

Social media can be a great tool for boosting job search opportunities. However you need to be mindful about the type of information you are posting about yourself and your privacy settings.

Facebook:

Prospective employers may search for you on Facebook and see what information you have publically available. Ensure that any photos, posts or content you do not want a prospective employer to see, is set to private in your Facebook settings. Also be sure to maintain appropriate operational security relating to the ADF.

LinkedIn:

LinkedIn is a social network that focuses on professional networking and career development. You can use LinkedIn to display your resume, search for jobs, and enhance your professional reputation by posting updates and interacting with other people. LinkedIn is free, but a subscription version called LinkedIn Premium offers additional features like online classes and seminars, as well as insights into who is searching for and viewing your profile.

Things to do;

- be clear about what you want to do, and understand yourself and what you can do
- understand how to job search, research and connect with employers of interest, recruiters, mentors, and professional networks
- start your transition coaching sessions with your ADF Transition Coach, and learn how to develop resume and job search skills
- be prepared.

Notes:



SECTION 5:
Medical and Dental

SECTION 5: Medical and Dental

When transitioning from the ADF you will need to establish connections with civilian health professionals, to take over from your ADF health services. Part of this will involve selecting suitable Doctors, Allied Health professionals, and selecting appropriate health care cover for your individual needs.

You should aim to arrange your post transition health care supports during the last 12 months of your service.

You should nominate a civilian general practitioner (GP), a general dentist, and specialists (if required) before your Separation Health Examination and Separation Dental Examination so you have a smooth transition to civilian health care. If you need help finding a civilian health provider visit

www.healthdirect.gov.au

Your entitlement to ADF health care continues up to your transition date, unless there are exceptional circumstances as outlined in the Defence Health Manual. After your transition date, you will be in the care of your nominated civilian health provider.

You must be enrolled in Medicare to access civilian health benefits. Your ADF transition coach will discuss Medicare applications with you at your transition planning session.

Medicare

Medicare looks after the health of Australians through programs such as the Pharmaceutical Benefits Scheme, the Australian Childhood Immunisation Register and Australian Organ Donor Register.

You must be enrolled in Medicare to access health benefits.

Further information on Medicare and Human Services is available in Section 10 of this guide.

Ambulance cover

Medicare doesn't cover the cost of emergency transport. If ambulance cover is not included in your private health insurance or you do not want to purchase private health insurance, you can just purchase ambulance cover. You can arrange ambulance cover through a private health fund or from some state and territory ambulance authorities. Check with your health fund or contact your local ambulance organisation.

Private Health

Before you transition, you should consider your health insurance needs. Medicare covers most Australian residents for health care but it does not cover everything. You can choose to take out private health insurance to give yourself a wider range of options and more comprehensive cover. There are two types of health insurance, hospital and general treatment (extras). You can buy them separately or most funds offer combined policies.

The Government offers a range of health insurance initiatives. The Private Health Insurance Rebate is a Government subsidy for the cost of insurance. Lifetime Health Cover rules are designed to encourage people to purchase private health cover earlier and stay covered. The Medicare Levy Surcharge is a tax that affects people earning above a certain threshold who do not hold private hospital cover. Visit www.privatehealth.gov.au

As a permanent member of the ADF you are considered to have had private hospital cover while serving. If you do not take out hospital cover after you transition, you have got up to 1094 days before you may attract a loading on your premiums under the Lifetime Health Cover rules. If you never take out private hospital cover, you will not be affected.

If you start a private health insurance policy the day after your transition, no waiting periods for benefits should apply. Your ADF transition coach can provide a Health Insurance Letter confirming the provision of full medical and dental healthcare during your service. For more information contact:

 Phone: **1300 737 299**

 Web: www.privatehealth.gov.au/contactus.htm

Finding a General Practitioner

A good GP can be one of the most important people in your life, particularly if you have ongoing health concerns.

To find a new GP you can:

- ask your current doctor for advice
- ask your family, friends and neighbors for recommendations
- ask a local pharmacist or other medical professionals who have dealings with doctors in the area
- when you find a doctor, ask if they provide services to veterans through DVA.

My Health Record

My Health Record brings together health information from you, your healthcare providers and Medicare.

This can include details of your medical conditions and treatments, medicine details, allergies, and test or scan results, all in one place.

Healthcare providers like doctors, specialists and hospital staff may also be able to see your My Health Record when they need to, including in an accident or emergency.

You, or someone authorised to represent you, can share additional information in your record that may be important for your healthcare providers to know about you. This includes:

- contact numbers and emergency contact details
- current medications
- allergy information and any previous allergic reactions
- Indigenous status
- Veterans' or ADF status
- your advance care plan or contact details of your custodian.

Pre transition medical and dental information

Release of health records

If you are still serving, you can request a copy of your health records at any time. This is recommended if you need ongoing health care after transition. Ask your local Defence health facility for a copy of your records. If you have already transitioned, send a request to Defence Archives. Visit www.defence.gov.au/Records/ExService.asp for information on requesting copies of your health documents after you transition.

Separation Health Examination

You must have a final medical examination within six months of transition. A Separation Health Examination will be conducted by your local Health Centre. At the examination, you can request the Defence Medical Officer handover information about your current medical conditions to your nominated civilian GP. If your health needs are complex, the Defence Medical Officer may contact your civilian GP or specialist directly. After the examination, you will receive a:

- letter summarising your medical history and ongoing health care needs
- copy of your Separation Health Statement
- copy of your Separation Health Examination
- copies of any relevant reports or investigations
- your vaccination summary.

If you are transitioning for medical reasons, form DM042: Invalidation Retirement from the Defence Force Medical Information is completed by the Medical Officer at your examination. This form helps Commonwealth Superannuation Corporation (CSC) determine your level of incapacity and corresponding superannuation benefit. The DM042 form will be submitted to CSC by the Health Centre staff before you transition to avoid financial hardship.

Separation Dental Examination

You should have a final dental examination within six months of transition. Undergoing an examination means any dental treatment can be identified and completed before your transition date.

Mental health screening

If you have been deployed within the past two years you must participate in a Post Operational Psychological Screening. Contact your local Health Centre to arrange an appointment if you have not completed one.

ADF Rehabilitation Program

If you become injured or ill during your service, Defence will support your rehabilitation through the ADF Rehabilitation Program (ADFRP), regardless of whether your illness or injury is service related. Joint Health Command manage the Program, which offers:

- high quality medical and specialist treatment
- a dedicated rehabilitation consultant to support workplace-based rehabilitation and coordinate care arrangements

- non-clinical aids and appliances to support serious and complex rehabilitation needs.

The ADFRP will facilitate a Vocational and Functional Assessment to help you determine an appropriate vocation after transitioning. Your rehabilitation consultant will work closely with ADF Transition and DVA (if required) to determine your funding and training requirements. The ADFRP will also liaise with Member Support Coordinators appointed by Command to ensure you are supported through your transition.

Please note: Reservists, other than those on SERVOP C, will need to confirm their eligibility for ADFRP assistance with their Chain of Command or regional rehabilitation manager.

Injury claims

If you have sustained an injury or contracted a disease which you believe is related to your ADF service, it is best if you lodge any claims for liability before your transition date.

Providing a full copy of your medical records to DVA can speed up processing times. The DVA Veteran Support Officer (previously known as the On Base Advisory Service or OBAS) can give you information and advice about the support and entitlements available through DVA. Your Health Centre can help you make an appointment. See Section 10 in this Guide for more information on support and services available from DVA.

Support Services

The Veteran Health Check

The Annual Veteran Health Check is an opportunity for you to gain access to a fully funded comprehensive health check designed specifically for veterans that can be accessed through your community or family GP. Early intervention and targeted referrals can help veterans enjoy better health outcomes and manage their health during and after your transition to civilian life.

Even if you are feeling healthy, it's good to develop a relationship with a GP so that they can get to know you and work with you to manage your health over the years. If you transitioned from the ADF from 1 July 2019 you can gain access to a fully funded comprehensive Annual Veteran Health Check every year for the first five years post-transition. All former serving ADF members can gain access to a comprehensive one-off Veteran Health Check at any time (a Medicare rebate is available). Talk to your GP, tell them you have served in the ADF and ask them about the annual Veteran Health Check.

The Veteran Health Check is a DVA initiative, find out more at

🏠 Web: www.at-ease.dva.gov.au/veteran-health-check

Mental Health Support

ADF mental health programs

Joint Health Command (JHC) delivers a range of mental health services including mental health promotion, training, prevention, early identification, treatment and rehabilitation. Defence recognise that mental health is not solely related to diagnosable mental disorders but encompasses a broad range of lifestyle, mental wellbeing and job performance factors. JHC provides timely, evidence based mental health support to Commanders and ADF members through the development of policy, training and treatment programs adapted to the special conditions of military service.

🏠 Web: www.defence.gov.au/health for a full list of polices, training, and programs.

ADF Health and Wellbeing Portal

The JHC ADF Health and Wellbeing Portal 'Fighting Fit' will direct you to Defence websites about ADF health (including mental health). The portal includes information for Commanders, Reservists, ADF members preparing for deployment, veterans, families, members who are transitioning from Defence and health professionals.

🏠 Web: www.defence.gov.au/health/healthportal

Alcohol, tobacco and other drugs program

The Alcohol, Tobacco and Other Drugs Program delivers workplace education on the risks associated with alcohol and drug use and the clinical interventions available for ADF members seeking support. If you are concerned about your own or someone else's alcohol or other drug use you are encouraged to talk to a health professional. Visit defence.gov.au/Health/ATODP. The Department of Veterans' Affairs Right Mix website provides tips, tools and strategies that can reduce the impact of alcohol.

🏠 Web: www.therightmix.gov.au

All-hours Support Line

The All-hours Support Line (ASL) is a confidential telephone service for you and your family and is available anytime. The service is designed as a triage line to help you access ADF or civilian mental health services easily. This

includes psychology, medical, social work, and chaplain services. The ASL is provided by an experienced outside agency contracted by Defence. When calling the ASL, you can expect a qualified, mental health professional who has a good understanding of support available to you.

 Phone: **1800 628 036**

Your GP

In many cases, the first step in accessing services for treatment of anxiety, depression, or related conditions will be a consultation with your GP. Your GP can work with you to write a Mental Health Treatment Plan and refer you to a mental health specialist such as a psychologist, social worker, occupational therapist, or psychiatrist. You can also access a health assessment from your GP (see Medical and Dental in this Guide). A Medicare rebate is available for this assessment. For advice on seeking professional help visit

 Web: **www.at-ease.dva.gov.au**

Health hot line

1800 IMSICK is a national 24-hour call service providing world class nurse triage and health support for ADF members in Australia. Use the service if you become ill or injured after hours, or are not in close proximity to an on-base health facility.

 Phone: **1800 467 425**

Open Arms – Veterans & Families Counselling

Open Arms is a nationally accredited mental health service that provides 24-hour free and confidential counselling and support. Any ADF member with one day full-time service, their partners and children, can access Open Arms services.

Open Arms services include:

- counselling for individuals, couples and families
- case management for clients with more complex needs
- group programs to develop skills and enhance support
- community and peer advisors
- after-hours telephone counselling
- suicide prevention training
- mental health literacy and awareness training

- information, education and self-help resources, and
- referrals to other services or specialist treatment programs, as needed.

 Phone: **1800 011 046**

 Web: **www.openarms.gov.au**

Beyond Blue

Beyond Blue provides information and support to help everyone in Australia achieve their best possible mental health, whatever their age and wherever they live. Beyond Blue is independent from Defence and can support you and your family if you are experiencing anxiety, depression, or suicide risk.

 Web: **www.beyondblue.org.au**



@company.com
o: 123546
e: 01,01,2017

Tax	Cost
\$805,00	\$13 305,00
\$2 898,00	\$47 898,00
\$3 864,00	\$63 864,00
\$322,00	\$5 322,00
\$322,00	\$5 322,00
\$483,00	\$7 983,00
\$322,00	\$5 322,00
\$386,40	\$6 386,40
\$1 449,00	\$23 949,00
\$1 545,60	\$25 545,60
\$483,00	\$7 983,00
\$322,00	\$5 322,00

SECTION 6: Finance

SECTION 6: Finances

Being on-top of your finances is an important part of your transition. The ADF Financial Services Consumer Centre and the MoneySmart website provide a source of reliable, impartial information, useful tools and other resources to guide you in understanding your post transition financial decisions.

Defence Force Transition Program – Financial Advice

Through the Defence Force Transition program, you may be able to access a financial contribution of up to \$1,000 towards professional financial advice to assist you and your family in planning for your financial security after transition. Talk to your ADF transition coach for more information.

ADF Financial Services Consumer Centre

The ADF Financial Services Consumer Centre (ADF Consumer) is an independent financial and consumer education service for ADF members.

ADF Consumer can help you and your family achieve greater financial security during your career and throughout your transition. Their transition guide which is available on the public website www.adfconsumer.gov.au/transition/ is a good place to start.

Visit www.adfconsumer.gov.au for access to the Program, educational resources, and links to information on military superannuation, saving, budgeting, and investing.

Superannuation

When leaving the ADF it is important to be aware of your superannuation fund and what options you have available for your super.

Your superannuation entitlements are dependent on your individual circumstances, and you will need to seek financial advice tailored to your individual circumstances. Information about authorised financial advisors can be found on the ADF Financial Services Consumer Centre.

 Web: www.adfconsumer.gov.au

Commonwealth Superannuation Corporation (CSC)

It is important to know your superannuation options when you are transitioning. In general, these will vary based on:

- your personal circumstance
- your scheme
- your method of transition.

To assist in your preparation, start with the various factsheets and forms available for download at the CSC website.

We also have services for veterans and families designed to help you navigate your options, including webinars, seminars and member consultations at select locations across the country. Member consultations are in high demand so book here as soon as possible.

If you want to get into the detail of your personal circumstance and are looking for advice on your options and your financial future, you may wish to speak to one of our authorised* financial planners. Find out more at CSC Financial Planning.

You can always call the customer contact centre on the numbers listed below.

^ CSC is the Trustee for MilitarySuper (MSBS) and ADFSuper and administrator of the Defence Force Retirement and Death Benefits Scheme (DFRDB) and ADFCover.

**CSC's authorised financial planners are authorised to provide advice by Guideway Financial Services. (ABN 46 156 498 538, AFSL 420367). Guideway is a licensed financial services business providing CSC financial planners with support to provide members with specialist advice, education and strategies.*

Contacts

MilitarySuper

 Phone: **1300 006 727**

 Email: **members@enq.militarysuper.gov.au**

DFRDB

 Phone: **1300 001 677**

 Email: **members@dfrdb.gov.au**

ADF Super

 Phone: **1300 203 439**

 Email: **members@adfsuper.gov.au**

Financial Advice

 Phone: **1300 277 777**

Wills, Power of Attorney, Enduring Power of Attorney

Most ADF members would have created a Will during their period of service. It is very important to have a Will which is updated as circumstances change, such as marriage, divorce, becoming a parent, change in financial circumstance and transition. It is also important to consider a power of attorney or enduring power of attorney to cover both health decisions and your finances in the event of an accident or serious illness.

Transition is a good time to review and update any legal instruments you have in place prior to leaving the ADF. For further information about updating your Will or other legal instruments, please contact your local on base Legal Office or for Navy members, please contact Defence Counsel Services:

 Phone: **1800 563 563**

When updating your Will with Defence Legal prior to leaving the ADF, take the original Will given to you at your appointment and email Adf.Wills@defence.gov.au to advise of a predated Will that may be held at Defence Community Organisation (DCO). You will need to advise the ADF Wills team if you would like your predated Will to be returned to you or destroyed on your behalf.

ADF Wills

DCO stores the Wills of Permanent ADF members and SERVOP C Reservists. If you have previously lodged an ADF Will with DCO it will be returned to you post transition.

Before you transition, you should check your ADF Will to see if it needs updating. If you would like a copy of your Will, please email the ADF Wills Team from your DPN account to request a copy, ensuring you provide your PMKeyS number and full name and postal address.

If you would like your Will returned prior to transition, please contact the ADF Wills team from your DPN email account. You will need to provide your PMKeyS number, full name and postal address in your request.

 Email: **ADF.Wills@defence.gov.au**

Department of Veterans' Affairs pensions

For information about Department of Veterans' Affairs pensions, please go to Section 10 Ongoing Support



SECTION 7:
Housing and
accommodation

SECTION 7: Housing and accommodation

Prior to transitioning, there are a number of things you will need to do to secure your post transition housing or accommodation.

Service residences and Members Choice Accommodation (MCA)

If you live in a Defence property you must inform Defence Housing Australia (DHA) of your intention to leave when you know your transition date.

Requests for an extension of tenancy are only considered for compassionate reasons or for unforeseen circumstances. You can not use personal or financial convenience as a reason for an extension. To request an extension, you must seek written approval from DHA at least 28 days before your transition date. Your application should provide information on:

- your intentions
- your number of dependants and their ages
- details of compassionate, medical, education or other extenuating circumstances.

DHA will assess your application and consider the future requirement for the property and its condition at the pre-vacation inspection. If your extension is approved, you'll pay the market rent and a bond through a nominated real estate agent. Market rent is the rent charged to the ADF by DHA. For more information call or visit:

 Phone: **139 342**

 Web: **www.dha.gov.au**

Living-in accommodation

You must seek approval from your Base or Unit Chain of Command to live on base after your transition date. You will also need to arrange a base pass.

Contact DHA or access your online services account to request a transit room for the extended period as ADF/APS Non work related. Higher contribution rates apply and are payable by invoice.

Private rent payments

As soon as you know you are going to vacate a property, contact your real estate company to avoid break lease costs.

If you receive Rent Allowance, your payments will stop on pre-pack or uplift. You will only need a final rent receipt if you are asking for reimbursement of rent paid after removal. If bond and rent paid in advance is being recovered from your pay, outstanding amounts will be calculated and recovered at the time of transition. For more information please call or visit:



Phone: **139 342**



Web: **www.dha.gov.au**

Removal entitlements

Removal entitlements vary according to your circumstances. Contact Toll Transitions before your transition date to determine your removal entitlement. Any applications for removal must be approved before your transition date. You are entitled to removal services if you:

- have completed the period of service you were engaged to serve
- retire upon reaching Compulsory Retirement Age Replace with: 60 years (SERCAT 6 & 7) or 65 years (SERCATS 2–5) or
- are made redundant (unless you are a Reserve Force member rendering CFTS).

You'll be moved to your nominated intended place of residence, provided travel for you and your family has also been requested to that location. If you are re-locating overseas, you'll be moved to the closest Australian capital city to travel to your destination.

You may defer your removal entitlement for up to 12 months after transition. You need to apply in writing to Toll Transitions before transitioning. For more information email or visit:



Email: **ttcsc@tollgroup.com**



Web: **www.defence.gov.au/payandconditions/adf**

Storage of effects entitlements

You'll need to pay for all storage charges and related insurance costs from the date your belongings are delivered to the Government removalist's store. You will be invoiced directly by Toll Transitions. For more information visit:

🌐 Web: defence.gov.au/payandconditions/adf

Toll Transitions

Toll Transitions has been appointed by the Department of Defence to provide ADF members and families with a relocation service when a member is posted or relocates.

A Toll Transitions case manager will assist you and your family with organising all your relocation requirements, including:

- arranging removal(s) and storage
- booking travel and temporary accommodation, and
- calculating and arranging payments of relocation allowance and entitlements.

For more information call or visit:

📞 Phone: **1800 819 167**

🌐 Web: tolltransitions.com.au

Defence Services Home Scheme

The Defence Service Homes (DSH) Scheme provides housing benefits to eligible veterans, ADF personnel and their partners. The benefits include:

- subsidised housing loans
- home support loans
- insurances.

📞 Phone: **1800 722 000**

✉ Email: DSHSubsidyVIC@dva.gov.au

🌐 Web: www.dsh.gov.au

Defence Home Ownership Assistance Scheme

The Defence Home Ownership Assistance Scheme (DHOAS) helps ADF members and their families achieve home ownership through a subsidy payment. You will need to meet certain conditions to join the scheme.

To apply for a subsidised home loan, you will need a DHOAS Subsidy Certificate as proof of your eligibility. You need a new certificate for each home loan granted. Your subsidised home loan can be taken out with one of the following banks:

- Australian Military Bank
- Defence Bank
- National Australia Bank.

Transitioning from the ADF changes your DHOAS entitlement in regards to accruing service credit, accessing additional subsidy certificates, and your eligible tier level.

You are encouraged to apply for a DHOAS Subsidy Certificate before transitioning because you can only apply for one last certificate through DVA within two years of your transition date. You must use your certificate within 12 months from the date of issue. Reservists are eligible for DHOAS if you complete your minimum service requirements each financial year (usually 20 days). For more information please contact:

 Phone: **13004 DHOAS (1300 434 627)**

 Email: **dhoas@dva.gov.au**

 Web: **www.dhoas.gov.au**

Transferability

In the event of your death, any residual entitlement to the DHOAS may be fully transferable to your partner. No Fringe Benefits Tax (FBT) or Reportable Fringe Benefit Amount (RFBA) should be incurred by your partner. There are eligibility requirements and conditions, so please refer to the website for further details

 Web: **www.dhoas.gov.au**

Fringe Benefits Tax

Loan subsidy payments through the DHOAS may be considered a reportable fringe benefit under the *Fringe Benefits Tax Assessment Act 1986*. Defence may be required to pay FBT on your DHOAS loan subsidy for up to 28 years after you separate from Defence. Payment of FBT by Defence may result in the grossed-up value, known as a RFBA being reported on a Pay As You Go Payment Summary to the Australian Taxation Office for inclusion in your annual tax assessment.

For further detailed information on FBT consequences for DHOAS loan subsidies, please refer:

🌐 Web: www.dhoas.gov.au/fringe-benefits-tax.html

Future rental of property receiving DHOAS Loan Subsidy

There are situations where a DHOAS loan subsidy may not be considered reportable for FBT purposes and therefore may no longer generate a RFBA. The most common situation is when the property to which the DHOAS loan subsidy relates is rented. If you rent your property, Defence should be made aware of this by submitting a Loan Subsidy Declaration form.

Renting out your property will not impact the amount of subsidy paid by Defence to your bank, but it may result in Defence not having to pay FBT. This may result in no RFBA being reported to the Australian Taxation Office on a Payment Summary.

To ensure applicable FBT and RFBA reductions are applied, it is important to keep your contact details up-to-date with Defence to ensure final Payment Summaries and Loan Subsidy Declaration forms can be sent to you after separation from Defence.

You can keep your contact details up-to-date by emailing:

dfg.accessmgt@defence.gov.au

☎ Phone: **13004 DHOAS (1300 434 627)**

✉ Email: **dhoas@dva.gov.au**

🌐 Web: **www.dhoas.gov.au**

Defence Service Home Insurance Scheme

The Defence Service Home Insurance Scheme offers personal insurance policies, including home insurance, for eligible veterans at competitive prices. For more information please visit:

🏠 Web: www.dsh.gov.au

Home Purchase or Sale Expenses Allowance

Subject to certain eligibility provisions, you may be entitled to Home Purchase or Sale Expenses Allowance (HPSEA) on the sale of your home if you have previously received HPSEA for a purchase or a payment under the Home Purchase Assistance Scheme (HPAS).

You must have been living in the home in your final posting location, and must have moved to another location before you can apply. You can not apply for HPSEA or HPAS after your transition date. The date of contract for sale must be within 12 months before or after your transition.

Reimbursement of costs associated with an approved HPSEA will be paid after you transition.

Members who are seeking more information should contact the Defence Service Centre on 1800 DEFENCE and your query will be raised with ADF Delegations.

🏠 Web: www.defence.gov.au/payandconditions/adf

Please see PACMAN Chapter 7 for additional information.

What is Fringe Benefits Tax and how does it impact you?

Fringe Benefits Tax (FBT) is a tax payable by Defence based on certain benefits provided to current, future and former employees.

Benefits may be classed as reportable or non-reportable benefits. Where the value of reportable benefits exceeds \$2,000, a Reportable Fringe Benefit Amount (RFBA) may be reported on an annual Pay As You Go Payment Summary provided directly to the Australian Taxation Office.

A RFBA does not make up part of your taxable income for the purposes of paying income tax.

However, a RFBA can affect:

- obligations such as child support payments or HECS-HELP payments. For these purposes, your income is assessed as including the RFBA amount, which may result in increased child support payments or increased HECS-HELP repayments, and
- eligibility for Government allowances such as Family Tax Benefits A and B, Newstart Allowance and Age Pensions (or Part-Pension). For these purposes, your income is assessed as including the RFBA amount, which may result in decreased Government Allowances.

A RFBA is a grossed-up value and is reflective of the benefit value and tax paid for you. This means that the benefit provided to you is effectively considered after-tax. To determine your RFBA, the benefit received by you is grossed up to an effective pre-tax amount.

Further information on RFBA is provided on the Australian Taxation Office website: [www.ato.gov.au/General/Fringe-benefits-tax-\(FBT\)/In-detail/Employees/Reportable-fringe-benefits---facts-for-employees/](http://www.ato.gov.au/General/Fringe-benefits-tax-(FBT)/In-detail/Employees/Reportable-fringe-benefits---facts-for-employees/)

Things to consider when looking for post transition housing

If you are looking for post transition accommodation you and your family may like to consider:

- what state or city would I/we like to live?
- do I/we know anyone (friends, family etc.) in that area?
- are the services that my family and I require available in this area?
- do I/we have a support network in the area that could assist in an emergency?
- would my spouse/partner be able to find work?
- can I/we afford to buy a house or will I/we need to rent?
- have you started a conversation with your partner about post transition housing?
- what features do you need in a house? (single level, bedrooms, bathrooms etc.)

- based on your financial situation could you/your family afford to live comfortable in this new home?
- would this home meet my children's needs?
- are there good reasons to want to live in this community?



SECTION 8:
Family support
through transition

SECTION 8: Family support through transition

Family dynamics and relationships

It is important to be mindful that your partner or family will be going through your transition with you. While their experience will differ from yours, transition may mean a new place to live, changes to schools, jobs and friends.

Families can feel immense pride in their member's service. When a partner or other family member transitions from the ADF, families can also feel a sense of loss.

Some partners and families may find relief in the decision, seeing opportunities for new beginnings and more time together now that the member is transitioning from the ADF.

In the build up to the member's transition date there are a number of actions a member needs to take. As part of the member's transition it is equally important to consider the family's needs after transition. The good news is that there are a number of supports ADF members and their families can access both before and after the members transition from full-time service.

Defence Community Organisation

Defence Community Organisation (DCO) offers a range of programs and services to help Defence families manage the military lifestyle, from recruitment through to transition. DCO has offices in all states and territories with social workers, education, family, community and military liaison staff to help your family transition to civilian life. Before a member transitions DCO can provide:

- 24/7 access to support and advice from the Defence Family Helpline
- practical and emotional support from a social worker
- help sourcing childcare through an individual case management service
- support from Defence funded community groups
- support to schools with high numbers of Defence students
- access to family mobility support programs including partner employment (including support for partners of members medically transitioning), dependants with special needs, and education assistance for children

- support and resources for families during deployment, other Service absence and relocation
- support and information to help you connect with and contribute to your community.

Family considerations for when a member is thinking of transitioning:

Childcare: if you are currently accessing a Defence Childcare Service, please speak to your centre manager about your continued eligibility to access these services post transition.

Special needs: part of the support Defence provides is for mobility support for dependants recognised as having a special need. If your family has a dependant recognised as having special needs it is important to ensure your family member has appropriate support in the location your family decides to live. Speaking to your local GP or, where relevant, NDIS can start the process of putting in place needed specialist support.

Schools: if your children are moving schools as part of the member's transition, it is important to start to research what schools are available in your local area. Going to the government MySchool website is a good place start to understand what school options there are, additionally DCO has Education Liaison Officers (EDLO) that provide advice on schools and school systems to families moving posting locations.

Partner employment: for partners of medically transitioning members you may be able to access assistance in finding a job through the Partner Employment Assistance Program which assists partners through funding for a range of initiatives to assist in gaining employment.

Emotional support: for ADF members and their families who are struggling with the thought on transitioning from full-time service, there is immediate support and advice available from the Defence Family Helpline, who can also refer you to a local Defence social worker for short term support when the member is providing full-time service. Additionally, Open Arms provides ongoing psychosocial support for current and former ADF members and their families, both before and after transition from full-time service.

To access any of these services or to find out more information, contact the Defence Family Helpline on:

 Phone: **1800 624 608**

 Email: **DefenceFamilyHelpline@defence.gov.au**

 Web: **www.defence.gov.au/dco**

Further information about support for ADF members (SERCAT 7) and their families

Partner Employment Assistance Program

The Partner Employment Assistance Program (PEAP) provides funding towards initiatives to assist ADF partners with the difficulties of finding employment when the member is relocated on posting or where the member is medically transitioning.

Eligible partners of medically transitioning ADF personnel can apply for up to \$1,500 funding to access the following employment-related initiatives:

- Mandatory fees for professional re-registration required under legislation
- Professional employment services:
 - development of a personalised resume and/or resume coaching
 - identification of transferrable skills
 - employment options and job placement advice
 - job search techniques and strategies
 - development of an online employment profile
 - application and selection criteria coaching
 - preparation and presentation coaching for interviews

If you have read the guidelines and still have questions, contact the all-hours Defence Family Helpline on:

 Phone: **1800 624 608**

 Email: **DefenceFamilyHelpline@defence.gov.au**

Support for Defence kids

Children and adolescents in Defence families face a unique series of challenges. They experience parental absence due to deployments or exercises, and major changes in their lives with frequent relocations. This requires continued adaptation to change, altered routines (such as new schools) and re-establishing social networks

Life in a Defence family can also be rewarding for children, as with the challenges comes the opportunity for personal growth and development. With the appropriate support, children can increase resilience and self-confidence,

mature and grow by taking on new responsibilities, and developing strategies for coping with change and stressors.

To help reduce the impacts of relocation and parental absence on Defence children and build on their strengths, DCO:

- provides a range of education assistance
- increases the availability of childcare to mobile Defence families
- employs EDLOs, specialist staff who advise families and schools on education issues and Defence student wellbeing
- positions Defence School Mentors in schools to help Defence students integrate into new schools and provide them with support
- produces information and resources for parents to help children develop strategies to deal with the challenges of Defence life
- provides regional education information for relocating families
- has a range of products for kids to build on their self-reliance and positive experience of Defence life including toys, books and online videos, and
- runs KidSMART and TeenSMART fun and interactive resilience-building programs for children.

For more information about any of these services or products, contact the all-hours Defence Family Helpline:

 Phone: **1800 624 608**

 Email: **DefenceFamilyHelpline@defence.gov.au**

Dependants with special needs

DCO provides practical assistance to Defence families who have dependants with special needs.

The purpose of this assistance is to reduce the impact of relocations and minimise any interruption to specialist services that the dependant may require. The assistance available is not intended to duplicate services provided in the new locality, but rather to provide interim assistance until government supported services can be accessed.

For more information about support for dependants with special needs, contact the all-hours Defence Family Helpline:

 Phone: **1800 624 608**

 Email: **DefenceFamilyHelpline@defence.gov.au**

The Defence Special Needs Support Group (DSNSG) provides extra peer support and programs to Defence families. You can contact the DSNSG via:

 Phone: **1800 037 674**

Families wishing to find out more about the National Disability Insurance Scheme should visit **www.ndis.gov.au**. The Scheme is being rolled out in stages across Australia, so visit the website to find out if it's available in your area.

Recognition of dependants with special needs

In order to receive any of the assistance and support services available, you will first need to have your dependant with special needs formally recognised by Defence. You can have your dependant recognised at any time and it is not a mandatory process. Once your dependant is recognised by Defence, you may be entitled to receive assistance in the event of a posting.

To access any of this assistance or to find out more, contact the all-hours Defence Family Helpline on:

 Phone: **1800 624 608**

 Email: **DefenceFamilyHelpline@defence.gov.au**

Parents of ADF members

We recognise that parents of ADF members can play a crucial role in providing support and advice to the ADF member and the member's partner or dependants. Understanding what your son or daughter is going through, how they should prepare and what support is available to them can help you to do this.

We offer information and support services for parents to help you understand and manage the challenging aspects of having a son or daughter in the Services or information for when they transition.

For more information or to access any of our support services, contact the all-hours Defence Family Helpline:

 Phone: **1800 624 608**

School mentors

DCO recognises that Defence families often turn to schools for help when mobility affects education through frequent moves, long periods of separation, isolation from extended family support networks, and operational deployments.

The program provides funding to eligible schools in order to engage a Defence school mentor. Mentors work to minimise the impact of mobility on education and build the capability of the school in supporting Defence students and their families.

Mentors are based within primary and secondary schools across Australia for the purpose of providing support to the children of Defence families through on-site, direct and flexible assistance to students, parents, teachers and other support services.

This may include:

- assisting new children and their families to integrate into the school and local community
- monitoring the social and emotional wellbeing of Defence students
- assisting students develop self-confidence, self-reliance and resilience
- referring students to services, or school and community programs that meet their needs
- enhancing awareness and appreciation of the unique Defence lifestyle in schools and communities, and
- providing support to children during times of parental absence.

If you would like any information about the Defence school mentor program please contact:

✉ Email: [**dsm.program@defence.gov.au**](mailto:dsm.program@defence.gov.au)

Other Defence related support

Defence Special Needs Support Group

The Defence Special Needs Support Group Inc (DSNSG) is a non-profit benevolent volunteer organisation which provides support, information, assistance and advocacy for all Defence families, current or ex-serving, who have a dependant (child, spouse or other dependant) with special needs.

The DSNSG aims to provide a solid support network to Defence families that have a loved one with special needs, in order to mitigate against the challenges and to harness the opportunities of the unique and transient Defence lifestyle. If you would like further information then please make contact via:

 Phone: **1800 037 674**

 Email: **national.coordinator@dsnsg.org.au**

 Web: **www.dsnsg.org.au**

Defence Families of Australia

Defence Families of Australia (DFA) is the official ADF families advisory body to the Minister for Defence Personnel and Chief of the Defence Force.

DFA's aim is to improve the quality of life for Defence families by providing a recognised forum for their views and by reporting, making recommendations and influencing policy that directly affects families.

DFA has national delegates located across Australia, near most major bases, who know their communities and who can advocate for you at a local level, if required.

For further information visit:

 Web: **www.dfa.org.au**

Toll Transitions

Toll Transitions provides Defence members and their families, including those with a dependant who has special needs, with a comprehensive relocation service. If you require special assistance during removals you can speak to your TOLL Transitions case manager to facilitate these, such as booking suitable accommodation.

In addition to organising relocation requirements as outlined below, Toll Transitions notifies Defence Housing Australia (DHA) of a member's relocation, so they can assist with the housing solution.

Read Toll Transitions, Your Defence Relocation Guide for further information, such as an overview of the relocation process, a rundown of the kind of housing options available to you and the process for moving into your new house. The guide is available at **www.tolltransitions.com.au/defence**.

If you require any assistance, please contact:

 Phone: **1800 819 167**

Defence Relocations and Housing Managers

Defence Relocations and Housing Managers (DRHMs) are dedicated relocation and housing representatives and are based in regional offices around Australia. These managers have considerable experience in all aspects of relocations and housing, and communicate with DHA, DCO and Toll Transitions to ensure you experience high quality service during your move.

DRHM's are available to provide you with advice, and can help address and resolve any concerns or queries you may have about any the relocation or housing process. Your local DRHM may contact you during or after the move for your feedback.

You can find the contact details of your local DRHM by calling the Defence Service Centre.

 Phone: **1800 333 362**

ADF Member and Family Transition Seminars

ADF Member and Family Transition Seminars help not only the member but also their family to prepare for the member's transition into civilian life. Family members are welcome to attend a Transition Seminar at any time during a member's ADF career and may attend without the member if this better meets the needs of the family unit.

At a Seminar you can access information relevant to your circumstances by visiting our expo floor or attending information sessions. You'll be able to choose sessions depending on your interests, and talk one-to-one with representatives from a wide range of stakeholder groups who will provide you with information on transition and the transition support available to you. You will also have an opportunity to hear from a panel of family members that have recently supported their loved ones through the transition process.

ADF families and support people can register their attendance by emailing the Transition Seminar team at **ADF.TransitionSeminar@defence.gov.au** and include the PMKeys number of the ADF member they are supporting.

Transition coaching sessions

Family and partners are encouraged to attend transition planning sessions with ADF members as much of the information discussed in the meeting will directly effect partners and families. A support person or partner often bring a different perspective to the session and have relevant questions to ask that an ADF member may not necessarily ask. This also forms a constructive way for partners to understand what is involved in the transition process and supports available to both ADF members, their partners and families.



SECTION 9:

Connecting to your community

SECTION 9: Connecting to your community

What can I expect?

Transition from the ADF is an ongoing process. For many members it is not just about changing careers, it is also changing their way of life. Although the strong sense of commitment, purpose and belonging that comes from life in the ADF can be greatly missed when undergoing transition it is important to remember that this can be found in civilian life too.

Building your identity and social network

It is important to maintain your existing friendships within the ADF and beyond. There are many opportunities for the camaraderie of shared service experience to continue post transition. It is recommended that you continue to engage with your network, and the broader ADF community after your transition (refer to section 10 Ongoing Support).

It is also recommended that you make an effort to identify and build other parts of your identity beyond the ADF before you leave. This can be done by engaging with community groups, hobbies, civilian friends, and family. These relationships and networks are likely to assist you through the transition period.

Family dynamics and relationships

Transition from the ADF may also affect your partner or family. It is important to recognise that they are going through their own transition while you do.

- Transition may mean finding a new home, new responsibilities and changes in schools, jobs or friend.
- Families often feel considerable pride for their member's service, and may share in any sense of loss you have when you transition from the ADF.
- Families may find relief in the decision, seeing opportunities for more time together now that your ADF career has ended.
- There may be a need to renegotiate family responsibilities.
- Clear communication during transition is central to a smooth experience and outcomes.

Find a mentor

Consider finding yourself a mentor, someone you respect and can call on for advice, and feel comfortable talking to. This may be someone you know who has already made the transition from the ADF. They will be able to share some of the experiences they encountered and what was helpful.

They may also have tips for things you can do to make your transition easier, based on their own experience, such as:

- plan ahead but take things one day at a time. Decision-making can be overwhelming, take it slow and do not overlook the simple things.
- break things down into manageable chunks and stay linked in to your ADF transition coach to support your progress
- stay active, maintain a good diet, exercise regularly, sleep, nurture your social life, and enjoy hobbies and travel
- be patient. The transition process can sometimes take several months, and
- get involved with the civilian community, and your new work colleagues.

Talk to someone

If you are worried about making the transition from ADF to civilian life, or need assistance with some of the practical aspects, talk to someone and seek advice. This can include:

- your ADF transition coach
- a co-worker
- friend
- a family member
- your Chain of Command
- a Psychologist
- a Defence Social Worker
- Open Arms.

Taking care of yourself

Transition involves significant change which can challenge your resilience and impact your overall health.

Keep an eye on how you are tracking and the potential impact transition may be having on your behaviour, what you are thinking and how you are feeling. Consider your mood, performance, sleep patterns, physical health and social interaction and activities.

Do...

- take time to reflect on the change you are going through, talk with your partner, family including mum or dad, or friends about the changes ahead
- start planning early, and keep planning as you move through your transition journey
- accept that new ways of thinking and behaving as well as learning new skills may be required
- look after yourself and your partner/family's health and wellbeing
- seek financial advice so that you are financially prepared for civilian life
- engage with an ADF transition coach to find out what support is available to you and your family to assist you through your transition. Refer to Section 11 in this guide for details of the ADF Transition Centre nearest to you.

Don't...

- avoid change
- put things off
- assume your partner/family will cope with your transition with no difficulty
- assume that your transition will go to plan
- over commit yourself financially during and post transition
- stop talking with your family and friends
- underestimate the change you will go through during your transition.

Notes:



SECTION 10: Ongoing support

SECTION 10: Ongoing support

Ongoing transition support

Transitioned members are able to access transition support through their local ADFTC for a period of up to 24 months post transition. Please refer to Section 11 of this guide for your local ADF Transition Centre.

Outside of this timeframe, and for any immediate concerns during or post transition, you can contact the Defence Family Helpline

 Phone: **1800 624 608**

 Email: **DefenceFamilyHelpline@defence.gov.au**

Post transition survey

Once you have transitioned and around the three month mark we will send you a Post Transition Follow Up Survey. We will send this anonymous survey to you for the first two years after you transition.

These surveys are an opportunity for you to provide feedback on your and your family's transition experience. The feedback will be used to assess the effectiveness of the support it provides and identify opportunities to improve the transition experience of members in the future.

These surveys will also provide you with an opportunity to reach back into ADF Transition for further coaching and support should you need it by requesting us to contact you directly.

Engage Portal

Engage is an online portal that current, transitioning, and former ADF members, their families, and/or those involved in their support can use to locate support services.

Engage simplifies the process of accessing support by providing information on not-for-profit services available from a range of providers. Visit:

 Web: **www.engage.forcenet.gov.au**

Department of Veterans' Affairs

The Department of Veterans' Affairs (DVA) understands that transitioning from military to civilian life can be a big change for you and your family. DVA can help you pre and post transition with:

- mental health services and wellness resources
- health treatment
- individual and family counselling (Open Arms – Veterans & Families Counselling)
- advisory services (Veteran Support Offices)
- employment resources
- accessing your entitlements
- whole of person rehabilitation

Do not wait until after you leave the ADF, DVA can help you now.

Things to do:

- Sign up to DVA's online portal MyService as soon as you enlist or any time during your ADF career www.dva.gov.au/myservice or visit a Veteran Support Officer (VSO).
- Submit a claim for any service related injury or disease through MyService as soon as possible.
- Find a General Practitioner and book in a Veteran Health Check 9-12 months after transition to live well.



Phone: **1800 555 254**



Email: **GeneralEnquiries@dva.gov.au**



Web: **www.dva.gov.au**

Veteran Support Officers

DVA's Veteran Support Officers (previously known as OBAS) provide:

- personalised information and advice about DVA programs
- help for you and your family to gain access to DVA support
- help to use DVA's online services, such as making a claim.

VSOs are on more than 40 ADF bases nationally. To make an appointment visit or call DVA on:

☎ Phone: **1800 555 254**

🌐 Web: **www.dva.gov.au/obas**

MyService

MyService is DVA's online platform enabling veterans and their families to manage their business with DVA, and connect with DVA services online.

Through MyService you can lodge claims online, access free mental health treatment (Non Liability Health Care), incapacity payments, education assistance and apply for the Veteran Card under the Veteran Covenant.

MyService is continually adding more services to make it easier for you and your families to access DVA online. For more information about MyService or to register visit

🌐 Web: **www.dva.gov.au/myservice**

Get Support for mental health

Mental health treatment

DVA will pay for treatment of any mental health condition regardless of whether it is service related. This is called Non Liability Health Care and you can access this through your Veteran Card. Anyone who has undertaken continuous full time service or certain types of Reserve service is eligible. Visit:

🌐 Web: **www.dva.gov.au/health-and-wellbeing/mental-health**

Online Tools and programs

Open Arms offers an online portal to mental health and wellbeing information. It provides self-help tools, group program and suicide intervention training and is a gateway to websites and free mobile apps about stress, PTSD, alcohol management, resilience and suicide awareness and prevention. Visit:

🌐 Web: **www.openarms.gov.au/**

Stepping Out is a free, two-day program which aims to raise awareness of key issues related to personal and social adjustment following transition. You will examine your transition process and what it means to go from military to civilian life as an individual and as a family (in practical and emotional terms). Visit:

🌐 Web: **www.openarms.gov.au/get-support/group-programs/stepping-out**

High Res offers a suite of resources to support the mental health and wellbeing of serving and transitioned ADF members and their families. It has a website and companion app with interactive tools and self-help resources to help you manage stress, build resilience and bounce back from tough situations. Visit:

 Web: www.openarms.gov.au/resources/mobile-apps

The Operation Life app can help if you are experiencing suicidal thoughts and is recommended to be used with the support of a clinician. The app provides on-the-go access to emergency and professional support and self-help tools to help you regain control, keep calm and take action to stay safe. Visit:

 Web: www.openarms.gov.au/resources/mobile-apps

Accessing your entitlements

DVA provides a range of health services to treat your accepted health conditions. For more information please visit: www.dva.gov.au/treatment

Claims

It is best to lodge a claim through **MyService** as soon as possible for any health conditions you believe have been caused by your service, from minor to serious injuries and illnesses. Gain access to your benefits by lodging a claim online with MyService. Visit:

 Web: www.dva.gov.au/myservice

You may also be eligible for compensation payments if you have a physical or psychological impairment or experience a loss of earnings due to your Defence service. This includes any loss of deployment allowance due to returning home early from operation/exercise due to illness or injury. Visit:

 Web: www.dva.gov.au/compensation

DVA can help with claims

On base Veteran Support Officers can help you with information about the claim process and how to lodge your injury/ illness claims with DVA online through the MyService. They will provide you with expert advice and support tailored to your personal circumstances. They are not advocates but will advise if you should consider advocacy support.

Ex-Service Organisation Pension Officers are also trained to assist with claims under the Veterans' Entitlements Act 1986, Safety, Rehabilitation and Compensation (Defence-related claims) Act 1988 and the Military

Rehabilitation and Compensation Act 2004. Their training also includes providing assistance with other services offered by DVA.

Getting rehabilitation support and services

Rehabilitation support and services are important if you are unable to continue your ADF duties because of your injury or disease. DVA provides rehabilitation assistance to eligible former ADF members and cadets. While you are a permanent ADF member or a Reservist, rehabilitation assistance is provided by the ADF. However, you may be able to access specific support services from DVA to help you manage your daily activities. No two people are the same and that is why each rehabilitation plan is tailored to suit the individual. Rehabilitation helps you:

- focus on recovery
- set a direction for the future
- find suitable employment or meaningful engagement
- develop effective life and health management skills
- build connections to a new community.

DVA's whole-of person approach ensures that you have access to clear information about your options so you can make informed choices to progress your rehabilitation goals, improve your wellbeing and adapt to, and recover from, any injury or illness related to your ADF service.

There are three types of rehabilitation that can be included in a DVA rehabilitation plan:

Medical Management can provide assistance to find appropriate services and health professionals to assist in managing your conditions and may help you to coordinate and attend health appointments specifically aimed at treating your conditions.

Psychosocial will support you with strategies to engage in the community, build resilience and to effectively adapt to your health conditions.

Vocational will support you to translate your skills and qualifications into the civilian context to help build a meaningful career beyond the ADF.

If you have been receiving support through the ADF Rehabilitation Program, DVA will work closely with Defence to transition your rehabilitation program.

For more information on DVA rehabilitation services visit:

🌐 Web: www.dva.gov.au/health-and-wellbeing/rehabilitation

Family support

DVA's Family Support Package provides additional support for eligible veterans who are participating in a DVA rehabilitation program, or their family, or a widowed spouse or partner. Additional support can include childcare and counselling.

For further information, search www.dva.gov.au for factsheets MRC52 Family Support Package for Veterans and their Families or MRC53 Family Support Package for Widow(er)s.

Getting compensation for injuries:

incapacity benefits – are payments for economic loss due to the inability (or reduced ability) to work because of an injury or disease that has been accepted as service related. Incapacity benefits represent the difference between your normal earnings (the amount you were earning prior to the injury or incapacity) and your actual earnings at the time you are incapacitated for service or work.

Search www.dva.gov.au for factsheet MRC08 Incapacity for Work.

permanent impairment compensation – paid in respect of any permanent physical and/or mental impairment in combination with any lifestyle restrictions resulting from your accepted conditions.

Search www.dva.gov.au for factsheet MRC07 Permanent Impairment Compensation Payments.

If you receive more than one type of compensation for the same injury or disease, offsetting provisions may apply.

Your dependants may receive compensation in the event of your death if it is related to your service or if your injuries/diseases were assessed at/or above certain thresholds.

household services – you may be eligible for domestic assistance if your service injury or disease means you are unable to manage household tasks.

Search www.dva.gov.au for factsheet MRC42 Household Services.

attendant care – you may be eligible for attendant care if you are unable to manage your personal care needs.

Search www.dva.gov.au for factsheet MRC41 Attendant Care Services.

Motor Vehicle Compensation Scheme – you may be eligible for assistance toward the cost of necessary motor vehicle modifications or a suitable and clinically required motor vehicle in certain limited circumstances.

Search **www.dva.gov.au** for factsheet MRC10 Motor Vehicle Compensation Scheme.

Income support and interim financial support – DVA provides a range of financial support to help veterans and their families.

Income Support

Means tested income support payments and benefits are available to eligible veterans and their partners. Dependants may also be eligible for a service pension.

Search **www.dva.gov.au** for factsheets IS58 Qualifying Service in Post-WW2 Conflicts and IS01 Service Pension Overview.

An Income Support Supplement is also payable to certain war widows and wholly dependent partners.

An Income Support Allowance is available for certain DVA disability pensioners eligible for income support from Centrelink.

Search **www.dva.gov.au** for factsheets IS46 Income Support Supplement and IS19 Defence Force Income Support Allowance.

Some veterans and their partners who receive a Disability Pension from DVA can have their Age Pension paid by DVA.

Search **www.dva.gov.au** for factsheet IS05 Social Security Age Pension Overview.

Interim financial support

The Veteran Payment provides interim financial support to eligible current and former members of the ADF who lodge a claim for a mental health condition. Partners may also be eligible. Visit:

🏠 Web: **www.dva.gov.au/is189**

Employment resources

DVA can also help you transition to civilian employment with resources and practical information.

The Prime Minister's Veterans' Employment Program website can help you with information on:

- transitioning into the civilian workforce
- translating your skills
- businesses that support the employment of veterans and provide career opportunities to former members.

🏠 Web: www.veteransemployment.gov.au

Reserve service and DVA

Reservists can also access support and services from DVA. For more information and advice, search www.dva.gov.au for factsheet MRC30 - Information for Reservists.

Contact DVA

☎ Phone: **1800 555 254**

✉ Email: GeneralEnquiries@dva.gov.au

🏠 Web: www.facebook.com.au/DVAAus

Go online

🏠 Web: www.dva.gov.au

🏠 Web: www.OpenArms.gov.au

🏠 Web: www.veteransemployment.gov.au

Make an appointment

On base with a Veteran Support Officer:

🏠 Web: www.dva.gov.au/obas

Visit a DVA office:

🏠 Web: www.dva.gov.au/locations

Stay Updated

Keep your details updated in MyService so DVA can contact you and provide the best support. Register now at:

🏠 Web: www.dva.gov.au/myservice

Department of Human Services

Visit **www.humanservices.gov.au** for full information on the payments and services available, and your eligibility.

Medicare

Medicare looks after the health of Australians through programs such as the Pharmaceutical Benefits Scheme, the Australian Childhood Immunisation Register and Australian Organ Donor Register.

You must be enrolled in Medicare to access health benefits. Application forms are available at:

 Web: **www.humanservices.gov.au/forms**

Take your form to a Medicare Service Centre with your identification, proof of residency documents, and any other documents to support your application. Visit:

 Web: **www.humanservices.gov.au/medicare**

Centrelink

Centrelink delivers payments and services for retirees, job seekers, families, carers, people with disability, Indigenous Australians, and people from culturally and linguistically diverse backgrounds. Centrelink also provides special assistance at times of crisis.

Child Support Services

For separated parents to ensure their children are supported through the Child Support Scheme.

Contact Human Services to discuss how your transition may affect your child support assessment. This includes change of location, income, employer deductions, or care arrangements. The department can advise you of your options and help you to apply for a change of assessment. It is important to update your circumstances as soon as possible to avoid incorrect payments. Visit:

 Web: **www.humanservices.gov.au/separatedparents**

MyGov

If you register for a myGov account, you can manage your details and payments for Medicare, Centrelink or Child Support on your mobile using the Express Plus mobile apps. Download Express Plus Centrelink, Express Plus Medicare or Express Plus Child Support from the App Store or Google Play.

To set up a myGov account, visit:

🌐 Web: **www.my.gov.au**

If your enquiry can not be resolved online, or you need assistance, a customer service officer can help. Visit:

🌐 Web: **www.humanservices.gov.au/contact**

Concession and Health Care Cards

Concession and health care cards help low income earners and people receiving income support access cheaper health care services and medicines. Concession and health care cards also provide various discounts from state and local government authorities and private businesses. Not all card types will attract the same type and amount of concessions. Your partner and children may also be covered by your concession or health care card, depending on your circumstances. Visit:

🌐 Web: **www.humanservices.gov.au/concessioncards**

Ex-Service Organisations

Ex-Service Organisations (ESOs) provide support to current and former ADF members, and in some cases their families. ESO services may include:

- lobbying to promote improved conditions and entitlements for the serving and veteran community
- advocacy support, particularly if you are seeking support and services from Defence or DVA
- welfare support for current and former members and their families
- help with seeking financial assistance from ESOs
- home and hospital visits, and aged care support
- employment and vocation guidance
- social activities to provide mutual support and networking opportunities.

Most ESOs have Welfare Officers who can provide you with information about community and government services available to veterans, their dependants, war widows and former serving members.

If you are interested in supporting other military personnel, talk to a Pension Officer. Visit:

 Web: **www.dva.gov.au/contact/ex-service-organisations**

Staying connected

Transition from the ADF can be less stressful when you use social supports and share with others what you are doing or going through. It is important to stay connected with your ADF colleagues and unit, as comradeship and identity formed in the ADF does not need to end when you leave the ADF.

Stay connected through:

- service publications: Navy, Army, Air Force Newspapers, Defence Magazine, Defence Family Matters magazine.
- service/unit associations: these continue your connection to the ADF Units you served in. They can also provide good resources for networking and connecting with people and opportunities.
- create a ForceNet account
- DVA
- ADF related social groups found across the country
- ADF related social media pages/groups.

Feedback

We would like to receive your feedback on this guide.

- Have we missed any information you needed during transition?
- Is any of our content wrong?
- What did you find useful about the guide?

Please email your feedback to **ADF.Transition@defence.gov.au**

We look forward to receiving your feedback, and wish you a successful transition.



SECTION 11:

Final words and ADF Transition Centre locations

SECTION 11: Final words and ADF Transition Centre locations

Final words

All members of the ADF will return to civilian life at some point in their career. Transition is a significant period of change in the life of a member and their family. Being prepared can minimise the stress involved in transition and make it a positive and successful experience.

Transition tips:

- it is important to think about life after your ADF career
- leaving full-time service is not being disloyal or disrespectful. Your contribution to the ADF is highly valued and appreciated
- being prepared will help to reduce the stress around transition
- having a positive transition can provide confidence for your post transition life
- engaging with ADF Transition during the transition process is mandatory, but will also provide you with support to complete your administrative requirements and personal goals
- there are a broad range of service options where you can continue to serve, or return to service in the future.

Notes:

ADF Transition Centre Locations

New South Wales

Defence Plaza, Sydney

Phone: 02 9393 2847
Email: ADFTC.SydneyCentral@defence.gov.au

Holsworthy Barracks

Phone: 02 8782 8528
Email: ADFTC.Liverpool@defence.gov.au

RAAF Richmond

Phone: 02 9393 2847
Email: ADFTC.Richmond@defence.gov.au

RAAF Williamtown

Phone: 02 4034 7805
Email: ADFTC.Williamtown@defence.gov.au

HMAS Albatross

Phone: 02 8782 8533
Email: ADFTC.Shoalhaven@defence.gov.au

Blamey Barracks

Phone: 02 6933 8511
Email: ADFTC.RMV@defence.gov.au

Gaza Ridge Barracks

Phone: 02 6055 2119
Email: ADFTC.RMV@defence.gov.au

Australian Capital Territory

DCO Deakin, Canberra

Phone: 02 6265 8806
Email: ADFTC.Canberra@defence.gov.au

Victoria

Defence Plaza, Melbourne

Phone: 03 9282 7666
Email: ADFTC.VictoriaTasmania@defence.gov.au

Queensland

Gallipoli Barracks

Phone: 07 3332 7239
Email: ADFTC.SthQueensland@defence.gov.au

Lavarack Barracks

Phone: 07 4411 7963
Email: ADFTC.NthQueensland@defence.gov.au

Northern Territory

Robertson Barracks

Phone: 08 8925 2071
Email: ADFTC.NorthernTerritory@defence.gov.au

Western Australia

Leeuwin Barracks

Phone: 08 9553 2674
Email: ADFTC.WesternAustralia@defence.gov.au

RAAF Base Pearce

Phone: 08 9553 2674
Email: ADFTC.WesternAustralia@defence.gov.au

HMAS Stirling

Phone: 08 9553 2674
Email: ADFTC.WesternAustralia@defence.gov.au

South Australia

Edinburgh Park

Phone: 08 7383 0555
Email: ADFTC.SouthAustralia@defence.gov.au

