

defence

FAMILY



SPRING 2002

MATTERS

**SPECIAL
EDITION**

Our Mission - To provide Defence Families with real information about the real Defence environment

A Moving Experience

**Combined
Services
to Make
Relocation
*easier***



Relocation Special

Managing Relocations More Effectively

Defence is pleased to announce the following improvements to the delivery of relocation services.

In recent months, Defence and DHA have been working together to improve the quality of relocation services provided to families on the move.

DHA established a team, known as the Relocations Task Force, who have been working hard to implement a number of projects that make the whole process of relocating more efficient.

The most significant project has been changing the way your relocation is managed. From July this year, DHA has introduced regionally based case management.

That means that a case manager in your losing location is appointed to oversee your relocation.

Your case manager is your first point of contact for any questions or concerns you may have about your move.

The case manager will make sure you have received the relocations paperwork and information kit so that you can complete the forms to get your relocation moving.

All case managers have been trained in customer service skills and have a good understanding of relocations entitlements, so can answer your questions about your move.

DHA has also made some major improvements to their computer

systems used to support the relocation process. These changes have increased the ability for DHA staff to provide you with information on the progress of your removal, reduced the opportunities for allowance calculation errors, and improved the stability of the systems processing your relocation.

Enhancements to DHA's telephone system have also been introduced this year. This will make dealing with the volume of calls that come through in the busy periods easier to manage and enable easier contact with your local Housing Management Centre.

Defence and DHA are hopeful that these initiatives will culminate in a smooth experience for those members and their families relocating this year.

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A note from Diane Temperley

Dear Reader

Re: defence FAMILY MATTERS Distribution

As some of you would have discovered to your annoyance, the last edition of *defence FAMILY MATTERS* was sent to your residential address, instead of your postal address. Furthermore those personnel without a readily accessible letter box, or even postal service, at their residence may have missed out on an issue all together. If this is the case please let *defence FAMILY MATTERS* staff know, and we will mail out the last edition to you.

The previous edition also failed to advise readers of changes to the way *defence FAMILY MATTERS* is distributed. Unfortunately the address slip that was to detail the change was not used. However, as you can see, the address slip has since been corrected and the changes are now highlighted.

Many of you did the right thing by us and informed us of your change of address details. Unfortunately, due to the same privacy laws that required us to now use PMKeyS data, we cannot pass this information on. Therefore we ask that you check that the postal address lodged with PMKeyS is correct. We apologise for the waste of your time and effort and hope that it will not happen again.

On a lighter side, *defence FAMILY MATTERS* would like to welcome the families of Defence Reserve personnel, who, thanks to PMKeyS, have been included in our distribution for the first time. *defence FAMILY MATTERS* believe that Reserve personnel and their families, especially those on active service, will benefit from receiving our publication.

We hope that you enjoy this special edition on relocations, and that it provides information that makes your next move as smooth as possible.

Diane Temperley, Editor

Directorate of Relocations and Housing

The Directorate of Relocations and Housing (DRH) looks after your interests in relation to the relocation and housing services arranged by the Corporate Services and Infrastructure Group here in Defence.

Our ultimate aim is to make your move as uncomplicated as possible so that you can focus on your family and their needs during what is a hectic and sometimes difficult time.

We do this by managing the contracts for the relocations and housing service providers, who are the Defence Housing Authority and Toll Transitions. These contracts ensure ADF members and their families are provided with housing, removal of furniture and belongings, and relocation related travel and accommodation services.



The team at relocations and housing

While DRH has high level responsibilities for the services, we work very closely with the regionally based Defence Client Service Managers – Relocations, who provide feedback on how these contracts are working 'on the ground'.

One of DRH's more interesting roles is to determine Defence's housing needs for the future. We work directly with the Navy, Army, Air Force and other key Defence groups to identify potential needs, particularly when significant personnel moves occur. We then work with the Defence Housing Authority to ensure there are appropriate housing solutions in each location to provide for ADF members and their families.

Getting information from our stakeholders is critical to us providing you with suitable housing and successful relocations. We regularly meet with representatives from Navy, Army, Air Force, Defence Housing Authority, Toll Transitions, Defence Families of Australia, Defence Community Organisation, and the relevant Defence policy areas to develop ways of improving the services provided to you. Together we have achieved improvements in the quality and standards of housing, providing carton kits, and door to door vehicle freight.

Our team has recently reached full strength, and we are now working to develop better ways of delivering housing and relocation services that meet your needs. ✍

Overseas Postings

If you are going on long term posting overseas (must be more than six months) your only contact for your removal and payment of entitlements is the Overseas Administration Cell, located at Campbell Park Offices in Canberra.

The Overseas Administration Cell manages the removal process for all ADF members proceeding on posting overseas and also on return to Australia.

Once members receive notification of their posting overseas (long term only) they should initiate contact with the Overseas Administration Cell so they can forward a briefing package to you.

Remember that the Defence Housing Authority is responsible for your housing requirements, e.g. when vacating your current SR/RA residence and finding a housing solution on your return to Australia. You should contact your losing Housing Management Centre before you leave, and on return to country, contact your gaining Housing Management Centre.

Members can contact the Overseas Administration Cell by: Phone FREECALL from within Australia
1800 355 879 Fax (02) 6266 3734
Email: overseasadmincell@cbr.defence.gov.au

MAILING ADDRESS
OVERSEAS ADMINISTRATION CELL
CP2-3-164
Campbell Park Offices
CANBERRA ACT 2600
AUSTRALIA

OUTSIDE AUSTRALIA
Phone +61 2 6266 3771
Fax +61 2 6266 3734 ✍

Feedback Mechanisms

Defence, the Defence Housing Authority, and Toll Transitions value your feedback. All feedback provides us the opportunity to improve the service you receive.

Who should I contact to provide feedback, (praise or complaints) regarding the services provided by the Defence Housing Authority (DHA) and Toll Transitions?

Your first point of contact should always be with the organisation responsible for the delivery of the service. The tables on page 28 show how you can communicate with each organisation. Your local DHA and Toll Transitions office should always be your first point of contact.

DHA is responsible for the delivery of housing and relocation services for members of the Defence community.
See page 28 for contact details.

How long should it take to receive acknowledgment/response from DHA to my queries/concerns?

DHA's customer service charter commits to responding to your queries and concerns within specified timeframes. You can expect:

- Telephone enquiries to be answered promptly during normal business hours
- If your issue is unable to be resolved on the telephone immediately, that you will receive a response or progress update as soon as possible, or by the next working day
- An acknowledgment of your written correspondence within five working days
- To be attended to within five minutes of arrival at a DHA office. *Please note that you will need an appointment to meet with a Case Manager about your relocation.*

Toll Transitions is responsible for arranging and managing the removal of your furniture, personal effects and vehicles.

See page 28 for contact details.

How long should it take to receive acknowledgment/response from Toll Transitions to my queries/concerns?

The acknowledgment/response time will depend upon your method of contact. If you contact your closest office by phone your queries/concerns will be attended to within 24 hours. Any correspondence will be acknowledged/responded to within 24 hours of receipt by Toll Transitions.

Who else can I talk to about relocations issues?

Defence Families of Australia (DFA)

The DFA organisation is made up of service spouses who represent the interests of service families. Defence, the Defence Housing Authority (DHA) and Toll Transitions work closely with DFA on housing, relocation and removal matters. The National Convenor of DFA sits on DHA's Board of Directors to ensure the views of families and DHA tenants are provided. You can contact DFA by phoning **1800 100 509**.

The Defence Client Service Manager-Relocations Network

Each region has a dedicated Defence Client Service Manager – Relocations (CSM-R). CSM-R's are employed by Defence to assist you, and to work with DHA, Toll Transitions, and the Defence Community Organisation in your region to make relocation easier for you and your family. Each CSM-R possesses extensive experience in all aspects of relocations and housing. In some regions, Assistant Client Service Managers–Relocations are also available to provide support.

The CSM-R network provides you with an avenue to provide valuable feedback on how you feel about how the process is now working.

See page 32 for contact details. ➤

Useful Information to Help You With Your Relocation

Defence and the Defence Housing Authority (DHA) are committed to ensuring the problems faced by members relocating last Christmas are not repeated. DHA will meet specific performance standards and has made many improvements already to make your relocation a more positive experience.

These changes, which have been implemented by DHA to deliver a smooth, less disruptive relocation process, include the establishment of a decentralised case management system. Under this system, a DHA representative in your area will manage your relocation.

While Defence aims to ensure NO member is inconvenienced during their relocation, we acknowledge that, even with the most meticulous planning, some problems may arise.

Please remember that if you do experience any trouble, particularly in relation to the payment of allowances and your movement plan details, *that you contact your DHA case manager at the local DHA Housing Management Centre immediately.*

If you have any further difficulty after contacting DHA, please contact your local Defence Client Service Manager-Relocations in your region who will address your issue through the appropriate channels. **See page 32 for contact details.**

Defence, in conjunction with DHA, Toll Transitions, Defence Community Organisation and Defence Families of Australia, have provided the following hints to make your relocation as smooth as possible:

Seven Steps to a Smooth Relocation

- 1 Read all the information sent to you about your removal – be aware of your rights and responsibilities.
- 2 Complete *all* of the forms – contact DHA or Toll Transitions if you have any questions.
- 3 Decide on a departure or uplift date – the processing of your relocation is *completely* dependent upon this date.
- 4 Return the forms promptly – DHA and Toll Transitions appreciate your assistance in providing your details to them as soon as you can.
- 5 Supply any additional information to support your request, especially for change in personal circumstance relocations – DHA can help you identify what documentation you need.
- 6 Talk to your DHA Case Manager about your housing solution – DHA can take you through all of your permanent housing options.
- 7 Check what you must do before leaving your current residence – read the DHA Tenancy Handbook if you live in a Service Residence or check your lease if you live in private rental accommodation.

Remember, for any relocation or housing issues contact your local DHA Housing Management Centre, see page 28 for contact details, and for any removal issues contact Toll Transitions on 1800 819 167.

If you still have a concern, contact your local Client Service Manager-Relocations. See page 32 for contact details. ♣



Application for relocation

An Overview of the New DHA Personalised Relocations Process

Please be aware that this is only a general overview of the relocation process, and that the processes may not apply to all members.

ADF Posting Order Received

- When Defence sends a member serving in Australia a posting order, a copy of that posting order is also sent to the Defence Housing Authority (DHA).
- DHA will then send to you, at your unit, a relocation pack, which includes an Application for Relocation form, Entitlements and Allowances booklet, Direct Credit Authorisation form, and a Toll Transitions Easy Move Kit.
- You will need to complete the Application for Relocation and the Inventory.
- Send the completed documents to your local DHA Housing Management Centre to begin the process of relocation and housing allocation.



Entitlements and Allowances Booklet



Relocation Pack



Interview with Removal Consultant

Our photos show SGT Brent Newman actually organising his family's relocation at the DHA Housing Management Centre in the ACT

HMC Case Manager Assigned

- Once DHA has received your Application for Relocation form you will be assigned a Case Manager to manage your relocation.
- You may also receive a pin number which will allow you to use the online housing selection tool HomeFind.



Arriving at the HMC

Housing Allocation Section (If you are in a Service Residence)

- A DHA staff member will contact you to arrange a relocation consultation.
- The relocation consultant will:
 - * resolve any concerns and questions
 - * conduct a pre-vacation inspection
 - * identify any maintenance or potential tenant charges issues and
 - * provide you with a farewell kit.
- A case manager will also be assigned to you in your **new/gaining location**.
 - * They will contact you to arrange for a relocation consultant to visit you when you move into your new Service Residence.
- Choose a Service Residence with assistance from the DHA Housing Management Centre and HomeFind (the online housing selection tool).
 - * HomeFind allows you, via the internet, to view service residences that are available for you to occupy in your new location (in accordance to your family composition, rank entitlements, date of arrival and new locality) and enable you to secure a home.

Moving Out

- Once your Application For Removal and your inventory have been assessed, and the Housing Management Centre has sent the approved inventory to Toll Transitions, you will be sent a movement plan which will confirm your:
 - * travel,
 - * temporary accommodation,
 - * removals, and
 - * entitlements (Please note you may not receive this information until two weeks before your uplift date).
- A Pre-lift inspection will be held by a relocation consultant to follow up on tenant charges issues. (Service Residence)
- *Please note* that your payment for entitlements will be made in accordance with Defence policy.
- Removal of all your furniture and effects by Toll Transitions.
- Toll Transitions will notify you directly of uplift and contractor arrangements.

Transition

- DHA provides temporary accommodation for service personnel and their families during the removal process.
- A relocation consultant from your gaining location will contact you to book a welcome visit if your Service Residence solution has been identified.

Moving In

- Meeting with relocation consultant – handing over of Service Residence keys.
- Welcome kit received for your Service Residence.
- Arrange for you to sign the Uniform Tenancy Agreement for your Service Residence.
- Delivery of furniture and effects by Toll Transitions.

Living

- 24 hour emergency maintenance service.
- Annual inspections of Service Residence.
- Ongoing Housing Management Centre contact.

See page 28 for contact details. ➤



Finalising relocation arrangements



Rosie French – DHA Liaison

defence *FAMILY MATTERS* recently paid a visit to the Defence Housing Authority's Housing Management Centre in Canberra.

We met with the delightful Rosie French, who is the newly appointed DHA/Defence liaison officer.



Rosie French

Rosie is the DHA link in the partnership between people such as the Chaplains and the Defence Community Organisation, who all work together to improve the lives of ADF members and their families.

As a Defence spouse herself, Rosie brings that all-important empathy to her job. She has walked in your shoes and understands completely the challenges that you sometimes face. She also understands the many positive aspects of being a Defence family and is keen to build on those positives and improve DHA's input into your housing solutions.

One of the many tasks that Rosie is involved with is working closely with the Defence Community Organisation in the

ACT to promote and foster a supportive and nurturing Defence community. A local Defence family who was experiencing difficulties when the serving member was away, recently benefited from this new partnership arrangement. The partner of the serving member said '... I didn't realise that there was such support available for wives and I now know services are available, and if I am happy and contented, so will the soldier be'.

As a contributing player to this happy housing solution, Rosie says 'I love this job, I enjoy meeting people, and the positive outcomes that we can achieve together, make it all worth while'.

This DHA/Defence liaison officer position is a new role introduced by DHA this posting cycle. You will find similar Rosies in Sydney and Darwin at this stage.

See page 28 for DHA Housing Management Centre contact numbers. ▶



Defence Housing

A U T H O R I T Y

the home of service

Toll Transitions' Service Improvements

Easymove Home Kit

Toll Transitions' new Easymove Home Kit has been revised to become the first designed specifically for Defence members. The *Easymove Home Guide*, Edition 2, benefits from the input of a cross section of Defence, Defence Families of Australia and DHA personnel. It contains information vital to your smooth removal.

We have condensed the most critical information into a separate booklet so you can refer to it when you need it most.

Also in the kit is information on our Valet Unpack Service – user pays, at a most competitive price (and at no cost to approved DSNMG members), and the fridge magnet is back!

Remember, the information contained in this Kit differs from and supersedes all previous versions.

Toll Transitions' Website

Improvements to Toll Transitions' website includes easy access for Defence members to their own site – visit:

www.tolltransitions.com.au/defence

We will appreciate your feedback on the site and how we can improve it for you.

Indemnity Cover

Toll Transitions, through its contract with Defence, provides cover to \$100,000.00 of inventory value in each member's removal of household and personal effects. Members with inventories exceeding \$100,000.00 in value may still purchase top-up indemnity from Toll Transitions.

Carton Kits

From 1 August members will benefit from a new and improved carton kit service. Toll Transitions will ensure the carton kit delivered to each member meets their needs in their removal. This will be done by Toll Transitions closely scrutinising inventories, telephoning members and otherwise doing whatever is reasonable.

Carton kits' content has been enhanced.

In addition to a better mix of cartons in kits, we have supplementary packs of portarobes to be delivered with the standard and mini kits, as required.

A standard carton kit now has 4 portarobes, 5 standard cartons, 2 book cartons, a priority carton, paper and marking pen. A mini kit contains 2 portarobes, 2 standard cartons, 1 book carton, a priority carton, paper and marking pen.

Feedback from members and their families on the effectiveness of this new arrangement will be appreciated.



Door to Door Vehicle Removals

You now have the option of having your vehicle picked up from your home address and delivered directly to your new residence. Please bear in mind that in some remote locations you may still have to drop off and pick up your vehicle from the Provider's depot.



Easymove Home Kit



Moving your vehicle?





Easymove Home Guide

Toll Transitions' Service Process for Defence Members

Toll Transitions delivers Easymove Home Kits in bulk as requested by DHA, Canberra. Your Easymove Home Kit has been developed in consultation with Defence, members, support groups and DHA.

Where your posting involves a removal you will receive an Easymove Home Kit in your Relocations Pack. This will be sent to your work address.

Thoroughly read the 'Toll Transitions Easymove Home Guide – Defence' and 'Critical Removal Information Booklet' prior to completing your Removal Request and Inventory.

If you have any questions regarding your removal contact Toll Transitions' freecall **1800 819 167**.

The more notice Toll Transitions receives the better your move will be.

Forward your Removal Request and Inventory to DHA for authorisation. Once authorised, DHA will forward those papers to Toll Transitions to arrange your removal.

A Toll Transitions staff member will phone you to:

- Determine your carton kit needs;
- Confirm with you that all the information supplied is current and correct; and
- Answer any questions that you may have.

Toll Transitions needs about 10 days to get the best quality service and price for your removal.

Your carton kit will be delivered to your place of residence, seven days prior to pre-pack.

Carton kits are made up of portarobes, standard cartons and book cartons, and are provided for you to pack only your clothes or other personal items you may wish to pack. Be aware of the indemnity implications of not having the removalist pack other items.

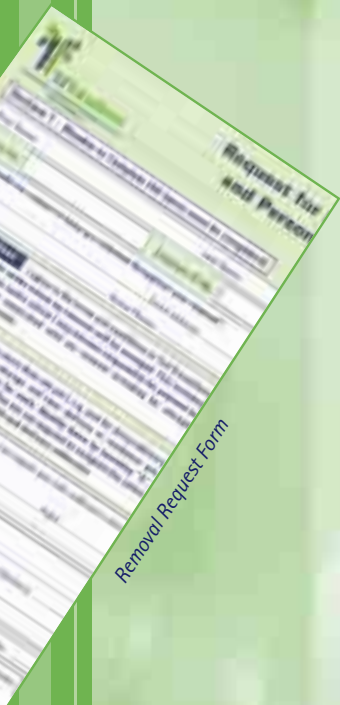
A Toll Transitions staff member will contact you by the method requested by you on your Removal Request, to advise you of our removalist undertaking your removal, their contact details and the dates of pre-pack, uplift, and delivery.

Our removalist will contact you to arrange a mutually convenient time for a **Pre-Removal Survey (PRS)**. Don't hesitate to contact our removalist if you don't hear from them in a reasonable time before your pre-pack date.

Be aware of whitegoods and other items you will need to prepare yourself, as detailed in the Toll Transitions Easymove Home Guide.

During **pre-pack**, usually the day before the uplift, the removalist packs your packable effects into cartons.

On your day of **uplift**, our removalists will protect and pack all furniture items in the truck, or container, together with cartons packed at pre-pack. Read the Easymove Home Guide to understand the importance of our removalist's Inventory Condition Report (ICR) and things to watch out for before signing.



Removal Request Form

Delivery will be to the address nominated on your authorised Removal Request. For goods being delivered from store, allow up to five working days from the time Toll Transitions receives your authorised request from DHA, to your preferred delivery date. Before your delivery our removalist will call you on the contact number provided to Toll Transitions to agree a mutually suitable time to commence your delivery. Once again be mindful of signing our removalist's paperwork only when you are satisfied it is accurate.

A Toll Transitions staff member may visit you at sometime during your removal to ensure everything is going to plan, however if you experience difficulties with your removal or have any questions, call Toll Transitions' freecall **1800 819 167**.

'New Focus', a market research company, acting independently or through Toll Transitions, may phone you seeking your feedback on the quality of your removal. Defence agrees with this initiative, which supports Toll Transitions' supplier management and continuous improvement commitments.

If you need to claim for removal related loss or damage to your household and personal effects:

Be aware of the indemnity implications of packing or unpacking your cartons.

- If an essential item is lost or damaged, call Toll Transitions' freecall **1800 819 167**.
- For non-essential items, complete the claim form in your Easymove Home Kit.
- Lodge the claim form with Toll Transitions' Indemnity Management Centre (IMC) within 14 days of delivery.
- Call Toll Transitions' IMC with any enquiry about their management plan for your claim.

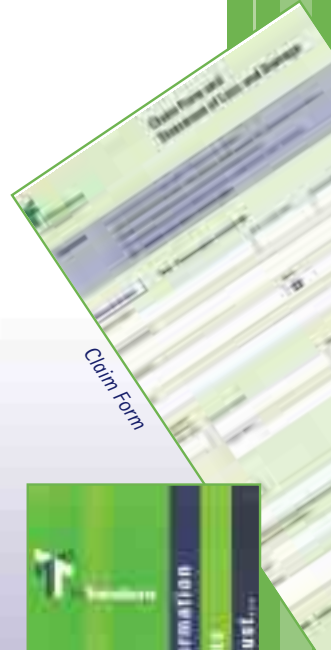
'New Focus' may phone claimants for their feedback on the quality of service they receive. ✍

Be Organised – Read Your Easymove Home Guide

Information Critical to your satisfactory removal

- Return your removal paperwork to DHA as early as possible before your requested removal dates.
- Provide relevant personal and contact details on the Removal Request form.
- Provide details of your removal requirements on the Removal Request form.
- Describe uplift and delivery residence access/entry difficulties.
- Complete inventory form supplied. Include ALL indoor/outdoor furniture items. (**Value all items including packables realistically**)
- Items that cannot be moved – Check the **Easymove Home Guide**.
- Items not covered by Indemnity – Check the **Easymove Home Guide**.
- Provide dimensions of large or unusually shaped items.
- Complete separate inventories if effects being moved to separate locations. (e.g. gaining locality and storage)
- Advise DHA of any change to your itinerary.
- Discuss your removal requirements with the Removalist during the Pre-Removal Survey.

This Personal Checklist is useful for both the experienced and inexperienced mover. You can use this checklist to update the numerous contact details you will collect over the next few weeks or use it as a guide to ensure you have all aspects of your removal covered.



Claim Form



Critical Removal Information Booklet



Your Personal Checklist

Continued from page 11

Your Obligations – at Uplift

- Have the Removalist explain the plan for your removal – discuss any issues.
- Be there! – don't leave the house. *(Our contract requires our removalist to leave your premises if you do)*
- If you can't be there, appoint an agent. Your agent acts as and for you in your removal.
- Pack clothing and, if you choose, personal papers. *(Indemnity will not apply to items packed by you unless there is total loss of, or obvious damage to, the carton)*
- Empty and dry your fridge & washing machine. Secure washing machine bowl. *(Refer to manufacturer's instructions for securing the washing machine bowl)*
- Have waterbeds emptied and dried.
- Dismantle large pre-fabricated furniture items, garden sheds and children's play equipment. *(Check the Easymove Home Guide for other items to prepare yourself)*
- Guide the Removalist on a final check of residence, yard, shed – to ensure everything has been picked up and sign the Inventory Condition Report (ICR) when you are satisfied it is accurate.

Your Obligations – at Delivery

- Be at your residence at the agreed time and be there throughout the delivery. *(Our contract requires our removalist to leave your premises if you do)*
- If you can't be there, appoint an agent. Your agent acts as and for you in your removal.

- Have the removalist unpack all boxes except clothing. *(Indemnity will not apply to any cartons you elect to unpack yourself unless you report obvious damage to a carton)*
- Check all items have been delivered and record any obvious loss or damage on the ICR. Sign only when satisfied it is accurate. Call **1800 819 167** with any issues. *(Recording any damage will support any claim you may make)*

At Uplift the Removalist Must:

- Park the removal vehicle on the road adjoining the house. If it is parked elsewhere you may be responsible for damage to lawns, driveways etc.
- Carry out your uplift within reasonable hours. *(Check the Easymove Home Guide for acceptable working hours)*
- Discuss their plans with you and keep you informed.
- List accurately your possessions and their condition on the ICR.
- Suitably pack all items except clothing.
- Remove castors, dismantle beds, dressing table mirrors and other furniture. *(As described in the Easymove Home Guide)*
- Protect your carpets.
- Protect your possessions during wet weather.



At Delivery the Removalist Must:

- Park the removal vehicle on the road adjoining the house. If it is parked elsewhere you may be responsible for damage to lawns, driveways etc.
- Carry out the delivery within reasonable hours. *(Check the Easymove Home Guide for acceptable working hours)*
- Arrive at your residence at the time agreed.
- Place furniture as requested. *(Note: Removalists are required to place furniture once only)*
- Re-assemble all furniture they have dismantled at uplift.
- Unpack all cartons except clothing. *(Call 1800 819 167 if any issues)*
- Protect flat surfaces onto which they unpack, with protective pads.
- Remove all cartons/packing material. *(Refer to the Easymove Home Guide if you elect to unpack cartons yourself)*
- Provide you your copy of the ICR noting any loss or damage, for you to sign. *(Sign only when satisfied it is accurate. Call 1800 819 167 with any issues)*

If You Experience Removal Related Loss or Damage

- Contact Toll Transitions on freecall **1800 819 167**.
- If an 'essential item' e.g. fridge or washing machine, is damaged – we'll arrange urgent repair or hire of a replacement.
- Complete and return your claim form to our Brisbane Indemnity Management Centre, PO Box 294 Albert Street BC Brisbane Qld 4002, within 14 days of your delivery.

Removal of Your Vehicle – Including boats, caravans, motorcycles etc

- Transit Insurance for your vehicle is not provided under our arrangements with Defence. Check with your Comprehensive Insurer or arrange cover through your nominated vehicle carrier.
- If you do not arrange insurance you may be required to pay for any damages incurred in transit.

The Easymove Home Guide contains more detailed information on all these points. Read it thoroughly. Be fully informed. Be prepared for your move. ✓

Valet Unpack

An additional service offered by Toll. Please note that this service is not paid for by Defence and is at your own cost and responsibility.



VALET UNPACK SERVICE

Transform your chaotic, carton-filled house into a comfortable new home...

- Goods unpacked with care and put away in cupboards
- Cupboards, shelves and benchtops wiped clean
- Beds made and kitchen useable immediately
- Empty cartons readied for collection by removalists

From \$250 available in all capital cities and major regional centres



Call our toll-free number **1800 819 167** for direct connection to your nearest Toll Transitions office or visit our web site at www.tolltransitions.com.au

Defence Relocation Services Workshop

On 7 June this year, Judy Swann, the National Convenor of Defence Families of Australia (DFA) and Judy Lachele, the Director-General of the Defence Community Organisation jointly convened a meeting of all the key providers of relocation services to Defence members and their families.

Feedback from the DFA Posting Survey 01/02 identified a number of areas where the management and execution of relocation support to members and families could be improved.

The purpose of the Workshop in June was to look at ways to make relocations easier and more efficient. Representatives from Defence Families of Australia, Head Defence Personnel Executive, the three Services, the Defence Community Organisation, Public Affairs and Corporate Communications, Personnel Policy and Employment Conditions, Corporate Support and Information Group, the Action Plan for People Team, the Defence Housing Authority and Toll Transitions participated in this one-day Workshop.

A number of important recommendations flowed from the Workshop. These included an agreement to:

- Improve the quality of information exchanged between the agencies responsible for providing relocation services.
- Improve the quality of publications and booklets that aim to share information about services and a locality prior to a posting.
- Improve the quality and timeliness of information available to members and families to assist in the decision-making associated with postings and removals.

- Provide more personalised assistance to members and their families particularly during the period of preparation for a move and the period immediately following arrival in a new location.

All key areas represented at the Workshop are progressing many of the recommendations that flowed from the DFA Survey, and the Relocation Workshop.

Defence is committed to providing members and their families with a comprehensive range of information, support and services to minimise the sense of disruption or disorientation that can occur during relocations.

Defence recognises that the requirement for members, and therefore their families, to be geographically mobile is a key challenge of military service. If you have any suggestions about how your relocation experience could be improved, please do not hesitate to discuss your ideas with:

Defence Community Organisation on:
1800 020 031
Defence Families of Australia on:
1800 100 509
Defence Housing Authority on:
1800 626 698
Toll Transitions on:
1800 819 167 ☎

FIND
| 800 020 031 |
Family Information
Network for Defence

Review of the Defence Spouse Employment Assistance Program

Defence understands and acknowledges the important role that the partners of ADF members play in supporting the military member. The unique and mobile lifestyle of the ADF member and their families can pose considerable difficulties for spouses/partners seeking employment. Defence provides a number of initiatives aimed at assisting Defence families when relocating on posting and are committed to maintaining or improving the services provided.

The current Defence Spouse Employment Assistance Program (SEAP) was established in July 1997 to address some of the employment difficulties experienced by the civilian spouses/partners of ADF members when moving to a new area.

In March 2002, the Defence Community Organisation commissioned *urbis keys young*, to conduct an independent review of current spouse employment assistance being offered by Defence and to carry out a needs analysis to determine the requirements for the provision of a successful employment assistance program.

In conducting the review, *urbis keys young* staff held in depth focus group discussions with ADF spouses/partners in 24 locations across the country. They also consulted with key stakeholders within Defence including Defence Families of Australia.

The review provided an opportunity for ADF spouses/partners to provide their first hand experience on the difficulties of obtaining employment. This feedback provided Defence with a broad picture of the range of difficulties experienced in obtaining employment and a number of other issues affecting Defence families.

It was highlighted in the report that a majority of Defence spouses/partners are either working or actively seeking employment. Their workforce participation rate is higher than the general population, however, the unemployment rate is also higher among ADF spouses/partners than that of the general population.

The report provides a valuable tool for the understanding of issues facing ADF spouses/partners when seeking employment following a Defence move. There are a number of recommendations for improving the current employment initiatives and for developing a substantially wider range of support options to meet the diverse employment needs of ADF spouses/partners.

The Defence Community Organisation will research and develop a new spouse employment program that better meets the needs of ADF spouses/partners in consultation with the key stakeholders in Defence.

The vision for the new Defence Spouse Employment Assistance Program, to be launched in 2003, is that 'ADF spouses who want paid employment and require assistance in preparing for work, will have access to service that enhance their work readiness and assist with placement'.

While a new program is being developed, the Defence Community Organisation will continue to offer spouse employment assistance through the current Work Readiness Training and Professional Registration Expense Payment programs.

If you would like further information on the review report, copies of the Executive Summary can be obtained by contacting your local Defence Community Organisation office or from www.dco.dod.gov.au

See page 29 for contact details.



We've Got a New Name

The Defence Families of Australia (DFA) is the new official name for the National Consultative Group of Service Families (NCGSF).

Despite a substantial growth in members and an increasing awareness of the group within Defence, the NCGSF has often battled with its long name.

Judy Swann, National Convenor, explains 'For 16 years we have been an effective group within Defence, made up of Defence spouses and representing the interests of families, but our name has always been hard to pronounce and remember.'



Judy Swann

The DFA's new mission statement 'A voice for Defence Families' captures the exact purpose of the group when it was formed in 1986. Judy Swann says 'We provide a forum for Defence families to have a say about Defence life and what things could be improved to enhance their quality of life. As Defence spouses ourselves, we know what its like out there and how Defence can help you with deployments or relocations.'

Defence has a strong history of listening to this group and many policies have been introduced or improved as the result of the great work of the voluntary spouses. Defence Families of Australia currently has over 250 members. If you would like more information, please call Judy Swann on **1800 100 509** or visit **www.defence.gov.au/dfa**

DFA
Defence Families
of Australia

A voice for Defence Families

From Someone Who's Been There...

As a Defence spouse I have lived through many removals and know exactly what you are going through right now:

- 'I need to lock down a good house!'
- 'What and where are the best schools?'
- 'I'll have to resign - but I love this job!'
- 'What's the jail term for murder???'

It's a tough time isn't it? Sure you know that this is part of being in love with that uniformed person, but it's still very stressful. After many removals I have some professional and personal advice for you.

As National Convenor of Defence Families Australia (DFA) here are some tips...

- Try to get your paperwork (Application for Removal and Inventory) in as soon as possible. This will really help get the ball rolling and allow you to get onto HomeFind and look at properties in your new location. If you have any questions about the paperwork, please call your Case Manager at the local DHA office. They can assist you with anything to do with relocations.
- Once you are on HomeFind - don't panic if there aren't many properties to look at. DHA can't put them on screen until people have confirmed their own removal dates, so it may be that not many people have confirmed the dates that they are moving out! So again, please call your DHA Case Manager.

See page 28 for contact details.

- I know it's hard when your head is swirling, but try to read all of the paperwork sent to you. You will read about the obligations of removalists, who to call if you need assistance and other important information. To be honest, it's boring stuff, but very important!

- Remember that the removalists are contracted to treat your belongings (and you) with respect and to **UNPACK** breakables. Don't feel pressured into signing paperwork if you haven't had a chance to check all boxes. There are numbers to call even if you are in the middle of a removal and you have questions.

See page 28 for contact details.

- Defence has a Defence Community Organisation office in each location to help you get information on the area you are moving to such as, spouse employment assistance and education/schooling information. Call them! They'll send information to you and visit you in your new home.

See page 29 for contact details.

- USE ALL OF THE SERVICES THAT DEFENCE OFFERS - they are there for YOU!

On a personal note:

- Pack the kettle and coffee cups last, and put them in the 'Priority Carton' with remote controls, a kids video etc. Also include some loo paper, soap and a towel. The Priority Carton will be the first thing off the truck at the other end.
- Throw some tea bags into your fridge before they put it in the truck- they absorb any moisture or smells.
- Try to have an email account that you don't have to change - easier to keep in touch with family and friends.
- The occasional murderous thought (the slow and painful kind) kept me afloat through many removals, but I'm sort of used to having him around! Looking back, it wasn't that bad after all.

Good luck
 Judy Swann
 National Convenor Defence Families
 Australia
 1800 100 509

DFA
 Defence Families
 of Australia
 A voice for Defence

Choosing a School

Parents are more aware today when it comes to appraising the facilities of the schools where their children usually spend the first seven years of primary school and then another six years of their lives at secondary school.

Just how do you choose a school? How do you judge whether your child's school is doing a good job? How do you 'rate' your school to find out how well it compares in a number of areas that are important to you?

Remember, times have changed and they are likely to change even more rapidly during your child's schooling.

A good test to use is when you visit a school, see how welcoming it is there. Does the school make you feel at ease? Is the staff eager to attend to your needs and provide assistance? Do staff engage you in conversation and show interest in you? While this is no scientific gauge, it tells you that they way they treat you as a visitor is more than likely the way new families are welcomed, and in the longer term how children are welcomed and assisted. If you feel welcomed and made to feel special when you arrive then you can look forward to becoming a part of that school community very quickly.

The checklists that follow are intended to provide you with a guide only. Draw up a list of what is important and of interest to you and then seek an interview with the principal.



Questions You May Wish to Ask Supportive School Environment

- How are the individual needs of students identified and met?
- Are students with special needs welcomed and supported?
- Are parents actively encouraged to be involved in learning support and curriculum development? Do parents assist with reading, maths, excursions etc?
- Are there social interactions between members of the school community – staff, parents and students?
- Which teaching methods are most of the staff using? Traditional? Multi-Age? Family Grouping? Cooperative Learning?
- Where different styles of teaching methods exist, do all year levels offer a choice of these styles?
- Is there a strict uniform policy?
- What is the procedure for voicing parent concerns and issues? Are parents involved in the decision making in the school?
- Does the school have a sun safety policy? Does this apply to sport? Do children have access to covered play areas?
- Is the behaviour management policy available to take home and read? Is it adhered to by all staff?
- Does the school have a Bullying Policy and is it available for parents to read?
- Does the school have a Student Council? How are student issues raised, listened to and acted upon?
- Is the school's collaborative school review and school development plan available?

Resources/Curriculum

- What sporting activities are offered?
- Is caring for school pets part of the curriculum?
- Is there a homework policy? What is the amount of time each night that should be devoted to this activity?
- What is the school policy on excursions and camps? Are there set excursions/ camps for each year level?
- What languages are offered under the LOTE (Languages Other Than English) Program?
- Which year level does LOTE commence?
- What is the basis for school reports? Are parent/teacher interviews conducted and if so, how often?
- Is there a process for dealing with school bullying and harassment?
- Do all classes have access to computers and printers? Are they used extensively across the curriculum? At what year level?
- Do classes have regular library lessons? Is the library well equipped? When is the library opened for students' use?
- Is there an instrumental music program? What types of bands are offered? What cost? How are students selected for particular instruments? Does the school supply instruments?
- Is the school actively involved in caring for our environment? Does the school recycle paper, aluminum cans and items for a compost heap? What part does environmental studies play?

Physical Environment

- Are the school grounds well kept?
- Are there sports areas, swimming pool, ovals, courts and play areas?
- Do children have access to the library and sports equipment during lunch times?
- Are children's play areas separated into year levels?
- Are there group activities offered outside of school hours? Chess? Basketball? Football?
- Is there a tuckshop? Are healthy foods offered for sale?
- Can uniforms be purchased from the school?
- Is there a before and after school program? Is vacation care offered?
- Does the school have A Safety House program?
- How many students in the school?
- Does the school have a road safety program? Is there a supervised road crossing each morning and afternoon?
- Is there bus transport from home to school available?

You know that you have chosen a good school when your child feels happy and safe in the school environment. ✓



Changing Schools, Teachers and Friends

During the last twelve months Defence has been working in conjunction with the Department Education, Science and Technology exploring the issue of the *Effects of Student Mobility on Learning Outcomes*. The research project was conducted by KPMG under the leadership of Mr Geoff Noblett.

Many ADF families contributed to this study and the final report is to be launched later in the year. Below is an article that was printed in the latest 'School Insight', a publication from Department Education, Science and Technology, which provides some preliminary comments on the research to date.

Mobility is a complex issue whose causes and effects, and the relationships between these, are not always easy to determine. Surveys published by the Australian Bureau of Statistics during 1999 and 2000 estimated that 30% of residents from households with children moved at least once over three years.

In most schools, there is some degree of mobility. The point at which mobility may have an adverse impact on learning outcomes is not always clear from the research literature. The research suggests that the effects of mobility can be seen as negative, neutral or even beneficial, depending on the circumstances of the move (e.g. forced, imposed or preferred).

Mr Noblett recently shared his views on the key issues confronting mobile students and some preliminary research findings.

Editor: Can you explain how you collected information from teachers, students and parents about student mobility issues?

Mr Noblett: Methods used included an online survey of parents and teachers, interviews with education authorities and Department of Defence personnel across Australia, and focus

groups with students, parents and teachers in Victoria, Queensland and the Northern Territory.

Editor: How many groups did you sample? What sorts of schools were involved and what was the response rate?

Mr Noblett: In all, 250 people participated in the initial consultation process and a further 301 teachers and 369 parents responded to the project survey. We have been very fortunate with the level of cooperation that we have received from schools. Consultations have taken place with schools in metropolitan, regional and remote locations where high levels of mobility are apparent. Employment, lifestyle, family, financial and cultural factors all contribute to these high levels of student mobility.

Editor: What do the preliminary findings tell you about the issue of student mobility?

Mr Noblett: Early indications are that, where low levels of mobility are evident, there is no perceptible impact on learning and, for some students, there are actual benefits in moving from one school to another. A clear message that has been consistently reported in consultations across Australia needs to be stressed:

High levels of mobility compound other factors that have a negative impact on learning outcomes, and student learning has an inverse relationship with mobility - the higher the less likely that learning at an age appropriate level is expected to occur.

Other issues that may have an adverse impact on student learning are school starting ages and year level placements, variations in State/Territory curriculum content and teaching methodologies, and the absence of effective mechanisms for tracking and monitoring school transfer.

Editor: Are there any particular findings that surprised you?

Mr Noblett: In addition to some readily identifiable groups of mobile students such as the children of Defence Force personnel and contract workers, there appears to be growing group of highly mobile families whose patterns of movement are indiscriminate. Families in this group are often the most marginalised and the least likely to access support structures that may be in place to minimise any negative impact of mobility. Often in these situations there is also a strong link between mobility and high levels of absenteeism from school.

In order to minimise the potential negative effects of mobility for all students and particularly those from marginalised families, we need to do more in terms of tracking students and connecting their teachers so that information may be transferred enabling learning to continue.

More information about the findings of this research project will be provided in later editions of defence *FAMILY MATTERS*. ✍



A Moving Success Story

By Michael Grose

Moving home can be plain hard work for parents and kids. Packing and unpacking, saying good-bye to familiar faces and places can be difficult enough when you move interstate or to another region, the move becomes that much harder. Cut off from broader family and friends, the feeling of isolation can be very real.

During the recent school holidays I spent a week with a friend and his family who had recently moved interstate as a result of promotion at work. I was surprised to see how well the three children had settled in after two months. I knew that they resented the move and they had initial difficulties settling in, but they all appeared happy and had made new friends at their respective schools.

They were keen to show me around the area and chatted away about their new school. Their only lament concerned the increased amount of homework that they received compared to their Victorian school.

Part of the apparent success of the move was due to the children's natural ability to adapt to new situations. They tend to be able to let go of the past a bit quicker than we adults. Change can mean excitement for kids whereas it can be just plain scary for adults. But the children's parents can take some of the credit because they had gone to great lengths to make the transition as smooth as possible.

My friends used the following strategies:

- As early involvement is the key to a successful move, they talked with the children about aspects of the move that included them. They took on board features children wanted when they were looking for a new house. Once the house was chosen they took photos of each room and put them in a photo album so they could browse through it at will.

Continued from page 21

- They talked up the positives about the move while listening carefully to the children's concerns. Some adept emotional coaching occurred as the children's sadness and anxieties were taken seriously rather than dismissed.
- Both parents put their own lives on hold in the early stages of the move. The children's mother put off going back to work so she could be available for her children before and after school. When kids are going through changes one thing they need is a patient parent rather than one who is distracted by work.
- Popular family rituals were maintained. They continued with their ritual of eating take away on Friday nights even though they were a reasonable distance from a store. This familiarity let them know that not everything had changed.
- The children were encouraged to bring one friend at a time home so they could form relationships with children outside school. Often when children play in groups they don't have the chance to get to know one child well.
- They stayed in touch with their old friends. In the first days after the move they maintained special friends in Melbourne in very unusual ways. Their nine year old son made an audio tour of the house, while another child sent frequent e-mail messages to all her friends. Noticeably, as time passed the contact with old friends dropped away.

In many ways the interstate move was far harder on the parents than the children. The latter seemed to have moved on with their lives very nicely and it was the parents who needed to attend to themselves – get out more and meet new people, develop their own interests and have some well earned partner time. Does that sound familiar?

For more ideas about raising kids visit Michael Grose's website:
www.parentingideas.com.au

How to Help Children Through the Moving Process

It's that time of the year when many Defence families prepare for another move. Moving house, locality and State is 'part and parcel' of being a Service family, yet every move can still be potentially stressful for your children if they are not properly prepared.

- Tell your children as soon as a posting is confirmed. Try to include them in the decision-making discussions from the start.
- Always discuss the move in positive terms, an adventure, and an opportunity to meet new friends, a chance to see and do different things. If you are positive about your move, this will influence your child's thinking. Yes, a move can be disruptive to family life but it can also be enjoyed and be an enriching and stimulating experience for your family.
- With any move there are negatives and positives but often the attitude of the family play a big part in this.
- Try to obtain as much information as possible about the new area and discuss it with the family. Informative booklets, tourist agent pamphlets on local attractions and community guides from councils. Buy a map of the new area and discuss how you are going to get there and how long the journey will take.
- Speak to the Family Liaison Officer at your local Defence Community Organisation for information on the new location.



- Older children and teenagers may feel that moving on this occasion is the end of their world. You can ease their anxieties by being honest and straight and providing them with as much positive information and support as you can. Get them to research the new location on the internet and brief the rest of the family on their findings.
- With younger children, your task is not such to win their enthusiasm as to keep them content and safe through the hustle and bustle of moving. Maintain as normal a routine as possible and try to take breaks from the planning and packing to visit a friend or favourite playground.
- Constantly remind and always reassure the younger child that the family will stay together. Reassure your child that all the family (Mum, Dad, brothers, sisters, dogs, cats) as well as the beds, chairs, tables, books, toys and bicycles will be moving too.
- Talk honestly with your children about leaving friends. Discuss the different ways of keeping in touch with good friends, e.g. writing, phoning, e-mail, tapes etc. and the opportunities of meeting new people in the new area.
- Assist your child to make an address book to keep in touch with their friends. Reassure them that friendships do survive long distance relationships!
- While there are many decisions to be made in association with a move one of the most important issues facing families is the education of their children and how they will be affected by the move. With such a variety of educational systems in existence and numbers of schools to choose from, just where does one start?

- You should visit the child's present school as soon as it is known that you will be posted.
- Become aware of the child's education standard, difficulties, strengths and socialising skills. These can be recorded in a **Student Information Portfolio** obtained from the Regional Education Liaison Officer at your local Defence Community Organisation.

See page 31 for contact details.

- The local Regional Education Liaison Officer can link you to the Regional Education Liaison Officer in the new location who will be able to discuss schooling available in the area you are relocating to. Information on schools in the new area is readily available.
- On arrival at the posting locality present the information from the previous school to the new one. **Confidently** voice your opinion with regard to your child's education. If not satisfied, approach the Regional Education Liaison Officer to discuss your concerns.
- It may take time to settle in, but with understanding, your children will soon be enjoying their new home. Don't let difficulties escalate, nip them in the bud. Moving can be a positive experience for children if handled well.

For educational advice and information contact the Regional Education Liaison Officer in your area.

See page 31 for contact details for your local REDLO. ✓

Education



Home is Where the Family is – Moving House with Children

The Australian Early Childhood Association, specialist early childhood publishers, had received requests from parents, including some ADF families, to write a book about moving house.

The Australian Early Childhood Association approached the Defence Community Organisation (DCO) about two years ago to explore the option of writing and producing a book together that would be of benefit to Defence families and to the wider community. DCO agreed that such a book would be invaluable to ADF members and their families.

Home is Where the Family is – Moving House with Children is written by Pam Linke, who has written several other best selling early childhood titles. Pam trained as a social worker and has completed further studies in children's literature and early education.

To gather first hand knowledge of the challenges and experiences of ADF mobile families, Pam visited a number of Defence child care centres and interviewed ADF members, their families and DCO staff. DCO also provided editorial comment, ensuring the book provided solution and advice to meet the challenges experienced by ADF families.

Home is Where the Family is – Moving House with Children will be of assistance to families who have children in the early childhood years and will provide suggestions and ideas for managing the move.

Please contact your local DCO office for a copy of the booklet.

See page 29 for contact details.





Posting Plans for Families with Special Needs

Posting is a trying time for any Defence family, even more so when family members have special requirements. The Defence Special Needs Support Group (DSNSG) can help you through this sometimes worrying time, by assisting you with a personalised Posting Plan. A Posting Plan, is a coordinated plan of action to find and access information on available support and services at your new location.

DSNSG can organise respite, therapy, assist with medical information, housing needs, early intervention as well as link you in with any relevant organisations. In addition, in most cases, we can put you in touch with another family that has similar special needs.

This is a free service offered to families registered with the Defence Special Needs Support Group. So if you are posted, and have a special needs member in your family, let's work together and make this move as stress free as possible.

To get your Posting Plan off the ground, ring the National Support and Information Line on **1800 037 674** and speak to Margaret Fisk, DSNSG National Coordinator.

Toll Transitions Provides Special Support

Toll Transitions recently joined the group of organisations that provide assistance to the Defence Special Needs Support Group.

Toll Transitions announced a joint venture with the Defence Special Needs Support Group whereby it would provide a valet un-packing service on removal for eligible DSNSG families.

'This type of support is greatly overdue' said Margaret Fisk, DSNSG National Coordinator. 'This service will reduce the stress and the impact that a move has on some families, particularly where a spouse has a physical disability.'

'By becoming a Supporting Partner, Toll Transitions has demonstrated its commitment to provide specialised support to families with special needs.'
DSNSG **1800 037 674**



Special Needs



Support to Families With Special Needs

DI (G) PERS 42-5

Additional Guidance for Applications for Special Needs Pre-Posting Visits

- A Special Needs Pre-Posting Visit (SNPPV) is not an entitlement. It is a measure of assistance designed to assist members when posted to a new location when the family is not able to arrange future assistance **from old location** for a special needs dependant.
- Application forms can be obtained via the DEFWEB and/or any local Defence Community Organisation Office.
- A copy of the letter or recognition is required as part of the SNPPV application.
- DCO staff are available to provide assistance to families.
- Not all situations require a SNPPV, rather many issues can be addressed via the telephone or seeking the assistance of the most appropriate person in the new location.
- The approving authority for SNPPV is the CO of the losing unit. DCO staff are available to advise the CO.
- Travel/accommodation/meals and hire care arrangements are organised by the losing unit and paid directly to the family.
- Funds for SNPPV are allocated from a central fund and special cost centre code, account code and Roman internal audit number have been established for use when processing SNPPV.
- SNPPV's are usually approved for up to 5 days for parent/guardian and the special needs dependant.
- Travel is usually by air or the most economical means, taking into account the person with special needs.
- SNPPV's are not to be confused with a House Hunting Trip which has specific restrictions placed on it.
- A House Hunting Trip is approved by DHA.
- The Defence Special Needs Support Group National Coordinator is also available to help Families with Special Needs prepare a plan for a visit. 🍷

SNPPV Checklist

1. SNPPV Application form (AC834) completed and signed by member.
 2. Copy of letter of Recognition of Special Needs attached.
 3. Proposed Itinerary completed - this must include dates of visit, names and contact details of people (including their position) with whom appointments have been made.
 The Proposed Itinerary may include any or all of the following.
 4. Appropriate documentation verifying the need that a SNPPV is required.
 If SNPPV is primarily based on:

| | | |
|---------------------|---|--|
| a) Education issues | ➔ | Letter from the receiving education department/authority, OR Letter from the Regional Education Liaison Officer (REDLO) |
| b) Therapy issues | ➔ | Letter from the receiving therapy department or organisation |
| c) Respite issues | ➔ | Letter from the receiving respite agency |
 - Note the following.

| | |
|----------------|---|
| Medical issues | - SNPPV are not normally used specifically for medical appointments etc. as these can be arranged at the losing location via telephone contact. |
| Housing issues | - SNPPV are not normally used specifically for housing issues, but housing can be combined with any of the above. |
 5. CO approval given.
 6. Travel, accommodation, meals and hire care arrangements completed by unit.
 7. Member notified of SNPPV approval and travel details.
- Additional supporting documentation may include:
- a) Letter from Defence Community Organisation
 - b) Letter from Defence Special Needs Support Group National Coordinator

Pets on the Move

Pets are a very important part of the Defence family and have their own relocation policy when it comes to moving time.

You may be reimbursed for reasonable expenses that are incurred in the removal of any number of household pets owned by the ADF member or by their dependents.

Reasonable expenses include:

- Transportation.
- Hiring of pet containers (be aware that the purchasing of pet containers is not covered by this policy).
- Kennelling while the member is in temporary accommodation in the losing and gaining localities.
- Vet fees if the vet or carrier believe sedation is necessary.

Pet relocation reimbursement is paid after the relocation. You will need to keep all of the receipts to claim the allowance. Contact your Defence Housing Authority Housing Management Centre in your new location for the allowance claim form.

Remember that you will need to supply evidence of your expenses when you submit the completed form – so keep all receipts.

This pet relocation reimbursement is for your household pets only. If your animals are used for economic or business purposes, then they are not covered by this reimbursement.

If you are relocating on an overseas posting, you will need to speak with the Overseas Removal Cell who can provide you with further information about your specific pet relocation entitlements. The pet relocation is not paid in conjunction with overseas removals.

Further detail about this policy can be found in the ADF Pay and Conditions Manual (PACMAN) Chapter 4 Part 5.

See page 32 for FIND contact details.

Please check with your local vet for any special preparation that you might need to undertake in order to make Tom Kitten's or Rover's relocation as stress free as possible.



Another move no worries!



All too easy!

Defence Housing Authority Contact Details

Phone: DHA's Customer Service Line on **1800 249 711**
 Email: **Clientservices@dha.gov.au**
 Letter: The Customer Service Manager
 Defence Housing Authority
 26 Brisbane Avenue
 BARTON ACT 2600
 Emergency: **1800 626 698**
 (for any emergencies while in transit)



Contacting your local Defence Housing Authority Housing Management Centre

| | | | |
|-------------|---------------------|---------------|---------------------|
| Adelaide | 08 8245 7800 | Brisbane | 07 3355 8800 |
| Cairns | 07 4041 4700 | Canberra | 02 6268 3700 |
| Darwin | 08 8901 7100 | Hunter Valley | 02 4983 5300 |
| Ipswich | 07 5461 5000 | Melbourne | 03 9947 8101 |
| Nowra | 02 4421 1500 | Perth | 08 9210 3400 |
| Sydney | 02 8836 5700 | Tindal | 08 8972 8000 |
| Toowoomba | 07 4699 1300 | Townsville | 07 4626 1800 |
| Wagga Wagga | 02 6933 7200 | Wodonga | 02 6049 2300 |



Toll Transitions Contact Details

Phone: **1800 819 167**
 (this number will automatically redirect you to the local office)
 Email: Via the website – **www.tolltransitions.com.au/defence**
 Letter: The Customer Service Manager
 Toll Transitions
 Group Service Delivery
 Locked Bag 4
 FYSHWICK ACT 2609
 Emergency: **1800 819 167** (after hours calls responded to within 24 hours)



Defence Personnel Executive Defence Community Organisation Contact Details

DEFENCE COMMUNITY
ORGANISATION
HEADQUARTERS (DCO HQ)

Campbell Park Offices
CAMPBELL ACT 2601
FAX: (02) 6266 4440
PH: (02) 6266 4951

Mailing Address:
DCO
CP2-4-157
Department of Defence
CANBERRA ACT 2600

NEW SOUTH WALES REGION

REGIONAL OFFICE

Level 3, Defence Plaza
270 Pitt Street
SYDNEY NSW 2000
FAX: (02) 9377 3295
PH: (02) 9377 3345

Mailing Address:
DCO Regional Office NSW
Locked Bag 18
DARLINGHURST NSW 2010

SYDNEY NORTH OFFICE

Level 3, Defence Plaza
270 Pitt Street
SYDNEY NSW 2000
FAX: (02) 9377 3344
PH: (02) 9377 3314

Mailing Address:
Locked Bag 18
DARLINGHURST NSW 2010

SYDNEY NORTH (RANDWICK OFFICE)

DCO Office
Randwick Barracks
RANDWICK NSW 2031
PH: (02) 9349 0298

SYDNEY SOUTH OFFICE

DCO Office
Liverpool Military Area
Moorebank Avenue
LIVERPOOL NSW 2170
FAX: (02) 9600 4866
PH: (02) 9600 4864

SYDNEY WEST OFFICE

Building 14
Delarue Street
RAAF BASE RICHMOND NSW 2755
FAX: (02) 4587 1129
PH: (02) 4587 1130

SYDNEY WEST (ORCHARD HILLS OFFICE)

DCO Office
Defence Establishment (DEOH)
Northern Road
ORCHARD HILLS NSW 2748
FAX: (02) 4587 1129
PH: (02) 4587 1130

SYDNEY WEST (GLENBROOK OFFICE)

RAAF SUGLEN
Great Western Highway
GLENBROOK NSW 2748
(correspondence to Orchard Hills office)
PH: (02) 4587 1130

NOWRA OFFICE

Level 2, Suite 2, Bridgeton House
55-57 Berry Street
NOWRA NSW 2541
FAX: (02) 4423 0622
PH: (02) 4421 3855

HUNTER OFFICE 1

RAAF Base
Building 225
McNamara Drive
WILLIAMTOWN NSW 2314
FAX: (02) 4964 6976
PH: (02) 4965 1880

HUNTER OFFICE 2

DCO Office
Symons VC Road
Lone Pine Barracks
SINGLETON NSW 2331
FAX: (02) 6570 3337
PH: (02) 6570 3348

ACT/WAGGA WAGGA REGION

REGIONAL OFFICE

Ground Floor
21 Napier Close
DEAKIN ACT 2600
FAX: (02) 6265 8730
(02) 6265 8777

WAGGA WAGGA OFFICE

235 Baylis Street
WAGGA WAGGA NSW 2650
FAX: (02) 6931 0007
PH: (02) 6931 0011
Mailing Address:
PO Box 490
WAGGA WAGGA NSW 2650

SOUTHERN REGION INCORPORATING VICTORIA/ TASMANIA/SOUTH AUSTRALIA

REGIONAL OFFICE

1st Floor, 661 Bourke Street
MELBOURNE VIC 3001
FAX: (03) 9282 3027
PH: (03) 9282 3028



MELBOURNE OFFICE

1st Floor, 661 Bourke Street
 MELBOURNE VIC 3001
 FAX: (03) 92823022
PH: (03) 9282 3244

FRANKSTON OFFICE

2nd Floor, Landmark Centre
 454 Nepean Highway
 FRANKSTON VIC 3199
 FAX: (03) 9781 3976 or
 (03) 9770 1362
PH: (03) 9783 9344

HMAS CERBERUS OFFICE

Tuesdays only
 FAX: (03) 5950 7235
PH: (03) 5950 7362

MELBOURNE WEST OFFICE

Building 98, Cnr Tangmere &
 Shrewsbury Street
 RAAF Williams
 LAVERTON VIC 3027
 FAX: (03) 9256 2311
PH: (03) 9256 2268
 Mailing Address:
 C/- DCSO-Williams
 RAAF Williams
 LAVERTON VIC 3027

SALE OFFICE

7 Hudson Avenue
 RAAF Base
 EAST SALE VIC 3852
 FAX: (03) 5146 6015
PH: (03) 5146 6029
 Mailing Address:
 Orderly Room
 RAAF Base
 EAST SALE VIC 3852

PUCKAPUNYAL OFFICE

Vivi Street
 PUCKAPUNYAL VIC 3662
 FAX: (03) 5735 7726
PH: (03) 5735 7731
 Mailing Address:
 MILPO
 PUCKAPUNYAL VIC 3662

MACLEOD OFFICE

19 McNamara Street
 MACLEOD VIC 3085
 FAX: (03) 9455 3864
PH: (03) 9455 3422

ALBURY/WODONGA OFFICE

Defence Community Support Centre
 NORTH BANDIANA VIC 3694
 FAX: (02) 6055 2293
PH: (02) 6055 2130
 Mailing Address:
 MILPO
 BANDIANA VIC 3694

TASMANIA OFFICE

Anglesea Barracks
 Davey Street
 HOBART TAS 7000
 FAX: (03) 6237 7247
PH: (03) 6237 7135

**SOUTH AUSTRALIA
 SUB REGION**

REGIONAL OFFICE
 Building 60
 Keswick Barracks
 KESWICK SA 5035
 FAX: (08) 8305 6122
PH: (08) 8305 6231

QUEENSLAND REGION

REGIONAL OFFICE

B1 Victoria Barracks
 Petrie Terrace
 BRISBANE QLD 4001
 FAX: (07) 3233 4537
PH: (07) 3233 4201
 Mailing Address:
 Locked Bag 4
 Roma Street Post Office
 BRISBANE QLD 4003

BRISBANE OFFICE

71 Osborne Road
 MITCHELTON QLD 4053
 FAX: (07) 3855 2224
PH: (07) 3855 2822
 Mailing Address:
 DCO Brisbane
 MILPO
 ENOGGERA QLD 4052

AMBERLEY OFFICE

Hudson Road
 RAAF Base Amberley QLD 4306
 FAX: (07) 5461 1679
PH: (07) 5461 1678

DARLING DOWNS OFFICE

25/49 RQR
 O'Quinn Street
 TOOWOOMBA QLD 4350
 FAX: (07) 4633 7091
PH: (07) 4633 7092
 Mailing Address:
 PO Box 1617
 TOOWOOMBA QLD 4350

TOWNSVILLE OFFICE 1

Nathan Business Centre
340 Ross River Road
AITKENVALE QLD 4814
FAX: (07) 4779 0078

Mailing Address:
MILPO
Lavarack Barracks
TOWNSVILLE QLD 4813

TOWNSVILLE OFFICE 2

323 ABW
RAAF Base
TOWNSVILLE QLD 4810
FAX: (07) 4752 1150
PH: (07) 4752 1151

CAIRNS OFFICE

3 Jensen Street
MANOORA QLD 4870
FAX: (07) 4032 1340
PH: (07) 4053 9300
Mailing Address:
c/- HMAS CAIRNS
Draper Street
CAIRNS QLD 4870

**WESTERN AUSTRALIA
REGION**

REGIONAL OFFICE

Leeuwin Barracks
Riverside Drive
EAST FREMANTLE WA 6160
FAX: (08) 9311 2202
PH: (08) 9311 2310
Mailing Address:
DCO
Locked Bag 5001
FREMANTLE WA 6959

ROCKINGHAM OFFICE

23 Simpson Avenue
ROCKINGHAM WA 6168
FAX: (08) 9527 6611
PH: (08) 9553 5138

PEARCE OFFICE

Family Services Centre
RAAF Base Pearce
BULLSBROOK WA 6084
FAX: (08) 9571 7016
PH: (08) 9571 7015

**NORTHERN TERRITORY
REGION**

REGIONAL OFFICE

Tybell Street
WINNELLIE NT 0820
FAX: Area Team (08) 8935 7901
PH: (08) 8935 7900
Mailing Address:
PMB13
WINNELLIE NT 0820

TINDAL OFFICE

DCO
Tindal Community Centre
Easton Parade
TINDAL NT 0853
FAX: (08) 8973 6135
PH: (08) 8973 6186
Mailing Address:
DCO
322 CSW, LMB 300
TINDAL NT 0853

Regional Education Liaison Officer (REDLO) Phone Numbers

| | | | | | |
|-----|---------------------|-----|---------------------|-----|---------------------|
| ACT | 02 6265 8746 | NSW | 02 9377 3316 | VIC | 03 9282 3006 |
| TAS | 03 6237 7191 | SA | 08 8305 6648 | QLD | 07 3233 4206 |
| NQ | 07 4771 1532 | WA | 08 9311 2379 | NT | 08 8935 7906 |

Defence Client Service Manager-Relocations Contact Details

| | | |
|-------------------|------------------|--------------|
| Adelaide | Helen Massa | 08 8393 2109 |
| Bandiana/Wagga | Paul Smyth | 02 6055 2187 |
| Brisbane | Brian Grear | 07 3332 6975 |
| Cairns | Chris Legg | 07 4053 9304 |
| Canberra | Steve Skelly | 02 6266 2052 |
| Darwin | Patrick Smythe | 08 8935 4346 |
| Hobart | Sue Teague | 03 6237 7278 |
| Liverpool | Carey Byrne | 02 9600 4100 |
| Melbourne | John Vernall | 03 9282 3667 |
| Nowra | Margarita Thomas | 02 4421 3855 |
| Perth | Bob Smith | 08 9311 2641 |
| Richmond | Carol Sedgman | 02 4587 2314 |
| Sydney | James McLachlan | 02 9377 2146 |
| Tindal | Catherine Stamp | 08 8973 6005 |
| Toowoomba/Ipswich | Chris Gordon | 07 4659 5728 |
| Townsville | Merv Dicton | 07 4723 9438 |
| Williamtown | Roger Lamothe | 02 496 46964 |

FIND | 800 020 03 |

Family Information
Network for Defence

defence
FAMILY
MATTERS

We really do want to know what you think. Therefore, your feedback good or bad, is welcome. We're determined to make this newsletter a publication you look forward to.



DEFENCE
PERSONNEL

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