

Defence Relocations and Housing Managers

By Denice Woods, Assistant Director Operations Relocations and Housing

DID YOU KNOW – Defence Support Group (DSG) has a dedicated Defence Relocations and Housing Manager based in each Region? At the local level the Defence Relocations and Housing Manager is the primary Defence representative with Defence Housing Australia (DHA) and Toll Transitions. Defence Relocations and Housing Managers are employed to assist ADF members and their families by liaising with DHA, Toll Transitions and the Defence Community Organisation in each Region to make their relocation easier for them and their families. The Defence Relocations and Housing Managers have considerable experience in all aspects of relocations and housing.

The ultimate aim of the Defence Relocations and Housing Manager is to ensure that you and your family experience high quality customer service as you undergo a removal or change to your housing situation. The Defence Relocations and Housing Manager also contributes by ensuring Defence receives the appropriate standard of relocation and housing services by being aware of what is expected of our contractors and what the members and their families are experiencing.

The Defence Relocations and Housing Manager network actively seeks feedback from members on the complete relocation service. This feedback is used to provide management in Defence and the service providers with information on how members feel about their removal experience but more importantly, the feedback is used to ensure that all removals and future removals are as stress free as possible. A Defence Relocations and Housing Manager may visit you during an uplift or delivery to discuss and assess the standard of service being provided. In some instances they will contact you after a relocation to discuss whether the relocation met your expectations. In the past, these discussions have revealed region-wide trends or issues which have been addressed with contractors.

If you have an inquiry regarding your housing maintenance/ allocation or relocation services, do not hesitate to contact your local Defence Relocation and Housing Manager. Furthermore if you are dissatisfied with the service provided or decision made by DHA or Toll Transitions your local Defence Relocations and Housing Manager will assist you to address and resolve your concerns.

In summary the key services offered by the Defence Relocations and Housing Manager to members and the Defence community are:

- the provision of Relocation and Housing advice to members and their families;
- the maintenance of customer/provider relationships by participating in regular meetings and discussions with DHA and Toll Transitions managers to resolve issues and identify trends and improvement opportunities;
- the resolution of issues/complaints in relation to the provision of housing provision, maintenance, allocation, itinerary management and removals; and
- the provision of advocacy on behalf of members and their families to resolve disputes with DHA or Toll Transitions arising from the provision of relocation, removal and housing services.

DRHM Contact Details

DRHM Location	First Name	Surname	Phone	Mobile
Adelaide	Bill	Griggs	(08) 8305 6551	0407 211 389
	Leo	Pope	(08) 8305 6553	0418 801 981
Bandiana	Lea	Gayfer	(02) 6055 2187	0439 452 291
Brisbane	Brian	Grear	(07) 3332 6975	0402 824 035
	Tania	Smith	(07) 3332 6994	
	Lisa	Mason	(07) 3332 6992	
Cairns	Merv	Dicton	(07) 4771 7922	0408 457 468
	Toni	Padgham	(07) 4771 7831	0409 587 028
Canberra	Joanne	Payne	(02) 6127 2898	0404 823 766
	Treena	Stone	(02) 6127 2897	0404 823 765
Darwin	Louize	Jowitt	(08) 8935 4346	0438 924 351
	Aprile	Williams	(08) 8935 4583	0428 285 038
Hobart	Tracey	Pannell	(03) 6237 7277	0418 651 744
Hunter	Roger	Lamothe	(02) 4964 6964	0413 728 512
	Neysha	Johnston	(02) 4928 6565	0429 127 082
Liverpool	Linda	Smith	(02) 8782 4100	0409 125 687
Nowra	Steve	Daley	(02) 4421 3855	0428 441 808
Perth	Allan	Purdue	(08) 9311 2376	0408 970 557
Richmond	Sara	Sullivan	(02) 4587 2314	0408 481 880
Southern Victoria	John	Gaffney	(03) 9282 3667	0407 462 437
	Christine	Sarkies	(03) 9282 3628	
Sydney	Teresa	Wright	(02) 9377 2146	0420 308 387
	Carmen	Azzopardi	(02) 9377 2148	0408 972 933
Tindal	Suzie	Meakins	08 8973 6594	0429 780 211
Toowoomba / Ipswich	Chris	Gordon	(07) 4631 4414	0419 103 415
Townsville	Merv	Dicton	(07) 4771 7922	0408 457 468
	Toni	Padgham	(07) 4771 7831	0409 587 028
Wagga	Debbie	Simms	(02) 6937 4220	0428 238 046