

HIB Number: 000742

Date/Time
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Subject: ADF MEMBER CLAIMS THEFT OF JEWELLERY DURING DEFENCE
RELOCATION

Comment
Action Area HDSO

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HOT ISSUE BRIEF

ISSUE: ADF MEMBER CLAIMS THEFT OF JEWELLERY DURING DEFENCE RELOCATION

SENSITIVITY: This matter may attract media interest as member has contacted the "Sunrise" television program in the hope of assisting recovery of the items.

KEY ISSUES:

- A Defence family were recently relocated from Darwin to [REDACTED] Ipswich). Uplift was on [REDACTED] and delivery to [REDACTED] on [REDACTED].
- Defence was contacted by the member's spouse advising that expensive jewellery was missing after the removal.
- It is alleged that items were removed from a sealed shipping container packed and unpacked by [REDACTED] removalists.
- The jewellery was not mentioned on the inventory provided by the member prior to the removal.
- The member's spouse has reported the loss to QLD Police and to the Minister for Defence on 17 November.
- Certain items including jewellery are not removed by Defence or covered by Defence's warranty in the event of loss, theft or damage as outlined in the Defence Relocations guide.

- All members are given a copy of this guide and agree in writing to the terms and conditions of the removal.

TALKING POINTS

ADF MEMBER CLAIMS LOSS OF JEWELLERY DURING DEFENCE RELOCATION

- I can confirm that a family recently moved from Darwin to Ipswich, and has reported jewellery items missing.
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- The items were discovered missing after the family's relocation
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- The loss has been reported to Queensland police.
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- Defence is concerned by these claims and will cooperate with Police in their investigations.
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- I cannot comment further until this matter is fully investigated by the Police.
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IF ASKED:

- It is alleged that items were removed from a sealed shipping container.
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IF ASKED: What is Defence doing to support the member?

- Defence has contacted the family to establish the details of this incident.
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- Defence will cooperate with Police in their investigations.
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IF ASKED: Is jewellery covered by Defence's insurance in the event of loss or theft?

- Certain items including jewellery are not removed by Defence or covered by Defence's warranty in the event of loss, theft or damage as outlined in the Defence Relocations Guide.
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- All members receive a copy of this guide and agree in writing to the terms and conditions of the removal.

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PA Clearance COL Jeff Squire DDGPA-OPS

Date issued: 17 November 2010

BACKGROUND:

The Member's spouse has reported the loss of significant items of jewellery during a removal from Darwin to Brisbane. The removal was granted [REDACTED]

The family claims that the relevant container was both packed and unpacked by the removalist. When the member looked into her jewellery case some time later she found items were missing. It is claimed that this is the second similar incident involving this company. Defence has a national contract with Toll Transitions for Defence relocations. Toll Transitions sub-contract individual removals.

Defence policy specifically states that removals provided at Commonwealth expense are not to include jewellery. Information provided to members prior to removals advises that Defence is not liable for several dangerous or precious items including jewellery. All members are given a copy of this guide and agree in writing to the terms and conditions of the removal.

A Defence Housing and Relations Manager has contacted the member today to ascertain the details surrounding the incident. She did not return his call and the DHRM spoke to the member's spouse.

The alleged theft has been reported to QLD Police. The family has also contacted the Minister for Defence today.

The family has also contacted Sunrise, the breakfast show on Channel 7, in hope they will be of some assistance getting the items returned.

Defence is not in a position to act further in this matter until it is fully investigated.