



ADF TOTAL WORKFORCE MODEL

FREQUENTLY ASKED QUESTIONS



ADF Total Workforce Model Frequently Asked Questions

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Introduction

This list of frequently asked questions (FAQs) is intended to be used by members and other users or administrators of the ADF Total Workforce Model (TWM). These answers will be supported by appropriate policy and guidance, including the ADF TWM User Guide.

The responses to FAQs are provided under the assumption the ADF is operating under the TWM. New FAQs will be included and information updated as required.

The FAQs included in this document have been categorised as below:

- **General Total Workforce Model Questions:** This includes questions that pertain to the model as a whole.
- **Specific Service Category (SERCAT)/Service Option (SERVOP) questions:** These sections include questions where the answers are specific to each SERCAT/SERVOP.
- **Questions applicable to all SERCATs/SERVOPs:** This includes questions where the answers are applicable to most or all SERCATs/SERVOPs.

Readers seeking further information regarding the TWM and its application are advised to also refer to the [ADF TWM Service Spectrum Fact Sheets](#) and the [ADF TWM User Guide](#).

If you have questions that are not answered in the sections below, or in the additional information resources on the website, please send an email to ADF.TWM@defence.gov.au and the Suakin Branch will respond to your question based on the information available at that stage.



General ADF Total Workforce Model Questions

1. What is the Total Workforce Model?

The Total Workforce Model (TWM) is a tri-Service framework designed to help sustain the ADF's supply of quality people into the future. It provides Defence with greater organisational flexibility and members with enhanced access to flexible service arrangements to facilitate a balance between their personal circumstances and Service needs. The TWM encourages mobility between the full-time and part-time components of the ADF and enhances the ability of the Services to draw efficiently upon different workforce mixes to meet capability demand.

For further details on the model, including information regarding its components, please refer to [Part 1](#) of the ADF TWM User Guide.

2. Why do we have the TWM?

The TWM is designed to enhance our ability to attract and retain our high quality workforce. It aims to support our members in having longer careers within the ADF by providing flexible ways to serve that best meet the needs of both members as well as their Service. By maximising the contributions of all members, the TWM enables us to maintain an operational edge by drawing on our vast range of skills and experience in a more agile and integrated way. The Services can access the right people, at the right time, in the right numbers, by drawing on talent from across a spectrum of service arrangements.

3. What does the TWM mean for me?

The TWM provides you with more opportunities to continue to develop your skills and progress with your career, while accommodating your changing life stages and personal ambitions. To achieve this, you are encouraged to be proactive and work with your Commanding Officers/supervisors, Career Managers and through your chain of command to discuss relevant opportunities. By developing long-term career plans that align your career aspirations and personal goals, the TWM can help provide you with job satisfaction and greater flexibility.



4. What is the Service Spectrum?

The Service Spectrum is the core structural component of the TWM. It comprises full-time and a range of part-time service arrangements across the Permanent/Regular and Reserve components, as well as APS who have been force assigned. The service arrangements are described in terms of Service Categories (SERCATs) and Service Options (SERVOPs).

For further information regarding the Service Spectrum, including definitions of all SERCATs and SERVOPs, please refer to [Part 2](#) of the ADF TWM User Guide.

5. How do I know which SERCAT or SERVOP I am in?

The allocation and management of members to SERCATs and SERVOPs will be managed by your Service. In the first instance, the Services have mapped existing PMKeyS Service Types to the SERCATs and SERVOPs. You will be notified regarding your SERCAT/SERVOP allocation by your Service, via your chain of command. Your SERCAT/SERVOP details are available through PMKeyS Self Service, found under Rank and Contract details. The relationship between commonly used PMKeyS 'Service Types', prior to implementation of the TWM and the corresponding SERCAT and/or SERVOP has been summarised in Appendix A of [Part 3](#) of the ADF TWM User Guide. A complete list is also provided in [MILPERSMAN](#) Part 2, Chapter 5 – *Australian Defence Force Total Workforce Model Service Spectrum*.

6. Will I be able to transfer between SERCATs?

(In the context of the TWM, transfer is the means by which members move from one SERCAT to another, or the activation or deactivation of a SERVOP. These transfers could be within their Service or between Services).

Yes, members in SERCATs 2–7 are able to apply to transfer across the Service Spectrum or between Services. Transfers will be subject to Service approval, and are dependent on your meeting the eligibility and selection criteria relevant to your Service, rank, employment group and position. A SERCAT transfer will not occur into or out of SERCAT 1, which is applicable for APS who are force assigned only.

Members in SERCATs 3, 5 and 7 serving in SERVOP G cannot transfer between Service ADF Gap year programs. Members in SERVOP G can apply for a transfer to another SERCAT (out of SERVOP G), in any Service, at any point during their SERVOP G service. A participant's status as an ADFGY participant will cease upon transfer to an ongoing form of service.

Current members are not able to apply for transfer into SERVOP G.



The transfer process is initiated by completion of [Web Form AC853 – Application to Transfer Within or Separate from the ADF](#). For more guidance on transferring or completing, please refer to [Part 3](#) of the ADF TWM User Guide.

7. Are my conditions of service affected by the TWM?

The TWM introduces some minor changes to conditions of service across the Service Spectrum in order to ensure that tangible and intangible benefits which Defence offers reflect the capability delivered by members in each SERCAT/SERVOP. The Services will communicate any changes in advance of changes coming into effect.

One change that has taken place is the introduction of the [Reserve Assistance Program \(RAP\)](#). The RAP builds on existing ADF mental health programs, ensuring that a comprehensive level of support is extended to all eligible Reserves and their immediate families. Defence delivered this initiative in support of the TWM in enabling greater utilisation of the Reserve workforce to deliver capability.

There are no proposed amendments to the current determination for tax-free pay to reservists, and there are no proposed amendments to the current arrangements for reservists regarding superannuation.

For a detailed overview of the conditions of service relevant to each SERCAT and SERVOP, please refer to [Part 2](#) of the ADF TWM User Guide.

8. Are ADF career management processes affected by the TWM?

The TWM has not resulted in any significant changes to existing career management processes. Your Service ensures that appropriate career management practices are in place to support you, including those who serve in a part-time capacity. Members who undertake SERCAT 6 (flexible service arrangements) or follow non-traditional career paths are supported by their Service to build their skills and experience and pursue career opportunities within the ADF.

9. What does the TWM mean for Commanding Officers/ supervisors?

The TWM introduces a more responsive structure that supports Commanding Officers/supervisors to access a wider talent and skill pool to fill positions and deliver capability, whilst enabling their workforce to undertake flexible ways to serve.



The Commanding Officers/supervisors are encouraged to foster a culture of awareness and acceptance of members who undertake flexible service and/or non-traditional career paths. Ultimately this assists in promoting a cohesive workforce that meets the long-term capability needs of Defence.

10. What is ForceNet and how does it support TWM?

[ForceNet](#) is a secure e-portal that connects Defence members with their Service, the Defence organisation and each other. The internet-based platform is accessible anytime, anywhere via multiple media (desktop, tablet, mobile device). Its functionality allows users to:

- undertake administration
- share information
- form professional and social groups
- view Defence jobs.

ForceNet is expected to better enable adoption of the Total Workforce Model by simplifying administrative processes, improving Reserve data, improving delivery of accurate and targeted communications, allowing matching of skills to capability, and enhancing the delivery of training and workforce planning.

For more information on ForceNet, please refer to [Part 3](#) of the ADF TWM User Guide.



SERCAT 1 Questions

1. What is SERCAT 1?

SERCAT 1 has been included in the ADF TWM to recognise the direct contribution made by certain Defence APS employees to ADF capability. As a SERCAT 1 employee, you are an employee of the Australian Public Service (APS) who is force assigned. This means that you have been assigned for command and control purposes to Chief of Joint Operations (CJOPS), normally to accompany or assist the ADF on operations or exercises.

For further information regarding SERCAT 1 and its intent, please refer to [Part 2](#) of the ADF TWM User Guide.

2. What are my obligations and conditions of service as a SERCAT 1 employee?

As a SERCAT 1 employee, you have no obligation to provide Naval, Military or Air Force service. You volunteer to be directed by Chief of Joint Operations (CJOPS), for a particular purpose, for example you may be deployed in support of a defined Area of Operation, and while deployed will be subject to the *Defence Force Discipline Act 1982* (DFDA).

The remuneration and conditions of service applicable to you will be dependent on the nature of your tasking, and are detailed in [Part 2](#) of the ADF TWM User Guide and the [Defence Collective Agreement](#) (DeCA).

3. How do I become a SERCAT 1 employee?

As an employee of the APS you may submit an expression of interest for a role that is force assigned. If you are deemed by Joint Operations Command (JOC) to be force assigned, you will then be allocated to SERCAT 1 for the duration that you are force assigned.

General eligibility criteria (including health and medical requirements) are specified in the The Chief of Joint Operations ([CJOPS Directive 03/16](#)) provides details on criteria for civilians accompanying the ADF on overseas operations. All other eligibility criteria will be specific to the location, role and position of the deployment.



4. Could I be deployed when serving in SERCAT 1?

Yes, if you have volunteered for a deployable role, as stated in your conditions of employment while force assigned.

5. Will I be recognised for deployments?

You may be eligible for the Australian Operational Service Medal – Civilian (AOSM – C) if you are employed in support of declared ADF operations. Further information in this regard is detailed in the [Defence Honours and Awards Manual](#).

6. Will I be able to transfer along the Service Spectrum?

Unless you choose to join the ADF as a military member, you cannot transfer to another SERCAT. There are no SERVOPs which are relevant to APS employees.



SERCAT 2 Questions

1. What is SERCAT 2?

As a SERCAT 2 member, you represent the standby component of the ADF and do not render service or have a service obligation. You are liable for SERVOP C (CFTS), if 'call out' provisions are enacted by the Governor-General. If you wish to render service, you must apply to transfer to another SERCAT (3–7). You must transfer to another SERCAT if you wish to serve in a SERVOP.

For further information regarding SERCAT 2 and its intent, please refer to [Part 2](#) of the ADF TWM User Guide.

2. What are my obligations and conditions of service as a SERCAT 2 member?

You have no service obligations other than being liable for call out, in which case you will be transferred by your Service to one of SERCAT (3–5) and SERVOP C (CFTS) will be activated. As you are not rendering service, you are not entitled to Reserve salary or other conditions of service. The remuneration and conditions of service applicable to you, as a SERCAT 2 member, are detailed in [Part 2](#) of the ADF TWM User Guide.

For more information regarding SERCAT 2, you may also refer to [MILPERSMAN](#).

3. How can I apply for SERCAT 2?

Any member of the ADF can apply to transfer to SERCAT 2 by submitting [Web Form AC853 – Application to Transfer within or Separate from the ADF](#) to your Service. Transfers are subject to approval and are dependent on your ability to meet eligibility and selection criteria relevant to the Service, rank, employment group and position. All Permanent/Regular and Reserve members joining post-July 2003 are obliged, upon completion of service, to transfer to SERCAT 2 for five years. Air Force enlisted members have this obligation if they enlisted post-January 1996.

For information regarding transfer eligibility and selection criteria relevant to SERCAT 2, please refer to the [ADF TWM Transfer Eligibility and Selection Criteria](#) of the ADF TWM User Guide.



4. Could I be deployed when serving in SERCAT 2?

No, not unless you are called out, in which case you will involuntarily transfer to a Reserve SERCAT to undertake SERVOP C (CFTS). You cannot render service while a SERCAT 2 member.

5. Will I be able to retain my security clearance when transferring from another SERCAT?

This question is being considered by the Australian Government Security Vetting Agency and will be updated as soon as possible (as of 1 July 2016).

6. How do I indicate my availability to provide service?

As a SERCAT 2 member, you can indicate your availability to provide service by appropriately updating your details on [ForceNet](#), informing your Career Management Agency (CMA), or by applying to transfer to another SERCAT.



SERCAT 3 Questions

1. What is SERCAT 3?

As a SERCAT 3 Reserve member, you have indicated your availability to serve, or are rendering service to meet a specified task, generally within a financial year. Your Individual Readiness requirements and associated conditions of service may be applied at your Service's discretion. You may be afforded career management oversight (eg performance appraisals, career development and training) and may be posted to fill an established position.

For further information regarding SERCAT 3 and its intent, please refer to [Part 2](#) of the ADF TWM User Guide.

2. What are my obligations and conditions of service as a SERCAT 3 member?

The service obligations, remuneration and conditions of service applicable to you, as a SERCAT 3 member, are detailed in [Part 2](#) of the ADF TWM User Guide.

You may be required to sign a SERCAT 3 agreement (SERCAT Form) to render service. If you are in SERCAT 3, but have not rendered any service, you may be moved out of SERCAT 3 at your Service's discretion. SERCAT 3 members who enlist into the ADF Gap Year program, in SERVOP G, are exempt from observing any form of Return of Service Obligations or Initial Minimum Period of Service obligations.

3. How can I apply for SERCAT 3?

Any member of the ADF is able to apply to transfer to SERCAT 3 by submitting Web Form AC853 – *Application to Transfer within or Separate from the ADF* to your Service. Transfers are subject to approval and are dependent on your ability to meet eligibility and selection criteria relevant to the Service, rank, employment group and position.

Tools such as [ForceNet](#) and Service Reserve websites should be used to search for Reserve job vacancies and to keep your personal details, as well as your military and civilian training and skills, up to date.

For information regarding transfer eligibility and selection criteria relevant to SERCAT 3, please refer to the [ADF TWM Transfer Eligibility and Selection Criteria](#) of the ADF TWM User Guide.

4. Could I be deployed when serving in SERCAT 3?

Yes, you may be voluntarily or involuntarily deployed (in the case of call out) subject to meeting the position requirements and the associated Individual Readiness requirements for



deployment. Deployment may or may not require you to serve on SERVOP C (CFTS); this is dependent on the duration of deployment, the tasking and the location. If you are serving in SERVOP G your conditions of employment preclude operational deployment, however, you may participate in domestic exercise programs and Defence Assistance to the Civil Community (DACC) tasks.

5. How is my SERCAT 3 service secured?

Your service as a SERCAT 3 member may be secured using a SERCAT Form. The use of a SERCAT 3 agreement (SERCAT Form) is determined based on the needs of the unit and/or Service. Your Service may set policy regarding the provision of Reserve Service Days (RSDs).

For information regarding the SERCAT Form, please refer to [Part 2](#) of the ADF TWM User Guide.

6. Can I retain my security clearance (from another SERCAT) if I don't have work arranged prior to transferring to SERCAT 3?

This question is being considered by the Australian Government Security Vetting Agency and will be updated as soon as possible.

7. Which Service Options (SERVOPs) are available to me?

As a SERCAT 3 member, you can apply for voluntary SERVOP C. SERVOP D is not available to you while in SERCAT 3, however, with the approval of your service, you can apply to transfer to SERCAT 5 or 6 to serve under a SERVOP D arrangement.

SERVOP G members who enlist into the Gap Year program as SERCAT 3 members, do so under specific arrangements that are different from other Permanent and Reserve members. SERVOP G conditions of service always take precedence, regardless of which SERCAT is applied.



SERCAT 4 Questions

1. What is SERCAT 4?

As a SERCAT 4 Reserve member, you have an obligation to provide capability at short notice (typically through SERVOP C (CFTS)), with the length of that notice defined by your Service. You have additional obligations in comparison to SERCAT 3 members (eg Individual Readiness compliance and higher training commitment), and in turn you receive commensurate remuneration. You may be afforded career management oversight such as performance appraisals, career development, and/or training, and are normally posted to an established position.

For further information regarding SERCAT 4 and its intent, please refer to [Part 2](#) of the ADF TWM User Guide.

2. What are my obligations and conditions of service as a SERCAT 4 member?

The service obligations, remuneration and conditions of service applicable to you, as a SERCAT 4 member, are detailed in [Part 2](#) of the ADF TWM User Guide.

It is important to note that if you do not render the agreed service highlighted in your SERCAT Form; you may be transferred out of SERCAT 4. This will, however, be at your Service's discretion.

3. How can I apply for SERCAT 4?

Air Force is currently the only Service utilising SERCAT 4. Any Air Force member is able to apply to transfer to SERCAT 4 by submitting the [Web Form AC853 – Application to Transfer within or Separate from the ADF](#) to your Service. Approval of this transfer is dependent on your ability to meet eligibility and selection criteria relevant to the Service, rank, employment group and position.

Navy and Army will not be introducing SERCAT 4, however may elect to use it at a later time.

Tools such as [ForceNet](#) and Service Reserve websites should be used to search for Reserve job vacancies and to keep your personal details, as well as your military and civilian training and skills, up to date.

For information regarding transfer eligibility and selection criteria relevant to SERCAT 4, please refer to [ADF TWM Transfer Eligibility and Selection Criteria](#) of the ADF TWM User Guide.



4. Could I be deployed when serving in SERCAT 4?

Yes, as a SERCAT 4 member you can be voluntarily or involuntarily (through call out or Call For) deployed at zero days' notice to move, subject to meeting the position requirements and the associated Individual Readiness requirements for deployment. Deployment may or may not require you to serve as SERVOP C (CFTS); this is dependent on the duration of deployment, the tasking and the location.

5. How is my SERCAT 4 service secured?

Your service as a SERCAT 4 member is secured using a SERCAT Form ([Web Form AE427 – Service Category \(SERCAT\) Form](#)). Your Service may set policy regarding the provision of Reserve Service Days (RSDs) and the circumstances where RSDs may be reduced.

For information regarding the SERCAT Form, please refer to [Part 2](#) of the ADF TWM User Guide.

6. What happens when I complete my SERCAT 4 service?

On completion your SERCAT 4 service, you may secure subsequent service by signing another Form, if your Service has given you the direction to do so. Ongoing SERCAT 4 service is not guaranteed beyond the expiry date of the extant SERCAT 4 agreement.

If no subsequent SERCAT 4 service is on offer from your Service, you must apply for transfer to another SERCAT. In the absence of a timely transfer application, your Service will transfer you to another Reserve SERCAT at its discretion.



SERCAT 5 Questions

1. What is SERCAT 5?

As a SERCAT 5 Reserve member, you are offered stability in terms of a specific pattern of service and the number of days to be served, for which you have provided commensurate commitment. That stability and commitment may be within or across financial years. Individual Readiness requirements and associated conditions of service may be applied at your Service's discretion. You are afforded career management oversight (eg receive performance appraisals, career development and training) and are normally posted to an established position.

For further information regarding SERCAT 5 and its intent, please refer to [Part 2](#) of the ADF TWM User Guide.

2. What is the difference between SERCAT 5 and SERCAT 6?

While SERCAT 5 and 6 each provide an option for a member to work other than full-time, they are very different categories. A SERCAT 6 member is a member of the Permanent/Regular Force and, as such, is liable to be posted, recalled, and/or deployed as Service needs dictate. Service in SERCAT 5 (being a Reserve SERCAT) does not include that inherent liability, other than being deployed if call-out occurs; however it does provide stability in the pattern of service. Remuneration between Reserve and Permanent/Regular Force members are very different.

3. What are my obligations and conditions of service as a SERCAT 5 member?

The service obligations, remuneration and conditions of service applicable to you, as a SERCAT 5 member, are detailed in [Part 2](#) of the ADF TWM User Guide.

If you are required to sign a SERCAT 5 agreement (SERCAT Form) to render service and you do not render the agreed service; you may be transferred out of SERCAT 5. This will, however, be at your Service's discretion.

SERVOP G members who enlist into the Gap Year program do so under specific arrangements that are different from other Permanent and Reserve members. Members are exempt from observing any form of Return of Service Obligations or Initial Minimum Period of Service obligations.



4. How can I apply for SERCAT 5?

Any member of the ADF can apply to transfer to SERCAT 5 by submitting [Web Form AC853 – Application to Transfer within or Separate from the ADF](#) to your Service. Transfers are subject to approval and are dependent on your ability to meet eligibility and selection criteria relevant to the Service, rank, employment group and position.

Tools such as [ForceNet](#) and Service Reserve websites should be used to search for Reserve job vacancies and to keep your personal details, as well as your military and civilian training and skills, up to date.

For information regarding transfer eligibility and selection criteria relevant to SERCAT 5, please refer to [ADF TWM Transfer Eligibility and Selection Criteria](#) of the ADF TWM User Guide.

5. Could I be deployed when serving in SERCAT 5?

Yes, as a SERCAT 5 member you can be voluntarily or involuntarily (in the case of call out) deployed subject to meeting the position requirements and the associated Individual Readiness requirements for deployment. Deployment may or may not require you to serve as SERVOP C (CFTS); this is dependent on the duration of deployment, the tasking and the location.

If you are serving in SERVOP G your conditions of employment preclude operational deployment, however, you may participate in domestic exercise programs and Defence Assistance to the Civil Community (DACC) tasks.

6. How is my SERCAT 5 service secured?

Your service as a SERCAT 5 member may be secured using a SERCAT Form. The use of a SERCAT Form is determined based on the needs of the unit and/or Service. Your Service may set policy regarding the provision of Reserve Service Days (RSDs) and the circumstances where RSDs may be reduced.

For information regarding the SERCAT Form, please refer to [Part 2](#) of the ADF TWM User Guide.

7. What happens when I complete my SERCAT 5 service?

If you are approaching the end of your SERCAT 5 service and/or your posting tenure and wish to continue serving as a SERCAT 5, you may be required to apply for further SERCAT 5 service. Ongoing SERCAT 5 service is not guaranteed beyond the expiry date of the extant SERCAT 5 agreement (SERCAT Form) or Posting Order.



In the event that there is no subsequent SERCAT 5 agreement (SERCAT Form) entered into, or your posting/Service tenure ends without you requesting further tenure in SERCAT 5, you may be transferred to another Reserve SERCAT by your Service.



SERCAT 6 Questions

1. What is SERCAT 6?

As a SERCAT 6 member, you have been provided access to a flexible service arrangement. Flexible service by a Permanent/Regular member is defined in policy as anything other than full-time service. The period or pattern of flexible service may vary depending on the needs of the Service and the member (currently available patterns include days per fortnight and weeks per month, months per year will be established at a later date).

You are subject to the same service obligations as other members of the Permanent/Regular Force including the inherent liability to serve on a continuous full-time basis if required to do so. Your access to SERCAT 6 is subject to your Service Chief's approval.

Accessing a flexible service arrangement does not preclude you from also accessing a flexible work arrangement (eg work from remote location).

For further information regarding SERCAT 6 and its intent, please refer to [Part 2](#) of the ADF TWM User Guide.

2. What is the difference between SERCAT 6 and PTLWOP?

SERCAT 6 is similar to the ADF's current Part-Time Leave Without Pay (PTLWOP) arrangements. PTLWOP is, by nature, a type of leave, whereas SERCAT 6 provides a mechanism for an arrangement to serve on a part-time basis which is backed by policy and legislation. Legislation empowers the CDF/Service Chiefs to offer flexible service to members of the Permanent/Regular Force through SERCAT 6.

The key differences between PTLWOP and SERCAT 6 include the duration of agreement (ie no predetermined time limit applied, (unless specified by your Service), and the pattern of service (which could include weeks per month or months per year).

3. What are my obligations and conditions of service as a SERCAT 6 member?

The service obligations, remuneration and conditions of service applicable to you, as a SERCAT 6 member, are detailed in Part 2 of the ADF TWM User Guide.

The Service Chief retains the right to revoke the SERCAT 6 Form and transfer you to a different SERCAT, including SERCAT 7, if required.



4. How can I apply for SERCAT 6?

Any member of the ADF can apply to transfer to SERCAT 6 by submitting [Web Form AC853](#) – *Application to Transfer within or Separate from the ADF* and also [Web Form AE427](#) - *Service Category (SERCAT) Form* to your Service. You cannot be compelled to serve within SERCAT 6. Transfers are subject to approval and are dependent on your ability to meet eligibility and selection criteria relevant to the Service, rank, employment group and position.

Service approval of the request is based on the applicable criteria contained within the [ADF TWM Transfer Eligibility and Selection Criteria](#). Tools such as [ForceNet](#) and Service websites should be used to search for job vacancies and to keep your personal details, as well as your military and civilian training and skills, up to date.

5. Could I be deployed while serving in SERCAT 6?

Yes, as a SERCAT 6 member, you are a Permanent/Regular member and, therefore can be deployed as required by the Service Chief.

When deployed, your working arrangement will be full-time for the period of the deployment and it is likely that you will need to transfer to SERCAT 7 for the period of the deployment. At the end of the deployment, your Service may approve you to revert to your previous SERCAT 6 arrangement.

At this stage, a period of 30 days is proposed as the notice period required to be given by the Service Chief to transfer you to SERCAT 7, including for deployment. This policy position will be a Service decision and is not prescribed in the legislation.

6. How is my SERCAT 6 service secured?

Your service as a SERCAT 6 member is secured using a SERCAT 6 Form. The Form requests information on your proposed pattern and duration of service in SERCAT 6 and, when approved, includes a Flexible Service Determination (FSD). It is not possible to serve in SERCAT 6 without having completed a SERCAT 6 Form and received an approved FSD. The minimum period for a SERCAT 6 arrangement is three months.

For information regarding the SERCAT 6 Form, please refer to [Part 2](#) of the ADF TWM User Guide.



7. What happens when I complete my SERCAT 6 service?

When your SERCAT 6 Form expires, you will either remain in SERCAT 6 (if subsequent service in SERCAT 6 has been approved as part of a subsequent SERCAT 6 Form and Flexible Service Determination) or transfer to another SERCAT. There must be no gap in your SERCAT 6 service, if you are to remain in SERCAT 6.



SERCAT 7 Questions

1. What is SERCAT 7?

As a SERCAT 7 member, you are part of the Permanent/Regular Force and as such you are obligated to provide continuous full-time service. You are afforded career management oversight (eg receive performance appraisals, career development and training) and are posted to fill an established position.

For further information regarding SERCAT 7, please refer to [Part 2](#) of the ADF TWM User Guide.

2. What are my obligations and conditions of service as a SERCAT 7 member?

As a SERCAT 7 member, you are obliged to provide continuous full-time Naval, Military, or Air Force service as required by your Service Chief. SERCAT 7 members who enlist into the ADF Gap Year program, in SERVOP G, do so under specific arrangements that are different from other SERCAT 7 members. Members are exempt from observing any form of Return of Service Obligations or Initial Minimum Period of Service obligations.

The remuneration and conditions of service applicable to you, as a SERCAT 7 member, are detailed in [Part 2](#) of the ADF TWM User Guide.

3. How can I apply for SERCAT 7?

Any member of the ADF can apply to transfer to SERCAT 7 by submitting [Web Form AC853 – Application to Transfer within or Separate from the ADF](#) to your Service. Transfers are subject to approval and are dependent on your ability to meet eligibility and selection criteria relevant to the Service, rank, employment group and position

Tools such as ForceNet and Service websites should be used to search for job vacancies and to keep your personal details, as well as your military and civilian training and skills, up to date.

For information regarding transfer eligibility and selection criteria relevant to SERCAT 7, please refer to [ADF TWM Transfer Eligibility and Selection Criteria](#) of the ADF TWM User Guide.

4. Could I be deployed when serving in SERCAT 7?

Yes, as a SERCAT 7 member you can be voluntary or involuntary (in the case of call out) deployed subject to meeting the position requirements and the associated Individual Readiness requirements for deployment. If you are serving in SERVOP G your conditions of



employment preclude operational deployment, however, you may participate in domestic exercise programs and Defence Assistance to the Civil Community (DACC) tasks.

5. Do SERCAT 7 members have to sign a SERCAT Form?

No, SERCAT 7 members are not required to sign a SERCAT Form.



SERVOP C Questions

1. What is SERVOP C?

SERVOP C is the mechanism used to engage Reserve members on a full-time basis to meet Defence's capability requirements. As a Reserve member serving in SERVOP C, you are obligated to render Continuous Full-Time Service (CFTS) for a defined period of time. You are afforded conditions of service similar to those available to members in SERCAT 7, depending on the period of service you undertake. SERVOP C may be applied to members serving in SERCATs 3, 4, and 5. SERCAT 2 members are able to be drawn upon for SERVOP C however must transfer to an applicable SERCAT to serve under a SERVOP C arrangement.

For further information regarding SERVOP C and its intent, please refer to [Part 2](#) of the ADF TWM User Guide.

2. What are my obligations and conditions of service as a SERVOP C member?

All members have service obligations that are determined by their baseline SERCAT. As a SERVOP C member, your conditions of service associated with the SERVOP will take precedence over the conditions of service associated with your baseline SERCAT.

The service obligations, remuneration and conditions of service applicable to you, as a SERVOP C member, are detailed in [Part 2](#) of the ADF TWM User Guide.

3. Under what conditions would I be required to serve using SERVOP C?

As an ADF Reserve member, you will be required to serve using SERVOP C under the following conditions:

- Voluntary SERVOP C service (as approved by the Service Chief)
- Call-for (from SERCAT 4, rather than serving RSD)
- Call out (Reserve Forces called out by the Governor-General).

You must be in SERCATs 2–5 to be eligible to apply for, or be requested to undertake, a period of SERVOP C. SERCAT 2 members, however, are required to transfer to SERCATs 3–5 in order to serve under a SERVOP C arrangement.



4. How can I apply for SERVOP C?

You can indicate your availability to provide SERVOP C service by appropriately updating your details on [ForceNet](#) and by informing your Career Management Agency (CMA).

All members in SERCATs 3–5 are eligible to apply for SERVOP C. The activation of SERVOP C is subject to the member meeting the eligibility and selection criteria for the Service, nature of service and position.

Tools such as ForceNet and Service Reserve websites should be used to search for job vacancies and to keep your personal details, as well as your military and civilian training and skills, up to date.

For information regarding transfer eligibility and selection criteria relevant to SERVOP C, please refer to [ADF TWM Transfer Eligibility and Selection Criteria](#) of the ADF TWM User Guide.

5. Could I be deployed when serving in SERVOP C?

Yes, you can be deployed from SERVOP C subject to meeting the position requirements and the associated Individual Readiness requirements for deployment.

6. How is my SERVOP C service secured?

The process for securing SERVOP C service varies across the three Services and is included in the single-Service policy.

To access the single-Service policy, please refer to [Part 5](#) of the ADF TWM User Guide.

7. What happens when I complete my SERVOP C service?

If you are approaching the end of your SERVOP C service and wish to continue serving in SERVOP C, you should discuss your options with your Career Manager. If another period of SERVOP C is not approved and undertaken, your SERVOP C will be deactivated, and you will remain in your baseline SERCAT.



SERVOP D Questions

1. What is SERVOP D?

When you are rendering SERVOP D service, your skills and experience are shared between your Service and an industry partner. The Defence and civilian employer (industry partner) arrangement is set out in an agreement between the Service/s and that industry partner (ie a Memorandum of Understanding (MOU)). SERVOP D is applied to members serving in SERCAT 5 or 6.

For further information regarding SERVOP D and its intent, please refer to [Part 2](#) of the ADF TWM User Guide.

2. What are my obligations and conditions of service as a SERVOP D member?

All members have service obligations that are determined by your baseline SERCAT. As a SERVOP D member, your conditions of service associated with the SERVOP will, where there is any difference, take precedence over the conditions of service associated with your baseline SERCAT. Specific details of service will be detailed in your SERCAT Form.

The service obligations, remuneration and conditions of service applicable to you, as a SERVOP D member, are detailed in [Part 2](#) of the ADF TWM User Guide.

3. How can I apply for SERVOP D?

Primary eligibility for SERVOP D will be determined by your skills and your potential for application in an industry partner role. If that is satisfied and you wish to apply for a SERVOP D arrangement, you must transfer to SERCAT 5 or 6, if not already in one of those SERCATs. In circumstances where you are transferring to SERCAT 5 or 6 to undertake a SERVOP D arrangement, you must also meet all baseline eligibility criteria for the relevant SERCAT.

You can apply to transfer to SERCAT 5 or 6, and/or a SERVOP D placement by submitting [Web Form AC853 – Application to Transfer within or Separate from the ADF](#) to your Service. In addition to the SERVOP D eligibility and selection criteria, you may also be subject to a selection process by the industry partner to determine your suitability for the role in industry.

Tools such as [ForceNet](#) and Service websites should be used to search for job vacancies and to keep your personal details, as well as your military and civilian training and skills, up to date.

For information regarding transfer eligibility and selection criteria relevant to SERVOP D, please refer to [ADF TWM Transfer Eligibility and Selection Criteria](#) of the ADF TWM User Guide.



4. Could I be deployed while serving in SERVOP D?

Any return to service requirement would be influenced by your baseline SERCAT (ie either SERCAT 5 or 6), and negotiated with the industry partner. As a SERVOP D member you can be deployed subject to meeting the position requirements and the associated Individual Readiness requirements for deployment.

Additionally, if you are a SERCAT 5 member on a SERVOP D arrangement and the Governor General calls out the Reserve, or a part of the Reserves that includes you, you are required to provide continuous full-time ADF service in that situation. Notwithstanding legislative requirements, your SERVOP D placement would be suspended or terminated, and you would be required to return to full-time ADF service. If the SERVOP D arrangement were to be suspended, you would return to the industry partner at a mutually agreed time.

5. How is my SERVOP D service secured?

As a SERVOP D member, your service obligations are determined by your baseline SERCAT and are, therefore, secured using the relevant SERCAT Form.

Additionally, a Memorandum of Understanding (MOU) is utilised to set the agreement between the Commonwealth of Australia (represented by the Department of Defence) and the relevant industry partner.

Lastly, your working arrangement with the industry partner is governed by the standard employment agreement utilised by the organisation for all employees. However, this employment agreement will be reviewed by Defence Legal to make necessary determinations in regards to the allocation of liability and the applicable use of the *Fair Work Act 2009* during the placement.

For information regarding this, please refer to [Part 2](#) of the ADF TWM User Guide.

6. What happens when I complete my SERVOP D service?

If you are approaching the end of your SERVOP D arrangement, you should liaise with your ADF Career Manager to discuss your options that may include renewal of your SERVOP D arrangement, transferring back to your former ADF role, finding a new ADF role or requesting separation from the ADF.

For information regarding this, please refer to [Part 3](#) and [Part 4](#) of the ADF TWM User Guide.



7. Can my Service terminate my SERVOP D arrangement?

The industry partner may terminate your SERVOP D arrangement. If considered necessary, your SERVOP D arrangement may also be terminated by your Service. The Services may use the SERVOP D review and renewal process to make an assessment regarding the suitability of your SERVOP D arrangement and terminate the arrangement if required.

For information regarding this, please refer to [Part 3](#) of the ADF TWM User Guide.

8. Can I return to Service before my SERVOP D placement finishes?

As with all service arrangements, this would be negotiated through discussion with your ADF Career Manager and the industry partner and this will be reviewed at the relevant governance level. There may be situations where a change of arrangement is necessary, due to unforeseen circumstances. However, in the main you will be expected to fulfil the requirements outlined in your SERVOP D arrangement (SERCAT Form), including those relating to the tenure of the placement.

9. What happens if I do not wish to return to military service post my SERVOP D arrangement?

If you wish to not return to full-time or other than full-time ADF service, you must discuss your desire to do so with your ADF Career Manager. The normal separation process would apply in such circumstances. It is possible that an alternative arrangement can be found utilising other aspects of the Service Spectrum.

Another factor to consider is the Service Chief's option of applying a return of service obligation (ROSO) to a SERVOP D placement (depending on length, scope and investment made by Defence) to ensure that you are able to transfer the skills you have acquired back into the Defence environment. This obligation would be stated before the placement commences, so you have the ability to decide whether to undertake the role or decline.

10. How is SERVOP D different to what Defence and industry are currently doing via secondments?

Secondments are typically used when Defence stands to derive a benefit from the member acquiring skills and experience they are not able to gain in the ADF.



SERVOP D arrangements enable the sharing of skills and experience of individuals where those skills and experience are in demand both in the ADF and across industry generally. SERVOP D represents a partnership between Defence and the industry partner with both deriving a benefit as a consequence.

Under a secondment Defence will meet the costs associated with employing the member; e.g. salary and allowances, superannuation, other financial and non-financial conditions of service, training and development etc. Under a SERVOP D arrangement, these costs are shared between Defence and the industry partner.

The ADF and industry partners agree to recognise the skills and experience of SERVOP D participants to ensure that their careers continue to progress in both organisations.

11. How is SERVOP D different to an arrangement where members undertake Reserve Service Days while working in industry?

Many Reserve members work in industry, and these arrangements are organised by the individual to suit their skill sets and requirements. These working arrangements will not change and a large number of reserves will continue to hold civilian roles while serving.

SERVOP D is completely different. It is a partnership arrangement, set up by Defence and an industry partner to share and develop skills which are in high demand and short supply across the community. The partnership does not interfere with individual reserve jobs.

12. How long does a SERVOP D arrangement last?

SERVOP D has been designed as a flexible concept and therefore the duration of a position will vary depending on the needs of the Service and industry partners. However, regardless of a member's pattern of work, a minimum service period of six months will be applied to all SERVOP D arrangements. This will ensure that both Defence and industry partners are able to recoup the cost of on-boarding and training of individuals and capability benefits will be derived. Exceptions to this rule are subject to Service Chief and industry partner approval.

13. While on a SERVOP D arrangement, is my primary responsibility to Defence or to my industry employer?

Your primary responsibility will be determined based on the SERCAT you belong to while serving a SERVOP D arrangement.



As SERCAT 6 member, you remain inherently liable to render full-time service 24/7; therefore, Defence will remain your primary obligation. As a SERCAT 5 member, your primary employer is the organisation for which you are working on the particular day under consideration.

14. Under SERVOP D arrangement, am I subject to ADF rules or industry employer code of conduct?

As a SERVOP D participant, you will be subject to the code of conduct of your industry employer as well as the requirements of the *Defence Force Discipline Act*. Depending on your particular circumstances, at any one time you may be subject to one of these or both. However, as you will not be in uniform when undertaking SERVOP D with Defence industry organisation, you will only be subject to those requirements that apply to any ADF member on leave.

If a conflict arises between standards of behaviour expected of an out-of-uniform Defence Force member and behaviours expected of an employee of the industry employer, this should be raised with your ADF Career Manager and industry partner's human resources staff.

15. Does SERVOP D raise potential for conflicts of interest?

There will be strong governance mechanisms around any SERVOP D arrangement which will manage any risk of conflict of interest.



SERVOP G Questions

1. What is SERVOP G?

The nature of service in SERVOP G is characterised by the undertaking of the ADF Gap Year program by young Australians, for a maximum period of 12 months, under different conditions from other members. SERVOP G provides an opportunity to gain a better understanding of the opportunities available in Defence and presents participants with a credible experience of service life. SERVOP G arrangements also help to facilitate potential selection for ongoing service through exposure to military training and employment.

For further information regarding SERVOP G and its intent, please refer to [Part 2](#) of the ADF TWM User Guide.

2. Who can serve as a SERVOP G member?

To serve in SERVOP G you must be aged between 17 and 24 years and not have previously served in Defence in either the Permanent or Reserve Forces, or have previously participated in a Gap Year program. In order to participate in the Army program you must have completed Year 12 (or equivalent).

3. What are my obligations and conditions of service as a SERVOP G member?

As a member serving in SERVOP G you are afforded conditions of service similar to those available to members in SERCAT 7, with the exception that you are not considered for operational deployment on domestic or international operations. ADF Gap Year members serving in SERVOP G do so under specific arrangements that are different from other Permanent and Reserve members. As a SERVOP G member you are also exempt from observing any form of Return of Service Obligations or Initial Minimum Period of Service obligations.

Members in SERVOP G may resign from the program at any stage, giving a minimum of 21 days notice, with no further obligations.

The service obligations, remuneration and conditions of service applicable to you, as a SERVOP G member, are detailed in [Part 2](#) of the ADF TWM User Guide.

4. As a SERVOP G member can I apply to transfer?

Due to the variations in timing of recruit training and employment placements, you will not be able to transfer between Service ADFGY programs during your SERVOP G period.



As a member in SERVOP G you may apply for a Permanent transfer to another SERCAT (out of SERVOP G), in any Service, at any point during your SERVOP G service. Your status as an ADF Gap Year participant will cease upon transfer to an ongoing form of service.

Current serving members are not allowed to apply to transfer into SERVOP G.

5. How can I apply for SERVOP G?

Application to the Gap Year program can only be made through [Defence Force Recruiting](#) at certain times of the year. You will be required to pass all selection requirements and standards.

6. Could I be deployed when serving in SERVOP G?

No, you cannot be considered for operational deployment on domestic or international operations while serving in SERVOP G. You may, however, participate in domestic exercise programs and Defence Assistance to the Civil Community (DACC) tasks.

7. What happens when I complete my SERVOP G service?

There are no service obligations when you complete SERVOP G service. Upon completion of the Gap Year program your SERVOP G status will cease. Should you wish to apply to join the Permanent or Reserve Force you would do so using the standard application process.



Questions applicable to all SERCATs and SERVOPs

1. Are all SERCATs available to new ADF recruits?

At the discretion of the Service, all SERCATs are available to new ADF recruits. In the case of SERVOP G, SERCATs 3, 5 or 7 may apply depending on Service requirements.

2. Is the number of members in a particular SERCAT capped?

No, the TWM allows the Service Chiefs to manage the number of individuals who access each SERCAT to achieve the best balance for the ADF by meeting capability requirements as well as the member's needs.

3. Is my position also attached to a SERCAT?

It is at your Service's discretion if they wish to define their positions in terms of SERCATs.

4. Can a member be posted to more than one position?

No, a member cannot be posted to more than one position as their Employee ID is only posted against one position.

A reservist may serve in more than one 'role', but would only be posted against a single position.

5. Will my SERCAT allocation determine the number of RSD I will be allocated?

The number of Reserve Service Days (RSD) allocated to you does depends on the posting/tasks rather than your SERCAT. An individual Service may determine an RSD allocation or funding cap.



6. What is a SERCAT Form?

A SERCAT Form ([Web form AE427](#) – Service Category (SERCAT) Form) is the mechanism by which a member's service is secured for a specified period of time over single or multiple financial years (at the discretion of the Service). A SERCAT Form specifies a range of conditions of service, such as the number of days to be served during the period, any Individual Readiness requirements and the agreed pattern of service.

Members in SERCATs 3–6 may be required to sign a SERCAT Form in order to render service.

For further information on individual SERCAT Forms, please refer to [Part 2](#) of the ADF TWM User Guide.

7. Does PMKeyS reflect the SERCATs and SERVOPs and the terminology of the TWM?

Your SERCAT and SERVOP (if applicable) are recorded in your service details. These are accessible through PMKeyS Self Service. In the long-term PMKeyS will be replaced by Defence One, which will provide improved functionality.

