

Defence Relocations and Housing Managers are there to assist you during your relocation

By Denice Woods, Assistant Director Operations Relocations and Housing

Defence Support Group (DSG) has a dedicated Defence Relocations and Housing Manager (DRHM) based in each region. At the local level, the DRHM is the primary Defence representative with Defence Housing Australia (DHA) and Toll Transitions.

DRHMs are employed to assist Defence personnel and their families by liaising with DHA and Toll Transitions in each region to make their relocation easier. The DRHMs have considerable experience in all aspects of relocations and housing.

The ultimate aim of the DRHM 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 DRHM network 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.

More importantly, this feedback is used to ensure that all removals and future removals are as stress-free as possible. A DRHM may visit you during an uplift or delivery to discuss and assess the standard of service being provided. In some instances the DRHM 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 DRHM. If you are dissatisfied with the service provided or decision made by DHA or Toll Transitions your local DRHM will assist you to address and resolve your concerns. ❄️

DRHM Contact Details

Location	Name	Contact Details
Adelaide	Bill Griggs Leo Pope	Ph: 08 7389 3225 Mob: 0407 211 389 Ph: 08 7389 3226 Mob: 0418 801 981
Bandiana	Lea Gayfer	Ph: 02 6055 2187 Mob: 0439 452 291
Brisbane	Brian Grear Phyllis Gore	Ph: 07 3332 6975 Mob: 0402 824 035 Ph: 07 3332 6992
Cairns	Merv Diction Robyn Edwards-Shipway	Ph: 07 4411 7922 Mob: 0408 457 468 Ph: 07 4411 1518 Mob: 0409 587 028
Canberra	Treena Stone	Ph: 02 6265 8809 Mob: 0404 823 766
Darwin	Louize Jowitt Jan Chamberlin	Ph: 08 8935 4346 Mob: 0438 924 351 Ph: 08 8935 4224 Mob: 0428 285 038
Hobart	Tracey Pannell	Ph: 03 6237 7277 Mob: 0418 651 744
Hunter	Roger Lamothe	Ph: 02 4034 6964 Mob: 0413 728 512
Hunter	Neysha Johnston	Ph: 02 4034 9565 Mob: 0429 127 082
Liverpool	Carey Byrne	Ph: 02 8782 4100 Mob: 0409 125 687
Nowra	Steve Daley	Ph: 02 4421 3855 Mob: 0428 441 808
Perth	Allan Purdue Cam Druiitt	Ph: 08 9311 2376 Mob: 0408 970 557 Ph: 08 9311 2076
Richmond	Sara Sullivan	Ph: 02 4587 2314 Mob: 0408 481 880
Southern Victoria	John Gaffney Christine Sarkies	Ph: 03 9282 3667 Mob: 0407 462 437 Ph: 03 9282 3628
Sydney	Greg Richardson Carmen Azzopardi	Ph: 02 9377 2146 Mob: 0420 308 387 Ph: 02 9377 2148 Mob: 0408 972 933
Tindal	Kylie Henderson	Ph: 08 8973 6594 Mob: 0429 780 211
Toowoomba / Ipswich	Chris Gordon	Ph: 07 4631 4414 Mob: 0419 103 415
Townsville	Merv Diction Robyn Edwards-Shipway	Ph: 07 4411 7922 Mob: 0408 457 468 Ph: 07 4411 1518 Mob: 0409 587 028
Wagga	Debbie Simms	Ph: 02 6937 4220 Mob: 0428 238 046