

New Housing Classification Policy

FREQUENTLY ASKED QUESTIONS



Australian Government
Department of Defence

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NEW HOUSING CLASSIFICATION POLICY — KEY MESSAGES

- The New Housing Classification Policy (NHCP) is a change to Defence policy.
- The NHCP change enables Defence Housing Australia (DHA) to deliver a greater variety of housing types within each rank group.
- There is an improved housing standard for junior ranks.
- There is a new minimum amenity standard for all Service residences which will be phased in over ten years from July 2007.
- Off-base housing is classified according to a combination of the minimum standard and market rent, within four rent bands.
- On-base housing will continue to be classified by amenity, but will be assigned to an appropriate rent band for ease of reference.
- Houses will be reclassified on change of tenancy, or where this has not occurred, at the end of the ten year transition period.
- The Group Rent Scheme (GRS) for determining contributions according to rank will be retained.
- The Defence policy on sharing housing costs 50/50 with members has been retained.
- The improved housing standard will gradually increase contributions for Corporal and lower ranks (and equivalents) over ten years, with Transitional GRS Contributions planned to commence in FY09/10.

GLOSSARY

Term	Definition
Amenity-based classification	The system for classifying a Service residence (SR) based on the number of functional amenities (eg family room, study).
Choice contribution scheme (CCS)	The contribution payable by members when they choose a residence above their rent band.
Defence Choice Housing (DCH)	The term Defence Choice Housing (DCH) has been replaced with the term Rent Band (RB) Choice.
Group Rent Scheme (GRS)	System for determining member contributions for housing according to rank.
HomeFind	The Defence Housing Australia online housing selection service, which allows members and their families to view houses in their new locality, including photos, floor plans and maps.
Market-rent-based classification	The system for classifying off-base Service residences based on a combination of the minimum standard and market rent.
New Housing Classification Policy (NHCP)	NHCP is the new Defence policy for describing the housing entitlement of Members with Dependents (MWD).
PACMAN	ADF Pay and Conditions Manual
Reasonable offer	A reasonable offer is a suitable Service residence as defined in PACMAN, or the Service residence is at, one above or one below the member's entitlement level.

Term	Definition
Rent Allowance (RA)	A form of housing assistance paid to a member who rents a home in the private rental sector.
Rent band (RB) choice	<p>The term Defence Choice Housing (DCH) has been replaced with the term RB Choice under NHCP.</p> <p>During the NHCP transition period RB Choice will include properties that do not meet the pre-NHCP 'Group A' standard. After the transition period RB Choice will only be properties that do not meet the NHCP minimum standard.</p>
Rent bands	Rent bands are set within each posting location, typically covering a minimum \$50 range, and are based on market rent.
Rent ceiling	The amount available for a member to rent a suitable home in the private rental sector in their posting location.
Transitional GRS Contribution	The contribution payable by Corporal and lower ranks (and equivalents) who are occupying a RB1 or B1 Service residence, planned for introduction in July 2009. This contribution is intended to gradually close the dollar gap between Group A and Group B1/RB1 contributions and will be phased in over ten years.
Transition period	The ten year transition period for implementation of the NHCP which commenced on 1 July 2007.
Transitional property	A property that does not meet the NHCP minimum housing standard. These properties will retain their pre-NHCP amenity-based classification. Transitional properties will be upgraded, disposed of during the transition period or retained as RB Choice stock.

PART 1: WHAT IS THE NEW HOUSING CLASSIFICATION POLICY?

1. What is the New Housing Classification Policy (NHCP)?

- a. NHCP is a change to Defence policy which alters the way DHA is required to classify off-base Service residences (SRs) for Members with Dependents (MWD).
- b. Under this policy, off-base SRs will be classified based on a combination of the minimum standard and market rent.

See also: 3. Why has Defence changed the way it classifies Service residences (SRs)?

- c. On-base Service residences will continue to be classified on the basis of the number of amenities, and if they meet or exceed the new minimum standard they will be assigned to a rent band for ease of reference.
- d. The new policy reduces the number of rank groups from six to five. Rank groups are used to determine the member's eligibility for a Service residence at a specified classification. The rank groups have been assigned to rent bands. Rent bands are set within a locality and are based on market rent (which is the product of house size, amenity and location).

See also: 4. How does the new policy work?

Table 4: Rent bands and the change to rank groups

- e. The new policy introduced a higher minimum amenity standard for Service residences, closely aligned with the 3B1 house under the previous system. The new minimum standard is shown in Table 1. Under the new policy, the system will be capable of delivering better than the minimum standard for each rent band in most locations. After the ten year transition period, no member will be required to occupy a residence that is less than the

minimum standard. This will be regardless of rank (with the exception of Rent Band 5 houses which have separate higher standards).

TABLE 1: MINIMUM HOUSING STANDARD

Previous Minimum Standard	NHCP Minimum Standard from 1 July 2007
<ul style="list-style-type: none"> • 3 bedrooms • Storage • Kitchen • Dining • Lounge • Bathroom • Toilet • Laundry • Car accommodation (carport) 	<p>The previous minimum standard plus the following additional amenities:</p> <ul style="list-style-type: none"> • Ensuite • Single Lock Up Garage instead of a single carport — except Darwin • Security • Covered outdoor area (from 1 Jul 09) • Minimum size fenced yard of 25 square metres in the Sydney posting location and 35 square metres for all other posting localities (from 1 Jul 09)

2. When did the new policy start?

- a. The new policy started on 1 July 2007. Members will not be impacted until they move after 1 July 2007 or at the end of the transition period, whichever occurs first.
- b. Under the new policy, change will occur over a ten year period to allow sufficient time for transition and/or upgrading of housing stock by Defence Housing Australia (DHA).

See also: 6. When does the new policy affect me?

3. *Why has Defence changed the way it classifies Service residences (SRs)?*

There are several reasons why a new approach to housing classification was needed.

a. Higher minimum housing standard

- The previous amenity-based housing classification policy was based on housing standards in the late 1980s and had become outdated.
- The previous minimum standard Service residence (i.e. Group A house) was increasingly seen as being below community standard.
- The new policy raises the minimum standard for SRs to reflect a higher quality, more modern community standard, particularly for the junior ranks.

b. Market-rent-based classification

- Basing property classification on the minimum standard and market rents enables DHA to deliver SRs with a wider range of amenities for each rank group, ensuring continued supply of good quality contemporary family housing.
- A market-rent-based policy provides greater ability to manage future housing costs than under the previous approach.

c. Other limitations with the previous policy

There were a number of other shortcomings of the previous approach to housing.

- A classification policy based purely on amenity was not flexible enough to meet the varied needs of ADF families today.
- As each additional amenity affected the previous classification, DHA was restricted in the number of amenities included in a SR.
- By strictly equating amenity with rank, members had limited access to housing with greater or lesser amenity to suit their needs when it was outside their rank group.
- Anomalies, such as the spare bedroom policy, did not reflect today's family housing needs.

4. How does the new policy work?

- a. Defence has set rent bands for rank groups in each posting location. An example of the rent bands that might apply for Adelaide is shown in Table 2.

Note: Rent bands are used to classify SRs in each posting location. They are **not** the contribution paid by members.

See also: Table 4: Rent bands and the change to rank group Part 3: Contributions

**TABLE 2: EXAMPLE OF ADELAIDE RENT BANDS
(SHOWN FOR ILLUSTRATION PURPOSES ONLY)**

	Adelaide DRC
RB 1	\$214.00 to \$356.99
RB 2	\$357.00 to \$423.99
RB 3	\$424.00 to \$501.99
RB 4	\$502.00 to \$557.00

- b. When a Service residence is vacated, the home will be reclassified. Service residences that do not have a change of tenancy during the ten year transition period will be reclassified at the end of the transition period.
- c. Off-base Service residences will only be reclassified under the new policy if they meet or exceed the new minimum standard and can be placed in a rent band.
- d. On-base SRs that meet or exceed the minimum standard will be assigned an appropriate rent band for ease of reference. On-base properties at the NHCP minimum standard will be assigned to Rent Band 1 and each additional amenity above the NHCP minimum standard will increase the classification by one level, as set out in Table 3.

TABLE 3: ASSIGNMENT OF ON-BASE HOUSING TO RENT BANDS

NHCP Minimum Standard	NHCP Minimum Standard + 1 Functional Amenity	NHCP Minimum Standard + 2 Functional Amenities	NHCP Minimum Standard + 3 Functional Amenities
Rent Band 1	Rent Band 2	Rent Band 3	Rent Band 4

- e. If a SR, either on- or off-base, does not meet the NHCP minimum standard the SR will retain its previous amenity-based classification until it is upgraded, disposed of, or reclassified as Rent Band Choice housing.

*See also: 5. Why do some houses retain their amenity based classification?
15. Has Defence Choice Housing changed?*

- f. When some residences are reclassified under the market-rent-based system, they will become the entitlement of a different rank group. Using the Adelaide example above, a house classified as a 3 bedroom B2 before NHCP that meets or exceeds the NHCP minimum standard and has a market rent of:
- \$380 per week would be classified as a Rent Band 2 (RB2) SR;
 - \$300 per week would be classified as a Rent Band 1 (RB1) SR (i.e. 1 classification down); or
 - \$450 per week would be classified as a Rent Band 3 (RB3) SR (i.e. 1 classification up).

5. Why do some houses retain their amenity-based classification?

- a. From the first change in tenancy after 1 July 2007, a Service residence will only retain an amenity-based classification if it does not meet the NHCP minimum standard. It will be regarded as transitional stock and will either be upgraded to meet the new minimum standard, disposed of during the 10 year transition period or reclassified as Rent Band Choice housing.

*See also: 1. What is the New Housing Classification Policy (NHCP)?
15. Has Defence Choice Housing (DCH) changed?*

- b. During the transition period members may be offered a residence that is still classified under the previous amenity-based policy. If this residence falls within the member's group rank entitlement it will be considered a reasonable offer.

*See also: 6. When does the new policy affect me?
10. Has a 'reasonable offer' changed under NHCP?*

PART 2: HOW DOES THE NEW POLICY AFFECT ME?

6. When does the new policy affect me?

- a. **While the new policy started on 1 July 2007, the residence a member was occupying before 1 July 2007 will not have its classification changed until it is vacated or at the end of the ten year transition period, whichever occurs first.** It is expected that the majority of Service residences will be reclassified during the transition period due to normal posting movements.
- b. When a member moves, they may be offered a residence classified under the new policy or a house that is still classified under the previous amenity-based system. Both will be considered a reasonable offer during the transition period.

*See also: 5. Why do some houses retain their amenity-based classification?
10. Has a 'reasonable offer' changed under NHCP?*

- c. When a member moves from a Service residence the following things happen:
 - The residence will be reclassified under the new policy, provided that it meets or exceeds the NHCP minimum standard.
 - If a member is entitled to a Service residence, they will be offered a residence within their rank group — the home may have been reclassified under the new policy or it could still retain its amenity-based classification. Both will be considered a reasonable offer during the ten year transition period.

- If no suitable residence is available within a member's rank group, they may be allocated a home one rent band above or one rent band below their rank group. The housing classifications that are reasonable offers for each rank group are set out in Table 5.

See also: 14. How does being 'allocated' or 'choosing' a property affect my contributions?

Table 5: Reasonable offers by rent band and rank group

- There are some changes under the new policy for Corporal and lower ranks (and equivalents (E)) and Lieutenant and Second Lieutenant (E).

See also: 11. What are the changes for Corporal and lower ranks (and equivalents)?

12. What are the changes for Lieutenant and Second Lieutenant (and equivalents)?

7. Has my housing entitlement changed?

- While the new policy retains the rank group approach, some ranks have moved to different rank groups.
- Corporal and lower ranks (E) have joined Staff Sergeants and Sergeants (E) in a single rank group within Rent Band 1 (RB1).

See also: 11. What are the changes for Corporal and lower ranks (and equivalents)?

- Lieutenant and Second Lieutenant (E) are now included in the Rent Band 1 rank group — and will pay the RB1 contribution. This provides Lieutenant/Second Lieutenant (E) members with a member contribution that is better aligned with their salary.

See also: 12. What are the changes for Lieutenant and Second Lieutenant (and equivalents)?

- Allocation of a Service residence will be made on the basis of a member's rank group and bedroom entitlement.
- A member's rank group may include residences that still have their amenity-based classification and residences that have been reclassified under the new policy. Residences that are classified under the new policy will carry a rent band classification from 1 to 4 (RB1–RB4). The rank groups aligned with each rent band are shown in Table 4.

TABLE 4: RENT BANDS AND THE CHANGE TO RANK GROUPS

PRE-NHCP				NHCP	
Current Housing Group	Rank Group			Rent Band	Revised Rank Group
	Army	Navy	Air Force		
A ¹	Corporal and below	Leading Seaman and below	Corporal and below	1	CPL and below, SSGT, SGT, LT and 2LT (and equivalent (E))
B1	Staff Sergeant and Sergeant	Petty Officer	Sergeant		
B2	Captain, Lieutenant, Second Lieutenant, Warrant Officer Class 1, Warrant Officer Class 2	Lieutenant, Sub Lieutenant, Warrant Officer and Chief Petty Officer	Flight Lieutenant, Flying Officer, Pilot Officer, Warrant Officer and Flight Sergeant	2	CAPT, WO1, WO2 (E)
C	Lieutenant Colonel and Major	Commander and Lieutenant Commander	Wing Commander and Squadron Leader	3	LTCOL and MAJ (E)
D	Brigadier and Colonel	Commodore and Captain	Air Commodore and Group Captain	4	BRIG and COL (E)
E ²	Major General and above	Rear Admiral and above	Air Vice Marshal and above	5	MAJGEN and above (E)

1. 1A residences currently exist but are expected to be rapidly replaced in the next 2–3 years.
2. Group E residences retain their separate higher minimum standard, but have been labelled as Rent Band 5 for ease of reference.

8. Has my bedroom entitlement changed?

- No. A member’s bedroom entitlement will continue to be based on the number, sex and age of their dependants.
- Following reclassification under NHCP the allocation of a Service residence one rent band below a member’s entitlement that has an additional bedroom will no longer affect their contributions. This was previously known as the spare bedroom policy.

9. Have my special needs entitlements changed?

No. The new policy does not change the existing arrangements for housing members who have been recognised by Defence as having dependants with special needs.

10. Has a 'reasonable offer' changed under NHCP?

- a. No. Provisions defining a reasonable offer continue to apply and are described in PACMAN. The classifications for housing that are a reasonable offer for each rent band and rank group are shown in Table 5. Choice Housing properties are only deemed to be a reasonable offer once a member has formally accepted the property as suitable.

See also: 15. Has Defence Choice Housing (DCH) changed?

TABLE 5: REASONABLE OFFERS BY RENT BAND AND RANK GROUP

Member rent band	Rank (and equivalents)	Reasonable Offer	
		Entitlement	1 Above or Below Entitlement
RB1	CPL and below	A, RB1, B1	RB2, B2
	SSGT, SGT	RB1, B1	A, RB2, B2
	LT, 2LT	RB1, B1	RB2, B2
RB2	CAPT, WO1, WO2	RB2, B2	RB3, C, RB1, B1
RB3	LTCOL, MAJ	RB3, C	RB4, D, RB2, B2
RB4	BRIG, COL	RB4, D	RB3, C

- b. Provisions for the rejection of a reasonable offer continue to apply. A suitable SR cannot be rejected simply because it has not been placed in a rent band. For example, a member who is offered a suitable B2 property cannot reject the Service residence because they want a RB2 property. In addition, the member is not eligible for rent allowance because there are no RB2 properties available.

11. What are the changes for Corporal and lower ranks (and equivalents)?

- a. A Corporal or lower rank (E) may now be allocated a B1/RB1 residence. If occupying a B1/RB1 residence they will continue to pay the Group A contribution until the planned Transitional GRS Contribution is introduced in July 2009.
- b. The Transitional GRS Contribution is intended to progressively close the dollar gap between the Group A and the Group B1/RB1 contributions. To soften the financial effect for Corporal and lower ranks (E) moving to a higher standard residence, the increase in contributions will be phased in over ten years.

See also: Part 3: Contributions

12. What are the changes for Lieutenant and Second Lieutenant (and equivalents)?

- a. These members are generally similar to junior members in terms of family circumstances, housing requirements and disposable income. Defence has repositioned these members in the B1/RB1 rank group and as such, reduced their contribution.
- b. A Lieutenant or Second Lieutenant (E) is now entitled to a B1/RB1 residence. If they are allocated a B1/RB1 residence they pay the B1/RB1 GRS contribution. If they are allocated a B2/RB2 residence after 1 July 2007 because there are no B1/RB1 residences available, they still pay the B1/RB1 GRS contribution.

See also: Part 3: Contributions

13. Has the Group Rent Scheme (GRS) changed under NHCP?

- a. No. The Group Rent Scheme (GRS) for determining contributions according to rank has been retained.
- b. The improved housing standard will gradually increase contributions for members at or below Corporal (E) rank over ten years, with Transitional GRS Contributions planned to commence in FY09/10 and payable when a member occupies a B1 or RB1 residence. There will still only be one annual adjustment to GRS contributions, rent allowance ceilings and rent allowance contribution rates.

- c. The Defence policy on sharing housing costs 50/50 with members will continue.
- d. For all rank groups, the increase in contributions for FY07/08 was 4.19%, which was similar to the FY06/07 increase.

14. How does being 'allocated' or 'choosing' a Service residence affect my contributions?

- a. A member is **allocated** a suitable SR within their rank group whenever one is available, and they pay the contribution applicable to their rank group.
- b. When there are no suitable Service residences within a member's rank group, a member may be **allocated** a property:
 - *above* their rank group, and they would pay the contribution applicable to their rank group; or
 - *below* their rank group, and they would pay the contribution applicable to the rent band or amenity group of the property.
- c. When a member **chooses** a Service residence *above* their rank group they will be responsible for the extra costs incurred by Defence as a result of that choice. The Choice Contribution Scheme (CCS) is payable instead of the GRS contribution. In many cases the CCS contribution will be significantly greater than the contribution payable for a residence within their rank group. This situation is similar to a member choosing to rent above their RA ceiling and paying the excess. The CCS contribution will also apply when a member chooses a Rent Band Choice property above their rank group.

See also: 15. Has Defence Choice Housing (DCH) changed?

- d. If a member **chooses** a property *below* their rank group, they will pay the GRS contribution rate applicable to the rent band of the property.

15. Has Defence Choice Housing (DCH) changed?

Yes. The term Defence Choice Housing has been replaced with the term Rent Band (RB) Choice.

- a. There will be no change in a member's payment until they move to a new property.

- b. RB Choice properties provide a greater variety of options, including apartments, and well located inner city properties.
- c. RB Choice properties have been placed into the new rent bands (RB1–RB4) according to their market rent.
- d. If a member **chooses** a RB Choice property *within* their rank group, they will pay the contribution applicable to their rank group.
- e. If a member **chooses** a RB Choice property *above* their rank group they will be required to pay CCS which is designed to cover the extra costs incurred by Defence as a result of that choice. This situation is similar to a member choosing to rent above their RA ceiling and paying the excess. In many cases the CCS contribution will be significantly greater than the contribution payable for a residence within their rank group.

See also: 14. How does being 'allocated' or 'choosing' a Service residence affect my contributions?

- f. If a member **chooses** a Rent Band Choice property *below* their rank group they will pay the contribution rate applicable to that property.
- g. Members, excluding MAJGEN and above, can only choose properties up to and including Rent Band 4 (RB4).

16. How does the policy affect a member with dependents (MWD) receiving rent allowance (RA)?

- a. The new policy affects members at the first change to their tenancy after 1 July 2007. A member's RA ceiling and contributions will not change except for the annual adjustment during a tenancy held prior to 1 July 2007.
- b. When a member moves from their rental property or has a change to their tenancy, the following things will happen:
 - A Corporal or lower rank (E) member who moves into a rental property or has a change to their tenancy will be eligible for the B1/RB1 rent ceiling — these members will pay the 'A' contribution until the planned Transitional GRS Contribution commences in FY09/10.
 - A Lieutenant or Second Lieutenant (E) who moves into a rental property or has a change to their tenancy will be eligible for the B1/RB1 rent ceiling — these members will pay the B1/RB1 contribution.

- Other rank groups will continue to access their RA ceilings and contributions in accordance with Table 4.
- c. As with SRs, removals at Commonwealth expense will not be approved simply to access the ‘new’ entitlement.

17. How does the policy affect a member without dependants (MWOD) receiving rent allowance (RA)?

- a. The new policy affects members at the first change to their tenancy after 1 July 2007. A member’s RA ceiling and contributions will not change except for the annual adjustment during a tenancy held prior to 1 July 2007.
- b. When a member moves from their rental property or has a change to their tenancy (such as changed sharing arrangements), the following things will happen:
- A Corporal or lower rank (E) member who moves into a rental property or has a change to their tenancy will be eligible for the MWOD RBI rent ceiling — these members will pay the ‘A’ contribution until the planned Transitional GRS Contribution commences in FY09/10.
 - A Lieutenant or Second Lieutenant (E) who moves into a rental property or has a change to their tenancy will be eligible for the MWOD RBI rent ceiling — these members will pay the RBI contribution.
 - For other rank groups, members will continue to access their RA ceilings and contributions in accordance with Table 4.
- c. As with SRs, removals at Commonwealth expense will not be approved simply to access the ‘new’ entitlement.

18. How does NHCP affect HomeFind and the relocation process?

- a. After 1 July 2007 houses that are being vacated and meet or exceed the NHCP minimum standard will be classified under the appropriate rent band on HomeFind. Houses that do not meet the NHCP minimum standard will retain their amenity-based classification on HomeFind. If a residence falls within a member's rank group, it will be considered a reasonable offer.

*See also: 5. Why do some houses retain their amenity-based classification?
10. Has a 'reasonable offer' changed under NHCP?*

- b. HomeFind has been upgraded as part of the NHCP implementation to improve layout, navigation and functionality of the system.
- c. DHA will continue to assist members throughout their relocation process, with the aim of finding the best housing solution.

19. What happens if I am posted to another unit in the same location?

A member's residence will retain its current classification and the member will continue paying the same contribution (and relevant annual adjustment) until they vacate the house or at the end of the transition period, whichever occurs first.

PART 3: CONTRIBUTIONS

20. What happens to my contributions in my current Service residence?

A member's contributions will continue at their existing rate until they vacate their current Service residence or the annual GRS adjustment occurs, whichever comes first.

See also: 13. Has the Group Rent Scheme (GRS) changed under NHCP?

21. What happens to my contributions after I move from my current Service residence?

A summary of member contributions payable under NHCP are outlined in Table 6.

*See also: 13. Has the Group Rent Scheme changed under NHCP?
14. How does being 'allocated' or 'choosing' a Service residence affect my contributions?*

22. Will my contribution increase because of the new policy?

No. Contributions will remain at existing rates and will only be altered by the annual adjustment.

The improved housing standard will see a gradual increase to contributions for members at or below Corporal (equivalent) ranks when they access the higher standard of housing. These Transitional GRS Contributions are planned to commence in FY09/10.

See also: 11. What are the changes for Corporal and lower ranks (and equivalents)?

23. Is the rent band for my posting location my new contribution?

No. The rent bands are used to classify Service residences. Contributions for each rank group are listed in PACMAN.

24. Are there different contribution rates for Service residences classified under the amenity-based system (A–D) and those classified under the market-rent-based system (RB1–RB4)?

No. There is only one set of contribution rates. A summary of member contributions payable under NHCP are outlined in Table 6.

TABLE 6: SUMMARY OF CONTRIBUTIONS UNDER NHCP

If you are a...	and you are allocated a...	then you will pay the...
CPL and below (E)	A residence	A contribution
CPL and below (E)	B1 or RB1 residence	A contribution until the planned Transitional GRS Contribution commences
CPL and below (E)	B2 or RB2 residence	A contribution until the planned Transitional GRS Contribution commences
SSGT and SGT (E)	B1 or RB1 residence	B1/RB1 contribution
SSGT and SGT (E)	A residence because there are no B1 or RB1 residences available	A contribution until the planned Transitional GRS Contribution commences
SSGT and SGT (E)	B2 or RB2 residence because there are no B1 or RB1 residences available	B1/RB1 contribution

If you are a...	and you are allocated a...	then you will pay the...
LT and 2LT (E)	B1 or RB1 residence	B1/RB1 contribution
LT and 2LT (E)	B2 or RB2 residence because there are no B1 or RB1 residences available	B1/RB1 contribution
CAPT, WO1, WO2 (E)	B2 or RB2 residence	B2/RB2 contribution
CAPT, WO1, WO2 (E)	B1 or RB1 residence because there are no B2 or RB2 residences available	B1/RB1 contribution
CAPT, WO1, WO2 (E)	C or RB3 residence because there are no B2 or RB2 residences available	B2/RB2 contribution
LTCOL and MAJ (E)	C or RB3 residence	C/RB3 contribution
LTCOL and MAJ (E)	B2 or RB2 residence because there are no C or RB3 residences available	B2/RB2 contribution
LTCOL and MAJ (E)	D or RB4 residence because there are no C or RB3 residences available	C/RB3 contribution
BRIG and COL (E)	D or RB4 residence	D/RB4 contribution
BRIG and COL (E)	C or RB3 residence because there are no D or RB4 residences available	C/RB3 contribution

Note: After the ten year transition period, contribution levels will be named for the relevant rent band. For example, B1/RB1 contribution will become RB1 contribution.

PART 4: WHERE CAN I FIND OUT MORE INFORMATION ABOUT NHCP?

Defence Pay and Conditions Website—

<http://www.defence.gov.au/dpe/pac/> or

<http://intranet.defence.gov.au/pac/>

and click:

1. 'Guide to ADF Pay and Conditions'
2. 'Permanent & Reserves (on CFTS)'
3. 'Housing and relocations'.

Defence Service Centre —1800 DEFENCE (1800 333 362)

25. Who can I talk to about how these changes affect me?

Defence Service Centre — 1800 DEFENCE (1800 333 362)

Defence Relocations and Housing Managers (DRHMs)

TABLE 7: DRHM CONTACT DETAILS

Location	Contact number
Adelaide	(08) 8259 7764
Bandiana/Wagga	(02) 6055 2157
Brisbane	(07) 3332 6992
Cairns	(07) 4053 9304
Canberra	(02) 6266 8749
Darwin	(08) 8935 4346

Location	Contact number
Hobart	(03) 6237 7192
Ipswich	(07) 4659 5728
Liverpool	(02) 8782 4100
Nowra	(02) 4421 3855
Perth	(08) 9553 1585
Richmond	(02) 4587 2314
Southern Victoria	(03) 9282 3667
Sydney	(02) 9377 2146
Tindal	(08) 8973 6594
Toowoomba	(07) 4659 5728
Townsville	(07) 4771 7922
Williamstown	(02) 4964 6964

26. Who can I talk to about my upcoming relocation?

Defence Housing Australia remains your primary contact for relocations and housing allocation support.

DHA Website

<http://www.dha.gov.au/>

Your local Housing Management Centre



DHA Customer Service Line — 1800 249 711
between 8 am and 6 pm EST Monday to Friday

Defence Housing Australia
26 Brisbane Ave
BARTON ACT 2600
Switchboard: 02 6217 8444

General enquiries: info@dha.gov.au

