



ADF Peak Posting Cycle 2020-21 Frequently Asked Questions

Posting Cycle Movement Coordination Cell (PCMCC)

These Frequently Asked Questions have been developed to assist you and your family in understanding your requirements, responsibilities and benefits for this unique posting cycle.

Defence adheres to all Federal, State and Territory Government guidelines and restrictions for health and travel. The 2020-21 posting period will be conducted in a deliberate and sequenced manner, while continuing to maintain operational readiness.

Over the 2020-21 peak posting period (extended to cover the period from 1 October 2020 to 28 February 2021) a significant number of interstate postings are planned to occur. As many of these movements will require quarantine, Defence will coordinate posting movement during this period to ensure the health and safety of Defence personnel and the broader Australian community.

GENERAL

Who is the PCMCC?

The Posting Cycle Movement Coordination Cell (PCMCC) was established on 1 September 2020 within the COVID-19 Task Force to act as the single point of coordination for all posting related movements of Defence personnel over the 2020-21 peak posting period, 1 October 2020–28 February 2021.

Who should I contact if I have questions about my relocation?

If your query relates to your individual posting relocation, Application for Removal (AFR) or you have received a Move Plan, please contact your TOLL Case Manager or the TOLL Service Centre on 1800 819 167 in the first instance.

For general enquiries relating to the 2020-21 posting cycle, Defence personnel can contact their Career Management Agency.

PLANNING CONSIDERATIONS FOR MY RELOCATION

Will non-recognised dependants (i.e. adult children) that normally drive with me be funded by the Commonwealth?

No, you are required to self-fund this movement as this cost is not covered by the Commonwealth under current determinations.

Am I required to move my family at this point in time?

No, you may consider the option of applying for MWD(U) through your gaining unit. Existing benefits will apply for reuniting with your family through posting at a later date as outlined in PACMAN.

You should carefully consider the potential family impacts of this decision noting the unpredictable nature of State/Territory border control measures if COVID-19 infections spike in the future, i.e. ability to conduct reunion/reverse reunion travel.



You will not be granted special exemption or preferential treatment for State/Territory border entry.

Is the relocation process the same or different if I am going to a State/Territory with border restrictions?

Different, you are to submit your Application for Relocation (AFR) as per existing relocation processes. AFRs for personnel travelling into States/Territories with border controls will have their relocation travel reviewed for approval by PCMCC due to Defence's requirement to coordinate State/Territory quarantine facility capacity and adhere to State/Territory border controls.

Can I choose my mode of travel?

Not in all circumstances. Defence is directing travel modes to ensure the health and safety of ADF families and to minimise the potential transmission of COVID-19. As such, air travel is the directed mode of travel for all interstate travel to States/Territories unless specified by the PCMCC.

Travel modes are dependent on the distance to travel and State and Territory border restrictions. These are dynamic and subject to regular changes. Own Means travel is permitted in certain circumstances as outlined in the PCMCC directed mode of travel matrix. A copy of this matrix is available to Defence personnel on the PCMCC website on the Defence intranet. If travelling Own Means, you are reminded that it is your responsibility to monitor all State/Territory restrictions and guidelines before and during your relocation in case of sudden changes which may affect your approved Move Plan.

Where air is the directed mode of travel, you are able to request own means mode of travel, however, you must demonstrate compelling personal reasons. You are to liaise with your TOLL Case Manager and seek chain of command support to determine the available options which may require additional PCMCC approval.

If you are directed to travel by air, you will be eligible to access additional relocation benefits as outlined in [Defence Determination, Conditions of Service Amendment \(COVID-19 Postings\) Determination 2020 \(No. 19\) of 25 September 2020](#).

How do I apply for consideration of compelling personal circumstances if I am directed to fly?

Personnel should submit their request for consideration for exceptional circumstances to TOLL either in their AFR or separately to their assigned case manager. All requests should be supported by the member's chain of command who have a responsibility to assess and provide assurance that the circumstances warrant PCMCC consideration.

On receipt, TOLL will forward the request to the PCMCC for determination. A copy of this process is available to Defence personnel on the PCMCC website on the Defence intranet.

What defines compelling personal circumstances?

Compelling personal circumstances will be assessed on a case-by-case basis and are largely situations that are beyond the member's control. When reviewing a request for consideration for exceptional circumstances the PCMCC will consider the evidence provided to assess how a situation is different to those faced by other ADF members or those faced by the Australian community.

The PCMCC will also consider the risk to the member, their dependants and to Defence potentially seeking alternate options which may negate the exceptional circumstance.

I have reserved a DHA Service Residence in preparation for my posting however, I have since moved my requested uplift/downlift dates as per PCMCC/Career Management Agency advice. DHA informs me that I will now need to reserve an alternative property even though I want to lock down my reserved option.

You should contact DHA to discuss your housing solution and options to continue with your preferred property. If you are unable to reach an agreed outcome, you should escalate your request to your local Defence Housing & Relocations Manager (through your Unit administrative support) who has the delegation to approve these type of requests if reasonable. PCMCC have no authority to influence this decision.



When traveling by Own Means, do I have the flexibility to change my travel itinerary?

No, to ensure the health and safety of ADF families and adherence to State/Territory border controls, you are required to follow the route/itinerary directed in your approved Move Plan.

Changes to Move Plans while in transit due to exceptional/unforeseen circumstances require you to contact your TOLL Case Manager and Chain of Command for support. Failure to do so may result in administrative and/or disciplinary action for Defence members.

When traveling by Own Means, do I have to follow the directed route in the Move Plan?

Yes. Defence members must comply with the State/Territory Public Health Orders and travel restrictions and remain liable for any breaches.

In addition and to ensure the health and safety of ADF families and adherence to State/Territory border controls, you are required to follow the route directed in your approved Move Plan. Failure to do so may result in administrative and/or disciplinary action for Defence members.

I have been issued with my Move Plan, but State/Territory restrictions have since relaxed. Can I amend my Move Plan prior to commencing my relocation?

Yes, however, requests for amendments to your Move Plan are dependent on a number of factors including whether your Move Plan has already been issued. Requests can be made via your TOLL Case Manager and will be reviewed for approval on a case-by-case basis through the PCMCC.

Changes to booked modes of travel (air/own means) are unlikely to be amended if within 14 days of your planned relocation. You will NOT undertake mandatory quarantine if the requirement no longer exists in the particular State/Territory you are relocating to.

I am currently posted to the ACT however I reside in a neighbouring NSW suburb. I am posting to QLD and I would like Defence to accommodate my family in the ACT for 14 days prior to flying to QLD on relocation in order to avoid mandatory quarantine under current restrictions. Is this possible?

Yes, the PCMCC had approved an ADF Posting Region for Defence families residing in ACT border suburbs (within 50km straight-line distance from the ACT border) from 07 Nov 20. However, QLD Government announced on 30 Oct 20 that they would remove border restrictions for NSW residents, except for 32 Local Government Areas within the Greater Sydney region with effect 0100h, 3 Nov 20. Therefore, NSW residents posted to the ACT but living in border towns are now able to proceed on posting to QLD without quarantine requirements.

The PCMCC will continue to review changing circumstances to inform the development of new move plans.

I currently reside in an area that requires quarantine in my gaining locality. Can I temporarily relocate to an approved area and reside there at Commonwealth expense to avoid quarantine.

No, unless approved by the PCMCC as an ADF Posting Region or in exceptional circumstances. Joint Directive 25/20 directs that Move Plans will be developed to facilitate a point to point relocation from a member's losing posted locality to the member's gaining posting locality.

I have dependants with Defence recognised special needs. Will I have options in my relocation to support my dependant's special needs (i.e. dependant cannot fly)?

If you have not already done so, you are encouraged to discuss your specific family needs with your Chain of Command and Career Manager to ensure your posting supports your compelling family requirements.

You are to ensure that your AFR reflects your special needs considerations and encouraged to discuss these in detail with your TOLL Case Manager to ensure that your Move Plan reasonably meets your family's needs. Certain travel requests may require PCMCC approval



and/or additional State/Territory exemption (i.e. driving from Sydney to Brisbane).

Will my rest stops be directed?

No, you will be directed on the required travel mode/route to ensure the health and safety of ADF families and adherence to State/Territory border controls but you **can** plan your own rest stops along the way as long as you adhere to specific State/Territory advice around identified COVID-19 Community Transmission Zones (CCTZ).

If I have family along the directed travel route, can I stay with them as part of a rest stop?

Yes, if the action does not breach relevant State/Territory guidelines/restrictions (i.e. number of people per household).

If I am approved to travel Own Means by a longer route than the normal TOLL route used to calculate my travel allowances, due to certain State/Territory restrictions (i.e. WA to QLD, avoiding NSW), how will my travel costs be calculated?

TOLL will use a cost comparison based on the directed PCMCC route against flights to determine Normal Departmental Liability (NDL). This formula will determine how much the Commonwealth will pay for the associated travel allowances.

Will the same relocation restrictions apply to my family if they are travelling without me?

ADF families must comply with respective Federal, State and Territory Government Health Orders and travel restrictions, or face penalty through State/Territory police authorities. ADF families travelling without a Defence member should adhere to their approved Move Plan. If your family decides to deviate from the approved Move Plan funded by the Commonwealth, they will not be eligible for any further travel support including subsequent travel/quarantine costs.

Am I required to complete a PMKeyS travel itinerary (leave plan) prior to commencing travel leave on relocation?

Yes, you are required to complete a travel itinerary outlining your travel route for all relocation travel. This will be used to assist PCMCC in tracking personnel should a State/Territory announce a new COVID-19

Community Transmission Zone and contact details in the event of recall.

Are there going to be changes to my relocation benefits this posting cycle?

Defence have reviewed the conditions of service associated with posting travel to address the unique and controlled nature of this years' postings.

[Defence Determination, Conditions of Service Amendment \(COVID-19 Postings\) Determination 2020 \(No. 19\) of 25 September 2020](#), balances both the needs of Defence personnel and the Defence enterprise during this posting period and provides additional benefits to posted members impacted by COVID-19, specifically those directed to travel by air. You are also encouraged to review the [TOLL Relocation Guide](#) and ADF PACMAN [Chapter 8](#) for details of ADF relocation benefits.

Can I take leave during my relocation transit?

No, to ensure the health and safety of ADF families and adherence to State/Territory border controls, the dates allocated for posting travel **must** be adhered to. Annual leave is not approved during the period of posting travel and posting relocations are from the old point of posting to the new point of posting.

Your travel departure date identified in your Move Plan triggers the commencement of posting travel and ceases on arrival at your final destination. Annual leave outside of posting travel is to be approved and managed by the Chain of Command in accordance with existing Defence policy.

Can I take annual leave once I arrive in my gaining location while I wait for my service residence/rental property to become available prior to my commencement at my gaining unit?

Yes, the departure date identified in your Move Plan triggers the commencement of 'posting travel' and ceases on arrival at your final destination. Annual leave outside of 'posting travel' is to be approved and managed by the Chain of Command in accordance with Defence policy.



How do I relocate my pets if I am directed to fly?

There are no changes to the process of relocating pets. It is the responsibility of the member to arrange the relocation of household pets if you are directed to fly.

In accordance with [PACMAN Chapter 6 Part 1 Division 3](#), Defence may reimburse the reasonable costs associated with the commercial transportation and boarding of one or more household pets.

Why is it taking so long for TOLL to respond to my Application for Relocation (AFR)?

Defence requested members submit their AFRs no later than 30 Sep 20. The bulk of the ADF has complied with this request. As such TOLL is currently processing approximately 50-60 per cent more AFRs compared to the number of AFRs submitted at the same time last year.

These requests are being prioritised by posting date, and therefore it may take some time for TOLL to allocate a Case Manager for those removals occurring later in the posting cycle.

From 30 Oct 20 TOLL advised that they have completed AFRs for the Nov period. For members who requested a relocation over the period 1-10 Dec you will be assigned a case manager as a priority within 2 weeks. For members who requested relocation from 11-19 Dec you will be allocated a case manager in less than 5 weeks. For the remainder relocating over the period 20 Dec–31 Jan a case manager will be assigned in 5 weeks.

IN-TRANSIT

Who is going to meet me at the airport if I have to go into quarantine?

As you transit through the airport you will be met by officials from the respective State/Territory Governments who will coordinate your entry into local quarantine requirements. You are required to travel with a copy of your border pass approval, Move Plan and Defence ID.

Do I need to inform TOLL what hotel I am quarantined in?

Yes, you are required to contact your TOLL Case Manager and inform them of what hotel you are quarantined in for onwards travel

purposes. TOLL currently have no visibility of what hotel you will be directed into at point of entry by the respective State/Territory except for NT, ACT & WA.

If I am denied entry into a State/Territory despite holding a valid border pass can Defence assist me?

Yes, refer to your Move Plan for local JTG629 duty numbers who may be able assist in facilitating your entry at the discretion of the respective State/Territory.

What happens if the border closes while I'm in transit?

Contact your TOLL Case Manager to obtain an alternative travel plan and inform your Chain of Command of the situation.

What happens if I am denied entry at a border?

You are required to adhere to all State/Territory guidelines and restrictions, including quarantine requirements for all interstate travel. You are encouraged to revise all State/Territory guidelines on the day of movement and ensure you have all required paperwork (border pass, Move Plan and Defence ID).

Please use the contact numbers provided on your Move Plan in the event you require additional support from your TOLL Case Manager, local JTG629 personnel or your Chain of Command.

What happens if I arrive at my gaining destination earlier than planned in my Move Plan?

You are **not** to arrive in your gaining location until the day approved in your Move Plan. Your relocation dates have been planned on State/Territory quarantine capacity requirements.

If you are entering temporary accommodation and have no State/Territory quarantine requirement, TOLL are not able to amend your Move Plan. You will be required to arrange your own accommodation until your planned entry date.



BORDER PASSES

How do I know if I need to apply for a border pass?

Guidance on correctly complying with control measures for personnel, families and their losing Chain of Command can be found on the Australian Government Health Direct website: <https://www.healthdirect.gov.au/covid19-restriction-checker/domestic-travel>

Who applies for the border pass?

You are individually responsible for ensuring that you and all family members apply for a border pass as per State/Territory guidelines. Each State/Territory is different and members are to confirm and comply with these requirements. Defence personnel can also access a Handy State/Territory Guide from the PCMCC website on the Defence intranet.

If I am denied a border pass online before I travel can Defence intervene?

No, Defence cannot intervene in State/Territory Government requirements. You are individually responsible for ensuring that all family members apply for a border pass as per State/Territory guidelines. Additionally, you are to notify your Chain of Command and Career Management Agency of any inability to proceed on posting.

How do I gain entry across a border if I am travelling without an ADF member (unaccompanied)?

In some situations, a member's dependents may have remained in the member's losing location for family reasons and are now relocating to the member's location, without the member being present. In completing the border pass form, you should describe your reason for requesting entry as a relocating resident.

PCMCC has not been advised of any situation where an application has been refused. It is recommended that you travel with copies of your partner's posting order, TOLL Move Plan and a copy of a residential lease/DHA lease (if applicable).

QUARANTINE

Who books and organises my quarantine?

If your relocation involves a State/Territory directed quarantine/self-isolation, you and your family will be directed into State/Territory approved facilities upon arrival at a respective border entry point. You are required to contact your TOLL Case Manager upon arrival and inform them of what hotel you are quarantined in for onwards travel purposes. TOLL currently have no visibility of what hotel you will be directed to at point of entry by the respective State/Territory except for NT, ACT & WA.

Do I have to personally pay for my quarantine stay?

No, you are **not** required to pay for quarantine upon departure/check-out. You will be issued a tax invoice for the quarantine period upon your departure which will need to be submitted to your TOLL Case Manager as soon as possible in order for payment to be made by the Commonwealth within 30 days.

Do I have a choice of quarantine location?

No, the allocation of accommodation for quarantine requirements is managed by the relevant State/Territory. A quarantine period will be factored into the relocation plan developed by TOLL in consultation with PCMCC.

Am I required to pay service housing contributions during a mandatory quarantine/isolation period?

No, Defence has approved an amendment to this requirement for the 2020/21 peak posting period for the duration of your mandatory quarantine/isolation only.

What will be covered by Defence funded quarantine?

Food and accommodation will be funded by Defence as per set State/Territory quarantine costs. You will be billed separately for any non-essential discretionary costs e.g. Premium TV, telephone costs, Wi-Fi, etc.



What if my quarantine accommodation is not suitable for my family's needs?

You will need to discuss your specific family composition and any special requirements with local State/Territory representatives at the respective border entry point. Defence has no control over which hotel you will be allocated to at this point in time. You should also engage with local JTG629 personnel if you are relocated to a quarantine facility that is not Defence supported. Contact numbers can be found in your Move Plan.

My family and I are currently in 14 day quarantine and the State Government have announced a change to border entry requirements for my previous State location. Do I need to complete my full 14 day period?

Potentially. This decision will be set by the respective State/Territory Government. PCMCC have previously observed some States allow immediate release and others require travellers to complete the full 14 day period.

You are reminded that you are to follow all direction from State/Territory authorities in accordance with their respective quarantine requirements. If you are released from your quarantine period early, you are to contact your Toll Case Manager immediately to amend your current Move Plan.

Am I required to use annual/recreation leave for my 14 day quarantine/self-isolation period?

No, in accordance with [PACMAN 5.11.3](#), Defence personnel who are impacted by the mandatory government quarantine as part of their posting relocation are to submit 'short absence' leave. For the 14 day quarantine period members are to apply for leave on PMKeyS Self-Service (PSS) using the ADF Short Absence > Notifiable Isolation option.

As an approver is not identified in the clauses of the Determination, the [other approving authorities](#) section of PACMAN states a member's CO or supervisor not below the rank of Major or APS6 is able to provide approval for the leave.

WHERE CAN I GET ADDITIONAL ASSISTANCE?

Who can help me plan my travel?

TOLL remains your primary point of contact for the planning and conduct of your relocation travel. Your losing unit Chain of Command will provide support regarding Defence policy surrounding the 2020/21 posting cycle restrictions. You are individually responsible for understanding respective border crossing requirements prior to conducting relocations.

Are after-hours support lines available?

Yes, your Move Plan will detail various points of contact including after-hours support which will be available to you during your relocation.

What if I become ill while travelling?

The 1800 IMSICK **1800 467 425** helpline remains the principle helpline for all medical support including if you begin to display COVID-19 symptoms or have travelled through a COVID-19 community transmission area (hotspot) as part of your relocation.

What if my family becomes ill with COVID-19 symptoms during transit?

If a family member becomes unwell with COVID-19 symptoms during transit, your family should seek medical assistance at nearest possible civilian medical facility and follow all directions provided by medical staff.

You must inform your Chain of Command as soon as practical and your TOLL Case Manager in the event that amendments to your travel plan are required. You must also contact 1800 IM SICK, 1800 467 425 and follow the directions provided by call centre medical staff.

Where can I seek additional support for my family to support us planning for our upcoming relocation?

The Defence Family Helpline **1800 624 608** is your first point of call for support, information and connection with your community, including your local DCO team. The Helpline is available 24/7 and is staffed by qualified human services professionals including social workers and psychologists.

DCO have also developed a range of additional resources for families including tips on managing the posting process, quarantine with children and coping techniques.



Follow DCO on Facebook, Instagram or Twitter or visit their website www.defence.gov.au/dco for updates advertising upcoming DCO webinars, information and resources available to support members and their families during this uncertain time.

