



Australian Government
Defence

ADF MEMBER AND FAMILY TRANSITION GUIDE



**WHAT'S YOUR
GAME PLAN?**

**TALK TO A
TRANSITION COACH**



2023-24

To defend Australia and its national interests in order
to advance Australia's security and prosperity
www.defence.gov.au



Defence acknowledges the Traditional Custodians of country and pays its respect to Elders both, past, present and emerging. Defence also pays its respect to the Aboriginal and Torres Strait Islander men and women who have contributed to the defence of Australia in times of peace and war.

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Message from the Chief of the Defence Force

Transition from the Australian Defence Force (ADF) is something every member and their family will experience at some point in their career. When you decide to begin to transition, it's important you've given thought to what you'll do next, and ensure you're informed and educated about your options.

Although you may not have made the decision to transition from Defence yet, now is the time to ask questions, gather information and include your family in the process.

It is important you engage your Unit Chain of Command early. Your Commanding Officer is responsible for ensuring you are provided with clear advice and appropriate access to transition support services.

Our Defence Transition Coaches are available to talk to you and your family at any point in your career, and will provide tailored coaching and mentoring throughout your transition. The coaches will work with you to set post-transition goals based on your unique skills, interests and aspirations. They will then assist you to develop an individualised plan to help you meet these goals. The support coaches provide can be accessed 24 months post your transition date. I encourage you to involve your family or a support person in these conversations and make the most of the support available.

For members who have set a transition date, I sincerely thank you for your service. Your contribution to our Defence Force and Australia cannot be understated. Please remember, we are committed to helping you through your transition and where possible, we look forward to continuing your connection with the ADF in another Service Category or in another capacity.

To the partners and family members reading this guide, I do not underestimate the support you have provided to your loved one, and continue to provide.

Transition from the ADF will be a big life change for your family. I recommend you involve yourself as much as possible in the transition process. Your support and assistance will be incredibly valuable. While ADF members are the ones who are serving, you support them to do so and for that I am truly grateful.

Thank you to all Defence family members for your contribution to our country in supporting our ADF personnel throughout their journey.

Thank you and best wishes in your transition.

General Angus Campbell AO, DSC
Chief of the Defence Force



INTRODUCTION TRANSITION AND THIS GUIDE

Transition and this Guide

Transition from military to civilian life is a journey every ADF member will one day take, whether it is for a change of career, to accommodate changes in your personal life, following a Service decision or because you have decided to retire.

Every transition story is unique and the good news is that there is a wide range of supports and programs available to help you and your family thrive through your transition journey and into your future. These supports are available during service and for up to 24 months following your transition.

Defence understands that transition from military to civilian life is a significant and potentially life-changing step that may impact many elements of your life, and the lives of your family and loved ones.

Your transition journey may call on you to consider your finances, employment and education, social and cultural connections, housing and accommodation, and your health care and wellbeing arrangements.

That is why Defence has produced this ADF Member and Family Transition Guide.

This Guide gives you the resources you need to help you make an informed decision about whether you want to transition or remain in the ADF.

This Guide also provides you with some key points of contact to help make this important decision.

And if you decide that transition is what you want to do, this Guide contains the information you need to get started with preparing for and then undertaking your transition journey.

You can access support and assistance from:

Defence All Hours Support Line: 1800 628 036

Defence Member and Family Helpline: 1800 624 608

Open Arms: 1800 011 046

What is transition?

Transition is the journey that an ADF member undertakes when they transfer to another Service Category or SERCAT (e.g. from permanent service to a Reserve Service Category) or separate entirely from the ADF.

Whatever the nature of your transition - and everyone's transition journey is unique - Defence provides a comprehensive suite of programs and supports to help you thrive during your journey and into your future.

There are many different factors that may lead you to transition: you may have chosen a new career path, decided to retrain or study, or have family considerations that impact your capacity to serve. Some members may be transitioning due to an injury or medical condition.

Whatever your reason, or the mode of your transition, Defence's suite of support programs, delivered through the national network of ADF Transition Centres, are available to all members with more than one day of service.

Some of Defence's transition programs are accessible during service, others become available once you have made the decision to transition.

You can access these supports for up to 24 months after your transition date (the date of your transfer or separation).

The most important thing to remember is that you are not alone and there is a comprehensive range of supports and programs that will help you prepare for and navigate your transition journey.

This Guide

This Guide has been published to provide you with a comprehensive overview of the transition supports that are available to ADF members, their families and support people.

This Guide will also give you information on the administrative requirements of transition, important personal, family, social and employment considerations, and the ongoing support that will be available after you transition.

The Guide is divided into easy reference sections to help you locate the information you need quickly and easily.

Each section of the Guide contains the currently available information on that section's subject matter.

Remember, everyone's transition journey is different and you may not need to consider every item detailed in this Guide.

A Transition Coach will help you to understand the subject matter that is specific to your individual transition journey. A Transition Coach will also help you understand the subject matter that relates to the journey your family and support people may be taking with you.

Sections 1 and 2 give an overview of transition and how it might impact you and your family.

Section 3 details the full suite of transition programs and supports offered by Defence: the Defence Force Transition Program or 'DFTP'.

Section 4 gives you all the information you need about continuing to serve – be that by deciding to remain in ADF Service, or transferring to another Service Category.

Section 5 covers transition administration, which is all the things you may, depending on your mode of transition and circumstances, need to do while you are still serving, and leading up to your 'transition date' (the date of your separation or transfer).

Sections 6 to 12 detail the seven personal human security domains that Defence asks you to consider when preparing for, or undertaking, your transition journey. These domains are: Social Connectivity, Housing and Accommodation, Transport, Health, Education, Employment and Meaningful Engagement, and Finances.

Section 13, 14 and 15 are dedicated to the three Commonwealth Agencies that may play a big support role in your transition journey: the Department of Veterans' Affairs (DVA), the Commonwealth Superannuation Corporation (CSC) and Services Australia. These sections contain details of the tools and supports provided by these agencies to help you along your transition journey.

And finally, Sections 16 and 17 provide details of additional ongoing supports, and useful information like contact details for the national network of ADF Transition Centres and the 2023 ADF Member and Family Transition Seminar schedule.



01



TRANSITION OVERVIEW

SECTION 1 SUMMARY

- 'Transition' is when you transfer to another Service Category, or separate from the ADF.
- Defence provides transition support to permanent and Reserve members with more than one day of service.
- Transition through an ADF Transition Centre is mandatory when transferring or separating from the ADF.
- Transition supports are available through-career and for up to 24 months after transition.
- Support is delivered by Transition Coaches out of 15 ADF Transition Centres nationally.
- Transition Coaches help members and families identify post-transition goals.
- Transition Coaches help build a Transition Plan to work towards post-transition goals.
- Defence encourages early planning and preparedness for transition.
- Defence encourages planning for post-transition social connectivity, housing, transport, health, education, employment/meaningful engagement and finances.
- Planning for change, for you and your family, will help.
- Your ADF skills are valuable in the civilian world.
- Your identity and purpose may shift when you transition.
- Connecting to the civilian community will help you manage your transition.
- Stay connected with family, friends and colleagues – talk about your experiences.
- Look after your health and wellbeing – ask for help if you need it.
- Look after your mental health – ask for help if you need it.

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TRANSITION STORY

After 14 diverse years of military service, Tristan transitioned from the Australian Defence Force to the WA Fire Brigade as a Firefighter.

Tristan transitioned to civilian life looking for stability in location and with a successful acceptance to the Department of Fire and Emergency in WA as a firefighter.

“I left Defence probably a year earlier than I’d planned but with Firefighting being a very competitive field, when you get the opportunity you take it.”

Tristan’s advice to members thinking of transitioning is to get in touch with a Transition Coach, use the resources available and educate yourself. “It makes life easier. Also work out the reasons why you’re leaving and what you want to do afterwards. Don’t just leave because you’ve had a bad day.”

“Make an effort to form friendships and identity outside of your work environment prior to transition. Have a Plan B for prospective job opportunities. Transition can be smooth provided you put in the effort and ready yourself for it properly.”

Tristan has kept his Defence ties by moving to Reserve service and working a day or two a week.

“While Defence is a challenging career and has its ups and downs, I’m really grateful for the opportunities it gave me and important lessons it taught me over my career. I started as a nervous, quiet 19 year old and left a confident positive adult ready for the next challenges life will throw at me.”



Transition Overview

Transition is the journey you will undertake when you transfer to a different Service Category (e.g. from permanent service to Reserve service) or separate entirely from the ADF.

Transition is an inevitable step in every member’s service career, be it for professional or personal reasons, retirement, injury or due to a Service decision.

Defence views transition as another step in your ADF career and wants you to make the most of your opportunities, and maintain your wellbeing, across all aspects of your life.

That is why Defence provides a comprehensive suite of transition supports, delivered by qualified Transition Coaches across a national network of ADF Transition Centres, for up to 24 months after your transition date.

This Guide will provide you with all the information you need about the Defence Force Transition Program (details can be found in Section 3), the administrative and other requirements of transition, the personal, family and lifestyle matters you should consider and details of the supports provided by other Commonwealth departments (DVA, CSC and Services Australia).

You can access support and assistance from:

Defence All Hours Support Line: 1800 628 036

Defence Member and Family Helpline: 1800 624 608

Open Arms: 1800 011 046

Defence supports for transition

Most transitions go smoothly and deliver many opportunities and benefits to members, their families and loved ones.

Defence acknowledges, however, that transition can present challenges in some cases.

Defence is committed to the wellbeing of its members throughout their careers, and a member's transition journey is no exception.

To support members during their transition, Defence offers a range of programs and products that are available during service, and further supports that become available once you have decided to transition. These supports are available for up to 24 months after your 'transition date' (the date on which your transfer or separation takes effect).

Defence's suite of programs and supports is known as the Defence Force Transition Program or 'DFTP'.

The DFTP is delivered through Transition Coaches who are based in the ADF Transition Centres found in 15 locations nationally (contact details for all ADF Transition Centres can be found in Section 17).

Your engagement with the DFTP begins with making contact with a Transition Coach at one of the ADF Transition Centres. You can contact a Transition Coach at any time during your career.

If you have decided to transition, and have submitted your Web Form AC853 *Application to Transfer Within or Separate From the ADF* you will receive a Transition Preparedness Questionnaire (TPQ). Your answers will provide insights to your circumstances and will assist in planning for your future. You will also be assigned a Transition Coach who will make initial contact with you.

Following this initial contact you will have a Transition Planning Session where you and your Coach will look at your circumstances, your preparedness and your post-transition goals. Your Coach will then work with you to devise a curriculum of supports personalised to your transition journey (further details of this process, and the DFTP support programs, can be found in Section 3).

The DFTP also consists of Transition Seminars (see Sections 3 and 17) and a range of communications products like this Guide, the transition website, transition social media channels and transition factsheets.

Website: www.defence.gov.au/transition

Facebook: [DefenceMemberFamilySupport](https://www.facebook.com/DefenceMemberFamilySupport)

Instagram: [dmfs_australia](https://www.instagram.com/dmfs_australia)

Twitter: [@dmfs_AusDefence](https://twitter.com/dmfs_AusDefence)

Transition Coaching

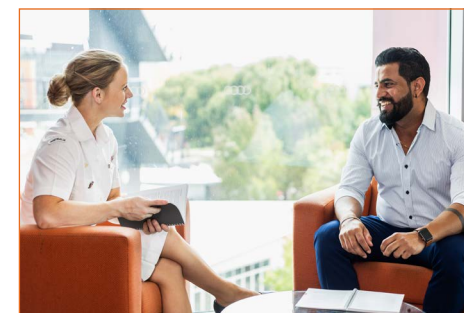
Your Transition Coach will be your key reference point throughout your transition journey.

Transition Coaches listen to you, your family and/or loved ones, discuss your circumstances and goals, and work with you to design a Transition Plan that is specific to you.

Family members, loved ones and support people are encouraged to join their member in coaching sessions.

Your Transition Coach will be available to you throughout your Transition journey and for up to 24 months following your transition date.

Transition Coaches are available to you through the ADF Transition Centres.



While you can talk to a Transition Coach at any time in your career, you must link in with an ADF Transition Centre when you have made the decision to transition, or if you have been advised that you will transition as a result of a Service decision.

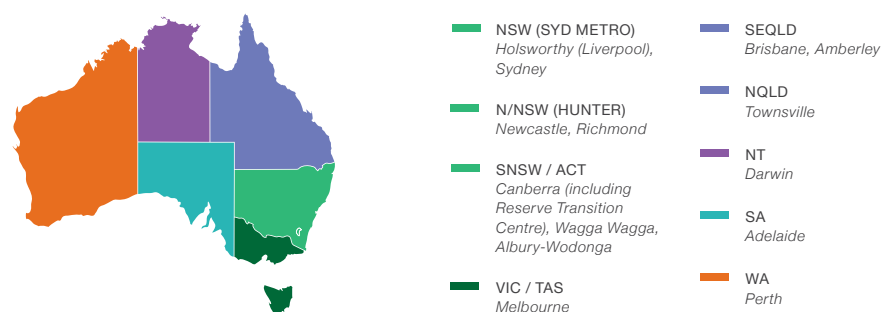
Through the ADF Transition Centre you will be assigned a Transition Coach who will:

- help you, your family and/or loved ones to consider your longer-term goals and develop an individual Transition Plan to achieve these goals
- provide transition and career coaching that aligns with your needs and post-transition goals so you can determine your aspirations and plan for your life outside of the ADF
- help you understand and meet mandatory administrative requirements of transition
- refer you to more specialised/intensive supports where this is appropriate.

Depending on your circumstances, Transition Coaching may cover career development, finding employment or meaningful engagement (volunteering, study, retiring etc.), accessing government and community services, family support and social connectedness or transitioning with appropriate documentation.

ADF Transition Centres

Your local ADF Transition Centre will introduce you, your family and/or loved ones to a Transition Coach who will help you with your transition.



The ADF Transition Centres are located on or near most major bases and provide outreach services to other locations. A list of ADF Transition Centres with contact details can be found in Section 17.

Managing your transition

Preparedness

Being prepared before you start will help you to achieve positive outcomes from your transition journey.

Consulting this Guide is a great first step on your preparedness journey. Other things you can do are:

- consult the transition website (www.defence.gov.au/transition)
- attend an ADF Member and Family Transition Seminar (2023 schedule can be found in Section 17)
- attend a Job Search Preparation Workshop (Section 3)
- reach out to your local Transition Centre (contact details can be found in Section 17) and arrange to meet with a Transition Coach.

Transition Coaches are available at any time in your career to discuss the options and opportunities that may be available to you.

Getting prepared for your transition journey starts with understanding where you are now, and where you want to get to. It is about looking at your current circumstances and assessing what you might need to do or change to reach your post-transition goals.

Transition Coaching focuses on seven personal security domains as the key areas that you should consider when looking at your preparedness for transition. The seven domains are: Social Connectivity

1. Social Connectivity
2. Housing and Accommodation
3. Transport
4. Health
5. Education
6. Employment and Meaningful Engagement
7. Finances.

More information on the seven personal security domains can be found in Sections 6 to 12.

As you move through your transition journey your Transition Coach will work with you to understand your current circumstances and what you might need to do to prepare across these seven domains.

You will also be asked to complete a Transition Preparedness Questionnaire. Your answers will help your Transition Coach to better understand your current circumstances and your post-transition goals. This information will help your Transition Coach to guide you as you prepare for your transition.

When you start your transition journey you are creating an opportunity to re-invent yourself. This is an opportunity that many people do not get.

Maybe you want an entirely new career path. Maybe you want to go back to study to learn a new discipline. Maybe you want a similar work environment but with more flexibility to allow you to get involved with your family or community. Maybe you are retiring and are looking for a hobby or pastime that you and your partner or friends can enjoy.

Alternatively, once you start looking into the options, and into the things you may need to do to achieve your post-transition goals, you may decide to remain in the ADF but seek a different role in your current Service, or a role in one of the other Services. Transition Coaches can provide direction on who you should talk to if you want to explore your options within Defence.

Getting the most out of your transition

It is important to remember that transition can be a period of significant change and can be challenging for both you and your family and/or loved ones.

To help you get the most out of your transition you can plan throughout your career:

- start thinking about your post-transition plan and goals early
- undertake research
- talk to your family, friends, loved ones, peers and mentors
- set goals
- undertake a Job Search Preparation workshop
- look into the roles, activities or courses that interest you
- gather information about industries that interest you, about qualifications that could lead you to your goal
- learn about social and community organisations that you may want to join.

These actions can help you to form a clear picture of where you are headed.

ADF Member and Family Transition Seminars

Defence encourages all ADF members, and their families and/or loved ones, to attend an ADF Member and Family Transition Seminar at regular intervals throughout your career. Transition Seminars are one-day events that include informative presentations about the transition process and panels where you can hear from experts and from previously transitioned members. You can also attend an exhibition floor where Defence, DVA, CSC, education providers, Ex-Service Organisations and even some potential employers can give you information about your transition options.

Attending a seminar does not mean you will be transitioning, just that you are educating yourself on the supports that are available. Once you have made the decision to transition it is mandatory that you attend an ADF Member and Family Transition Seminar within 12 months of your transition date.

More information on ADF Member and Family Transition Seminars, including how to register, can be found in Section 3.

Tips

- **Start marketing yourself** – do not be afraid to document and highlight your ADF career and personal achievements. Research the equivalent civilian terminology for your ADF roles and responsibilities. Apply for skills accreditation through the Australian Defence College.
- **Work at it** – plan your transition like a project. Plan notice periods and deadlines, anticipate challenges and prepare contingencies.
- **Keep your support person/people involved in the process** – we encourage you to invite them to come along to your transition coaching sessions and attend an ADF Member and Family Transition Seminar. Identify what decisions need to be made by the family and what decisions will be made by you.
- **Connect** – keep in touch with colleagues who have already transitioned. Network with colleagues at ADF Member and Family Transition Seminars, ask questions and learn about what they did and any lessons they have learned about their transition.

- **Volunteer** – get involved with local community groups and charities. This can help you get an idea of working in a civilian environment and how your ADF skills can transfer to a post-transition career.
- **Adapt** – be aware that social norms and rules that are present within the ADF may not be the same in civilian environments. Make the effort to adapt to your new environment, while maintaining your ADF values. The Career Transition Coaching modules detailed in Section 3 can support you with this aspect of transition.

The earlier you engage with a Transition Coach through one of the ADF Transition Centres, the more prepared you will be for your transition.

Keeping informed and asking for assistance is a great way to start working towards positive transition outcomes.

What can I expect?

The process of transitioning from the ADF – from considering options, planning and preparation, to formalising your decision and reaching your transition date – can take time.

For many members transition is not just about changing careers, it is also changing a way of life. The strong sense of commitment, purpose and belonging that comes from life in the ADF can be greatly missed when beginning a new life.

The good news is that the knowledge, skills and attributes you have acquired during your service will assist you when you transition.

Although the strong sense of commitment, purpose and belonging that comes from service in the ADF can be greatly missed when undergoing transition, it is important to remember that civilian life can also contain these qualities.

Establishing your identity and your place in a community in civilian life may take some time. This is normal and there are a range of strategies you can adopt to assist in this process such as joining local community and sporting groups or getting involved in clubs and activities at your children's school. Maintaining your connections to the ADF, through Reserve service or Ex-Service Organisations can also help as you can learn from the experiences of other transitioned ADF members.

No matter your Service, trade, or the length of your military career, you are not just changing jobs – and it is important to be prepared for that.

Family dynamics and relationships

Transition from the ADF also affects a member's partner/family. It is important to recognise that they are going through their own transition. Things to consider include:

- transition may mean finding a new home, new responsibilities and changes in schools, jobs and friends
- families usually feel considerable pride for their member's service so they too need to be supported in knowing that a change in circumstances does not diminish their member's achievements
- families may find relief in the decision, seeing opportunities for more time together now the member's ADF career has ended
- there may be a need to renegotiate family roles and responsibilities
- clear communication during transition is very important
- include your family in your transition coaching and planning sessions.

Further information about Families in Transition can be found in Section 2.

Re-defining your identity

Your personal identity is shaped by many things: physical characteristics, psychological traits and interpersonal relationships and experiences. This includes your role as a member of the ADF.

When you joined the ADF, you began to create your military identity. You learned the military profession, language and culture, and may have experienced some disconnection from your civilian life and friends. These are some of the realities, or sacrifices, that may come with joining the military.

You may see yourself as military first and foremost. When you transition from the ADF, you may feel that an important part of your identity has been diminished or changed. Ask yourself, does your transition challenge your sense of identity? Do you need to redefine your identity for the future?

It is important that you are patient with yourself and accept that it takes time to adjust to new identities after taking off the uniform. There are some challenges that you may need to be prepared to face if you are trying to resume a civilian identity. These are:

- **Civilian understanding** – Many civilians do not readily understand military identities. It is crucial to recognise that challenges may arise in relating to civilians, and they may experience challenges in relating to you.
- **Identity stress** – Identity challenges may have an impact on your physical or mental health, or may add stress to your relationships with your family and friends. If you feel any of these stresses are impacting your health, consider seeking advice from a healthcare professional.
- **Reserves identity** – If you are a Reserve member (SERCAT 3, 4 or 5) and are transitioning to SERCAT 2, you likely already have a civilian job, and already have a civilian identity. However, Reserve members also need to mentally prepare for taking the uniform off.
- **Veteran identity** – The term “Veteran” can be hard for some members to relate to. Every member’s experience in the ADF will be unique. It is important to know that regardless of what role you played or how long you served, your achievements and service are something to be proud of. You are a Veteran.

Some things you can do to help in adjusting to a new post-transition identity are:

- **Mentor** – Seek out other transitioning members, or those who have already transitioned, and learn from their experiences. Ask them to be your mentor. There are a large number of Ex-Service Organisations (ESOs) nationally and within each state and territory that can help provide connections to other veterans.
- **New social groups** – Find new social groups by joining community or sporting groups, taking an evening class or engaging in volunteer work with other civilians. This can help you become accustomed to engaging socially in civilian settings and working with civilians.

- **Departure from service event** – Plan a departure from service event, such as a barbecue or dinner with your military and civilian friends. These events can bring together the two worlds you have been living in, and add a sense of closure to your service in the military while maintaining your ADF friendships. These events can be an enjoyable and meaningful way to celebrate this part of your journey, before embarking on the next chapter.
- **Broad-based identity** – Put active time into building other parts of your identity beyond the ADF before you leave: as a friend, a volunteer, a partner, a parent, a hobby enthusiast, a sportsperson, and community member. Not only can this enhance your self-esteem and mental health while serving, after you leave the ADF these hobbies, civilian friends, family, and passions are also likely to help reduce the sense of loss. This does not mean you should cut yourself off from your existing friendships and networks within the ADF, as maintaining existing friendships is also important.

Building your community

The ADF military culture is strong. You will have shared many experiences with your mates that civilians will not understand. Not only does that impact your sense of identity, but it also impacts how you find a sense of belonging in the communities around you. Years of identification and bonding with military people can sometimes make it difficult for you to form new relationships and friendships in civilian life. Some challenges to prepare yourself for are:

- **Civilian behaviours** – Your experiences in a disciplined service environment may lead you to feel impatient and frustrated with civilian attitudes and behaviours that may appear to lack structure, direction, and discipline.
- **New organisational cultures** – A strong mission-orientation and a focus on achieving a task are not necessarily prevalent in all organisations. Softer skills are required to shape and influence in the civilian world. That said, like the ADF, many civilian professions also have a strong culture; they have specific terminology and they communicate in a manner that works for their profession. Part of your preparation for civilian life is to gain an understanding of cultures you may be interested in getting involved in, so that you can communicate and participate in a way that works for you, in civilian life.

- **Losing shared understanding** – For serving members, the military community (your Unit, your Service, friends and mates from years of experience) is the primary social network. Because of your shared experiences and shared understanding of ADF life, it is natural during a military career to build a network of supportive, trusting and fun people who 'get it' – who understand a funny story, or a frustration, or an experience you've had, and can provide support. Whilst it is important to maintain connections with your military peers and friends, it is important to recognise that the vast majority of civilians will not understand your career history, your trade or specialisation, or the structure of the ADF itself. Losing this shared understanding can be a major challenge if you are not prepared for it.

To start preparing for building your new community, here are some things to consider:

- **Maintain a connection to the ADF** – Following transition, some members will continue to engage in military social networks. These networks may help with finding employment, or integrating in a new community that includes civilians.
- **Build civilian social connections** – The act of building new and civilian social networks plays an important role in finding and receiving needed supports, and in reshaping a military identity to a civilian one. It also helps you build a new community of people to share your life with. Civilian friends and colleagues may not understand your experiences in the ADF as well as your military friends, but that doesn't automatically mean that they won't be interested in getting to know you. And, whether you know it or not, you will influence your new civilian community through your actions and attitudes. This may be as simple as bringing your skills and talent from military service and impressing your new employer and colleagues, or can be more deliberate if you choose to become an active mentor or advocate for Veterans.

Finding your purpose

Having a sense of purpose is integral to wellbeing. Many people join the ADF initially because of the feeling of wanting to contribute to a higher goal – defending Australia, serving our community, or volunteering for a crucial role in society and sharing in the effort with everyone in uniform. Losing this sense of contributing to the shared mission can, for some, cause something similar to feeling a loss of their identity: feeling like they no longer have a clearly defined purpose. Because service in the ADF is unique in Australian society, it can be difficult to replace this feeling of meaning and purpose with just one thing.

For many, the sense of purpose and fulfilment is attained through employment, but other meaningful engagement activities (e.g. volunteering, hobbies, pursuing education) can have the same impact. Participating in fulfilling activities contributes to your health, social integration, and fundamental sense of wellbeing as well as providing structure to day-to-day life. Stable, well-paid employment has the added benefit of contributing to financial security. Given that many ADF members who transition are still of working age, civilian employment is critical to their wellbeing.

To help develop your sense of purpose in your civilian life, there are some key things to consider:

- **Pursue your interests** – What interests do you have outside of your career? What are you looking forward to having more time for following transition (such as hobbies, volunteer work, personal growth, learning etc)? What interests from your ADF career can be found in civilian roles as well (eg project management, engineering, human resources)?
- **Consider your plan** – Carefully consider what you want your civilian life to look like. Develop a plan that balances and integrates work, study, community engagement, and/or retirement options.
- **Translate your skills** – Research how your skills gained in the ADF can be translated into civilian roles (employment, volunteering or family roles). Speak to your Transition Coach about Career Transition Coaching that can help you make this translation.

Talk to someone

If you are worried about making the transition from ADF to civilian life, or need assistance with some of the practical aspects, talk to someone and seek advice. This can include:

- a Transition Coach
- a co-worker
- a friend
- a family member
- your Chain of Command
- a psychologist
- a Chaplain
- the Defence Member and Family Helpline (1800 624 608).

You can access support and assistance from:

Defence All Hours Support Line: 1800 628 036

Defence Member and Family Helpline: 1800 624 608

Open Arms: 1800 011 046

Look after your mental health and wellbeing

Transition involves significant change which may challenge your resilience and impact your overall health or wellbeing. It can also be challenging to recognise the signs that something is impacting your health, especially when there are multiple changes taking place at once.

The Mental Health Continuum (Figure 1) is a useful tool for keeping an eye on how you are tracking and the potential impact transition may be having on how you are thinking, feeling or responding to the situations you are facing.

Common markers of mental health are grouped into the following themes:

- mood
- performance
- sleep patterns
- physical health
- social interaction and activities.

Using Figure 1 as a guide, you can see that when problems increase and functioning decreases your mental health and wellbeing can move towards the right of the continuum.

Health is dynamic and can change in response to changing life circumstances. Early recognition of any health issues will enhance your recovery and your opportunity to return to the best level of function possible.

Figure 1. Mental Health Continuum

Healthy	Reacting	Injured	Ill
Natural mood fluctuations; Calm and takes things in stride	Irritable/Impatient; Nervous; Sadness/Overwhelmed	Anger; Anxiety; Pervasively sad/hopeless	Angry outbursts/aggression; Excessive anxiety/panic attacks; Depressed/suicidal thoughts
Good sense of humour; Performing well; In control mentally	Displaced sarcasm; Procrastination; Forgetfulness	Negative attitude; Poor performance or workaholic; Poor concentration/decisions	Overt insubordination; Can't perform duties, control behaviour or concentrate
Normal sleep patterns; Few sleep difficulties	Trouble sleeping; Intrusive thoughts; Nightmares	Restless disturbed sleep; Recurrent images/nightmares	Can't fall asleep or stay asleep; Sleeping too much or too little
Physically well; Good energy level	Muscle tension/headaches; Low energy	Increased aches and pains; Increased fatigue	Physical illnesses; Constant fatigue
Physically and socially active	Decreased activity/socialising	Avoidance; Withdrawal	Not going out or answering phone
No/limited drug and alcohol use/gambling	Regular but controlled drug and alcohol use/gambling	Increased drug and alcohol use/gambling - hard to control	Frequent drug and alcohol or gambling use - inability to control with severe consequences
Continue to strengthen resilience and build peak performance. The same tools we can use to buffer in times of challenge will also help us to thrive and perform to our potential everyday	Use self-management and support strategies to build mental health		Talk to someone you trust and seek help from a mental health professional
Maintain a positive attitude; Focus on task in hand; Break problems into manageable tasks; Build support networks	Recognise limits, take breaks; Get adequate rest, food and exercise Identify and resolve problems early	Make self-care a priority; Maintain social contacts; Don't withdraw Talk to someone	Employer Support and Service Protection



Do:

- take time to reflect on the change you are going through, and talk with your partner/family about the changes ahead
- start planning early, and keep planning as you move through your transition journey
- accept that new ways of thinking and behaving may be required as well as learning new skills
- look after you and your partner/family's health and wellbeing
- engage with a Transition Coach early to assist you through your transition
- seek financial advice so that you are financially prepared for civilian life.



Don't:

- avoid change
- put things off
- assume your partner/family will cope with your transition with no difficulty
- assume there will be no challenges on your transition journey
- over-commit yourself financially during and post-transition
- stop talking with your family and friends
- underestimate the change you will go through during your transition.



Transition Checklist

Throughout your career

- ☐ Attend an ADF Member and Family Transition Seminar with your partner, family member or support person. For Seminar information and schedule see Sections 3 and 17 or contact your local ADF Transition Centre or visit www.defence.gov.au/transition. Registration is via CAMPUS.
- ☐ Consider how the ADF Service Spectrum can assist you in contributing to Defence capability on an ongoing basis and what Service Category (SERCAT) option suits your personal circumstances.
- ☐ Keep your personal details updated on PMKeyS including your residential address and mobile phone number.
- ☐ Create a ForceNet account for you and your family. Website: www.forcenet.gov.au.
- ☐ Attend a Job Search Preparation workshop. For course information and schedules please contact your local ADF Transition Centre or visit www.defence.gov.au/transition. Registration is via CAMPUS.
- ☐ Establish a professional network by subscribing to or joining professional associations, or creating a professional social media profile on a platform such as LinkedIn.
- ☐ Make sure your military training and qualifications are accurately recorded in PMKeyS.
- ☐ Download a copy of your service record from PMKeyS.
- ☐ Consider who could be your referees, i.e. people who can speak positively about your skills and attributes. Ask them to be a referee and keep in touch with them.
- ☐ Maintain your CV to be prepared to apply for civilian roles and record specific achievements, projects and skills you have utilised in your various roles within the ADF.
- ☐ Contact ADF Civil Recognition to have your Defence skills translated into civilian qualifications. Website: www.defence.gov.au/adcc/adfctr.
- ☐ Develop connections in the civilian community through sports, clubs/associations, or other hobby/interest groups.
- ☐ Consider any additional training you can undertake, or skills that you can acquire, and apply for training support while still in the ADF.
- ☐ Visit the Department of Veterans' Affairs (DVA) website and become familiar with the support services they offer. Website: www.dva.gov.au.

- ☐ Contact a Veteran Support Officer (VSO) who may be able to assist you with DVA-specific queries. VSOs are on most Bases around Australia.
- ☐ Contact the ADF Financial Services Consumer Centre to discuss financial decisions including superannuation, insurance and savings and download the budgeting toolbox. Website: www.adfconsumer.gov.au.
- ☐ Consider a discussion with a Chaplain about pastoral, religious or spiritual support or about adapting to new world views/cultural imperatives in the civilian world. Call: 1300 333 362.
- ☐ Keep your Will up to date when family circumstances change, i.e. children, marriage, relationship changes.

Considering Transition (at least 12 months out)

- ☐ Discuss transition with your family.
- ☐ Discuss transition with your Unit.
- ☐ Revisit the ADF Service Spectrum and see if there are options available to you without leaving the ADF such as trade transfers or transfer to SERCAT 6 (permanent part-time).
- ☐ Consider if a Service Transfer could be an option for you.
- ☐ Contact your local ADF Transition Centre to discuss transition with one of our Transition Coaches.
- ☐ Attend an ADF Member and Family Transition Seminar with your partner, family member or support person. For Seminar information and schedule see Sections 3 and 17 or contact your local ADF Transition Centre or visit www.defence.gov.au/transition. Registration is via CAMPUS.
- ☐ Consider your post-transition employment options and goals.
- ☐ Attend a Job Search Preparation workshop. For course information and schedules please contact your local ADF Transition Centre or visit www.defence.gov.au/transition. Registration is via CAMPUS.
- ☐ Consider where your post-transition home location will be. Contact Toll Transitions for information about any removal assistance to which you may be entitled. Website: tws.defenceuniform.movemaestro.com.
- ☐ Start researching interview techniques and practice mock interviews.
- ☐ Plan how you will maximise the use of any leave you may have.
- ☐ Update your Will. This can take up to 3 months to process, to ensure you have an up to date Will when leaving the ADF.

Decided to Transition

Transition Administration

- ☐ Complete the Web Form AC853 *Application to Transfer Within or Separate from the ADF* and forward electronically to your Chain of Command for approval.
- ☐ Engage with a Transition Coach.
- ☐ Complete the Transition Preparedness Questionnaire.
- ☐ Update your personal information in PMKeyS. In particular your next of kin, post-transition address, personal mobile number and personal email address.
- ☐ Familiarise yourself with procedures regarding your DCAC ID card in line with Defence Security Manual procedures. Further information can be found in Section 5.
- ☐ Return your official passport.
- ☐ Process any outstanding Card Management System (CMS) transactions and cancel and destroy your Defence travel card (unless you are transferring to SERCAT 3, 4 or 5).
- ☐ Close out any outstanding Sentinel Reports.
- ☐ Process any outstanding transactions, cancel and destroy your Defence Purchasing Card (DPC).
- ☐ Return your Defence laptop and phone to your Unit.
- ☐ Submit all leave requests.
- ☐ Apply to transfer leave entitlements if you are moving to a Commonwealth Government employer (Web Form AE785).
- ☐ Transfer your Defence Drivers Licence to the state or territory you will be living in post-transition.
- ☐ Request any personnel records you may require prior to transition. These include:
 - Service Record through PMKeyS
 - Medical Records through Joint Health Command
- ☐ Contact Defence Honours and Awards to claim your full medal entitlement. Website: www.defence.gov.au/medals.

- ☐ Ensure that your Chain of Command have closed off/managed all outstanding events in Sentinel.
- ☐ Arrange your Security Debriefing from your Unit Security Officer.
- ☐ Complete your Conflict of Interest briefing and declaration (Web Form AE916) with your Unit Security Officer.
- ☐ Ensure your Will is up to date.

Reserves

- ☐ Talk to your Unit and family about what Reserve SERCAT and option would suit your circumstances.
- ☐ Check that all your PMKeyS information is correct.
- ☐ Create a ForceNet account. Website: www.forcenet.gov.au.

Career Development and Civil Recognition

- ☐ Book your transition planning and coaching sessions with a Transition Coach.
- ☐ Attend a Job Search Preparation workshop. For course information and schedules please contact your local ADF Transition Centre or visit www.defence.gov.au/transition Registration is via CAMPUS.
- ☐ Contact ADF Civil Recognition to have your Defence skills translated into civilian qualifications. Website: www.defence.gov.au/adcc/adfctr.
- ☐ Attend an ADF Member and Family Transition Seminar with your partner, family member or support person. For Seminar information and schedules see Sections 3 and 17 or contact your local ADF Transition Centre or visit www.defence.gov.au/transition. Registration is via CAMPUS.
- ☐ If applicable, acquire an appropriate wardrobe for your post-transition role.
- ☐ Create a social media profile such as a LinkedIn profile.
- ☐ Visit Workforce Australia. Website: www.workforceaustralia.gov.au/.
- ☐ Visit APSJobs. Website: www.apsjobs.gov.au.

Medical and Dental

- ☐ Schedule your Transition Health Examination (THE) (six months before transition date - if possible).
- ☐ Schedule your Transition Dental Examination.
- ☐ Request your medical and dental records.
- ☐ Find a civilian General Practitioner (GP) and dentist.
Website: www.healthdirect.gov.au.
- ☐ Lodge any compensation claims you may have with DVA – create a My Service account on your MyGov account if not already done. Website: my.gov.au.
- ☐ Submit any Commonwealth Superannuation Corporation (CSC) invalidity forms, if applicable.
- ☐ Consider private health insurance and request a health insurance letter.

Finance

- ☐ Ensure your post-transition details are up to date in PMKeyS.
- ☐ Advise your salary packaging administrator of your transition date.
- ☐ Consult your financial advisor if you are receiving a redundancy pay.
- ☐ Contact your superannuation fund or your financial advisor to receive tailored advice on entitlements.

Housing and Accommodation

- ☐ Decide where you are going to live post-transition.
- ☐ Inform Defence Housing Australia (DHA) of your intent to transition from the ADF.
Website: www.dha.gov.au.
- ☐ Set up or arrange rental accommodation, if not buying a home.
- ☐ Submit request for accommodation extension (if required).
Website: www.dha.gov.au.
- ☐ Seek approval to live on base after your transition (if required).
- ☐ Contact Toll Transitions to determine your removal entitlement.
Website: www.tolltransitions.com.au.

- ☐ Contact your local Defence Relocation and Housing Management team if you need assistance. Website: www.dha.gov.au.
- ☐ If you are buying a house, enquire about the Defence Home Ownership Assistance Scheme (DHOAS) and get a DHOAS Subsidy Certificate.
Website: www.dhoas.gov.au.

Family support through Transition

- ☐ Invite your partner or support person to your transition planning session.
- ☐ Invite your partner or support person to an ADF Member and Family Transition Seminar. Website: www.defence.gov.au/transition.
- ☐ Visit the Defence website for information about the programs and services available to your partner and family. Website: www.defence.gov.au/adf-members-families.

Connecting to your community

- ☐ Join any sporting/hobby/social groups that may interest you.
- ☐ Build a social network in your community.
- ☐ Find a civilian mentor who provide insights into civilian lifestyle and norms.

Ongoing Support

- ☐ Apply for a MyGov account and create a MyService account at the same time if not already done. Website: my.gov.au.
- ☐ Apply for a Medicare card if you don't already have one.
Website: www.servicesaustralia.gov.au.
- ☐ Talk to a Transition Coach about requesting a Centrelink Employment Separation Certificate.
- ☐ Update your details with the Department Human Services (Medicare, Centrelink, Child Support). Website: www.servicesaustralia.gov.au.
- ☐ Talk to a Transition Coach about accessing DVA Services.
- ☐ Apply for a DVA White Card. Website: www.dva.gov.au.
- ☐ Lodge any compensation claims you may have with DVA.

Post-Transition

- ☐ Make sure your post-transition contact details have been provided to a Transition Coach or call **1800 DEFENCE (1800 333 362)** and seek advice to update your details in PMKeyS.
- ☐ Support is available through a Transition Coach for up to 24 months post-transition.
- ☐ Complete the post-transition survey which you will receive at 3 month intervals for up to 24 months post-transition.
- ☐ Connect with other agencies as required e.g. DVA, CSC, Open Arms.
- ☐ Stay connected with ADF friends, associations and your community.
- ☐ If required contact the Defence Member and Family Helpline. Call: **1800 624 608** and/or **1800 DEFENCE (1800 333 362)**.
- ☐ If you have lost any medals during your service, apply to Defence Honours and Awards for replacements. Search Honours and Awards to submit an online application.
- ☐ If religious, find a religious organisation that you and your family are comfortable with.

You can access support and assistance from:

Defence All Hours Support Line: 1800 628 036

Defence Member and Family Helpline: 1800 624 608

Open Arms: 1800 011 046



02



FAMILIES IN TRANSITION

SECTION 2 SUMMARY

- 'Family' means partner, spouse, children, loved ones and support people.
- Some supports are only available to partners/spouses/children recognised by Defence.
- Your family will undergo their own transition alongside yours.
- Preparing for transition as a family is important.
- Communicate with your partner/family about transition.
- Plan for changes to housing, finances, transport and healthcare after transition.
- Roles and responsibilities within the family may change during and after transition.
- Defence Member and Family Support branch provide in-service family support.
- Family members are welcome at ADF Member and Family Transition Seminars.
- Family members can access Job Search Preparation workshops.
- Family members are encouraged to attend Transition Coaching sessions with their member.
- Partners can access employment support on posting relocations.

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TRANSITION STORY

After 37 years of service Wade transitioned to the Reserves and to a semi-retired life.

“Air Force managed me very well throughout and I always knew that the transition day would come, but it was still quite an emotional experience.”

Wade’s post-transition plan was to move into semi-retirement, be a stay-at-home Dad and maybe do some Reserve work after having some time off to recharge.

“The team at the Transition Centre in Canberra guided me very well though the process and gave me more information than I could hope for. I signed up for the Planning for Retirement module of the Defence Force Transition Program.”

“The course and coaching sessions were excellent and helped me identify a number of aspects I hadn’t even considered.”

Wade’s advice for others transitioning is to start to plan as early as you can and involve your family in the discussions, particularly if they have been with you for much of the journey.

“It was quite insightful discussing ‘what next?’ with my family, and some of the discussions were not what I expected!”

“Transitioning to Reserves has been fairly painless and is immediately familiar to me. I do enjoy the extra days off, especially the additional family time and being able to engage more with my kids’ school.”



Families in Transition

When you commence the transition process, it is important to be mindful that your family will be your primary support network through your transition.

And while they are supporting you, they will also be going through their own transition experience.

It may be helpful to start thinking early about the effects your transition may have on your family, and what support is available for you and them throughout the process.

Remember, everyone’s transition experience is unique and your plan for transition should be aligned to what is right for you and your family.

Family participation in transition

Including your family in your transition planning process, coaching sessions and attendance at Transition Seminars (see Section 3) can lead to better outcomes for everyone.

The transition process provides the opportunity to consider your family’s needs and goals as they relate to transition. Your ADF service will have been a major influence upon your family life, one that will be replaced by a broader range of considerations when looking forward together to life after service.

Transitioning out of the military will give you the opportunity to pursue other aspirations, and may provide chances to spend more time with your family and your local community.

For many military families, the prospect of settling down in one geographic area after transition is very appealing, providing an opportunity to develop deeper and enduring connections with community. This can also provide opportunities for involvement with local sporting and cultural and community groups that may have been more difficult to maintain during military service.

Preparing as a family

Preparing as a family as early as possible gives you all the best chance of having a positive experience through transition. Some tips for doing this include:

- **Communication is critical** – Communication about transition is extremely important, because all your family members will experience some change and will be impacted in different ways. This communication should start early. Start discussing plans for your transition during your ADF career and maintain and increase that communication as you start navigating the transition process. It will help to be aware of some of the challenges mentioned above and to plan for how you will address those as a family.
- **Include your family in your transition process** – Including your family in your transition process will help you to approach this journey as a team. Your partner or support person can attend your Transition Coaching sessions and the ADF Member and Family Transition Seminar with you. Having your partner or support person participate in these activities will help them to support you on your journey, and help them to understand the journey that they themselves may be about to undertake. Recognised spouses can also access employment support programs similar to the programs available to you through the Defence Force Transition Program such as Job Search Preparation Workshops and the Partner Employment Assistance Program.
- **Learn from their experience** – Through your ADF career, your family will have experienced some big life changes. With new posting locations, your partner may have changed jobs and your children may have changed schools a number of times. This can give you an opportunity to learn from their experience navigating these changes as a family in the past, and apply those lessons to this new transition.
- **Access the support you need** – It is important to acknowledge that partners and family members are experiencing a significant change of their own, while also supporting their member through their transition. This can be a stressful experience. The good news is that there are a number of supports that ADF members and their families can access both before and after their member's transition (see also Section 3 'Defence Force Transition Plan').

Understand potential challenges

With these new opportunities, you may also face some challenges as a family. It is important to be aware of these and to prepare for them early and together. These include:

- **Transition brings significant change** – Transition may mean finding a new home, moving to a new town or city, change of school, making new friends and change of non-military partner's job. If you have moved for a new posting during your ADF service, you will have experienced these changes before, and will understand the disruption and stress this can cause your family.
- **Family roles may change** – Leaving the ADF may impact the amount of time that you spend at home. This means you and your family may need to renegotiate your roles and responsibilities within your family life. Additionally, your transition may provide your partner the opportunity to pursue a different path or advancement in their career or another passion. So, it is important that you and your partner negotiate and plan any changes to how you organise family life.
- **Change in identity and community** – It is important to understand that your family may also experience a change to their identity, and that this will be different from your experience. Families usually feel considerable pride in their member's service and they too may need to be supported in knowing that a change in circumstances does not diminish their member's achievements. Your family may have also built friendships and connections with people in the wider ADF community. These friendships can continue after your transition, and there are still opportunities to remain connected with the ADF community (see Section 4 'Continuing to Serve' and Section 6 'Social Connectivity').

A Transition Coach can assist you with planning for transition and accessing the supports that are available to assist you and your family.

Defence Member and Family Support Branch

Defence Member and Family Support (DMFS) Branch offers a range of programs and services to help Defence families manage the military lifestyle, from recruitment through to transition. DMFS have offices in all states and territories with social workers, education, family, community and military liaison staff to help your family transition to civilian life.

Before a member transitions, DMFS can provide:

- 24/7 access to support and advice from the Defence Member and Family Helpline
- practical and emotional support from a social worker
- help sourcing childcare through an individual case management service
- support from Defence funded community groups
- support to schools with high numbers of Defence students
- access to family mobility support programs including partner employment (including support for partners of members medically transitioning), dependants with special needs, and education assistance for children
- support and resources for families during deployment, other Service absence and relocation
- support and information to help you connect with and contribute to your community
- invitations to local events and activities, including the Welcome Events.

Family considerations for when a member is considering transitioning:

- **Childcare** – If you are currently accessing a Defence Childcare Service, please speak to your Centre Manager about your continued eligibility to access these services post-transition.
- **Special needs** – Defence provides mobility support for dependants recognised as having special needs. If your family has a dependant recognised as having special needs it is important to ensure your family member has appropriate support in the location your family decides to live. Speaking to your local GP or, where relevant, the National Disability Insurance Scheme (NDIS) can start the process of putting in place needed specialist support.

- **Schools** – If your children are moving schools as part of the member's transition, it is important to start researching what schools are available in your local area. Going to the government MySchool website is a good place start to understand what school options there are. Additionally DMFS has Education Liaison Officers (EDLO) who can provide advice on schools and school systems to families moving locations.
- **Partner employment** – For partners of medically transitioning members you may be able to access assistance in finding a job through the Partner Employment Assistance Program (PEAP). The PEAP assists partners by funding a range of initiatives to assist in gaining employment.
- **Emotional support** – For ADF members and their families who are struggling with the thought of transitioning from service, there is immediate support and advice available from the Defence Member and Family Helpline. The Helpline can also refer you to a local Defence social worker for short term support when the member is providing full-time service. Additionally, Open Arms provides ongoing psychosocial support for current and former ADF members and their families, both before and after transition from service.

To access any of these services or to find out more information, contact the Defence Member and Family Helpline on:

Phone: 1800 624 608

Email: memberandfamilyhelpline@defence.gov.au

Web: www.defence.gov.au/adf-members-families

Partner Employment Assistance Program

The Partner Employment Assistance Program (PEAP) provides funding for initiatives to assist ADF partners with employment when they are relocated on posting, or if their ADF member is medically transitioning.

Recognised partners of ADF members can apply to access funding for professional re-registration costs aligned to legislative requirements and professional employment services such as:

- development of a personalised resume and/or resume coaching
- identification of transferrable skills
- employment options and job placement advice
- job search techniques and strategies
- development of an online employment profile
- application and selection criteria coaching
- preparation and presentation coaching for interviews.

Support under the professional employment services initiative will be up to a maximum of \$1,500 per posting. Support for re-registration costs will be provided in addition to the \$1,500.

For more information on the Partner Employment Assistance Program and to apply online, visit the relocation website at:

Web: www.defence.gov.au/adf-members-families

Or contact the Defence Member and Family Helpline

Phone: 1800 624 608

Email: partner.employment@defence.gov.au

Support for Defence kids

Children and adolescents in ADF families face a unique series of challenges. They experience parental absence due to deployments or exercises, and major changes in their lives with frequent relocations. This requires continued adaptation to change, altered routines (such as new schools) and re-establishing social networks.

Life in an ADF family can also be rewarding for children, as with the challenges comes the opportunity for personal growth and development. With the appropriate support, children can increase resilience and self-confidence, mature and grow by taking on new responsibilities, and develop strategies for coping with change and stressors.

To help reduce the impacts of relocation and parental absence on ADF children and build on their strengths, DMFS:

- provides a range of education assistance
- increases the availability of childcare to mobile ADF families
- employs EDLOs, specialist staff who advise families and schools on education issues and ADF student wellbeing
- positions ADF School Mentors in schools to help ADF students integrate into new schools and provide them with support
- produces information and resources for parents to help children develop strategies to deal with the challenges of ADF life
- provides regional education information for relocating families
- has a range of products for kids to build on their self-reliance and positive experience of ADF life including toys, books and online videos
- facilitates ADF AWARE and EQUIP programs for schools and children
- runs KidSMART and TeenSMART fun and interactive resilience-building programs for children.

To access any of these services or to find out more information, contact the Defence Member and Family Helpline on:

Phone: 1800 624 608

Email: memberandfamilyhelpline@defence.gov.au

Dependants with special needs

DMFS provides practical assistance to ADF families who have dependants with special needs.

The purpose of this assistance is to reduce the impact of relocations and minimise any interruption to specialist services that the dependant may require. The assistance available is not intended to duplicate services provided in the new locality, but rather to provide interim assistance until government supported services can be accessed.

For more information about support for dependants with special needs, contact the Defence Member and Family Helpline:

Phone: 1800 624 608

Email: memberandfamilyhelpline@defence.gov.au

Defence Special Needs Support Group

The Defence Special Needs Support Group Inc. (DSNSG) is a non-profit volunteer organisation which provides support, information, assistance and advocacy for all ADF families, current or ex-serving, who have a dependant (child, spouse or other dependant) with special needs.

If you're transitioning out of the ADF and have not joined DSNSG, please visit the website, choose 'Get Assistance', click on Membership Form and join.

This will allow both current and ex-serving members to receive a full membership, which provides access to DSNSG programs that offer financial assistance to families.

You can contact the DSNSG via:

Phone: 1800 037 674

Email: general.manager@dsnsg.org.au

Web: www.dsnsg.org.au

Families wishing to find out more about the National Disability Insurance Scheme should visit:

Web: www.ndis.gov.au

Recognition of dependants with special needs

To receive any of the assistance and support services available, you will first need to have your dependant with special needs formally recognised by Defence. You can have your dependant recognised at any time and it is not a mandatory process. Once your dependant is recognised by Defence, you may be entitled to receive assistance in the event of a posting.

Parents of ADF members

We recognise that parents of ADF members can play a crucial role in providing support and advice to the ADF member and the member's partner or dependants. Understanding what your child is going through, how they should prepare and what support is available to them can help you to do this.

DMFS offers information and support services for parents to help you understand and manage the challenging aspects of having a child in the Services and information for when they transition.

To access any of these services or to find out more information, contact the Defence Member and Family Helpline on:

Phone: 1800 624 608

Email: memberandfamilyhelpline@defence.gov.au

Web: www.defence.gov.au/adf-members-families

Defence School Mentors

DMFS recognises that ADF families often turn to schools for help when mobility affects education through frequent moves, long periods of separation, isolation from extended family support networks, and operational deployments.

The program provides funding to eligible schools to engage a Defence School Mentor. Mentors work to minimise the impact of mobility on education and build the capability of the school in supporting ADF students and their families.

Mentors are based within primary and secondary schools across Australia for the purpose of providing support to the children of ADF families through on-site, direct and flexible assistance to students, parents, teachers and other support services.

This may include:

- assisting new children and their families to integrate into the school and local community
- monitoring the social and emotional wellbeing of ADF students
- assisting students develop self-confidence, self-reliance and resilience
- referring students to services, or school and community programs that meet their needs
- enhancing awareness and appreciation of the unique Defence lifestyle in schools and communities
- providing support to children during times of parental absence.

To find out more about the Defence Mentor Program please contact:

Email: dsm.program@defence.gov.au

Defence Families Australia

Defence Families of Australia (DFA) is the official ADF families' advisory body to the Minister for Defence Personnel and Chief of the Defence Force.

DFA's aim is to improve the quality of life for ADF families by providing a recognised forum for their views and by reporting, making recommendations and influencing policy that directly affects families.

DFA has national delegates located across Australia, near most major bases, who know their communities and who can advocate for you at a local level if required.

For more information visit:

Web: www.dfa.org.au

Toll Transitions

Toll Transitions provides ADF members and their families, including those with a dependant who has special needs, with a comprehensive relocation service.

If you require special assistance during removals you can speak to your Toll Transitions case manager to facilitate these, such as booking suitable accommodation.

In addition to organising relocation requirements as outlined below, Toll Transitions notifies DHA of a member's relocation, so they can assist with the housing solution.

Read Toll Transitions, *Your Defence Relocation Guide* for further information, such as an overview of the relocation process, a rundown of the kind of housing options available to you and the process for moving into your new house. The guide is available at:

Web: tws.defenceuniform.movemaestro.com

If you require assistance, please contact:

Phone: 1800 819 167

Defence Relocations and Housing Managers

Defence Relocations and Housing Managers (DRHMs) are dedicated relocation and housing representatives and are based in regional offices around Australia. These managers have considerable experience in all aspects of relocations and housing, and communicate with DHA, DMFS and Toll Transitions to ensure you experience high quality service during your move.

DRHM's are available to provide you with advice, and can help address and resolve any concerns or queries you may have about any relocation or housing process.

Your local DRHM may contact you during or after the move for your feedback.

You can find the contact details of your local DRHM by calling the Defence Service Centre:

Phone: 1800 DEFENCE (1800 333 362)

ADF Member and Family Transition Seminars

ADF Member and Family Transition Seminars help both the member and their family to prepare for the member's transition into civilian life. Family members and guests are encouraged to attend an ADF Member and Family Transition Seminar at any time during a member's ADF career and may attend without the member if this better meets the needs of the family unit.

At a face-to-face seminar you can access information relevant to your circumstances by visiting our exhibition floor or attending information sessions. You'll be able to choose sessions depending on your interests, and talk with representatives from a wide range of stakeholder groups who will provide you with information on transition and the transition support available to you. You will also have an opportunity to hear from a panel of family members that have recently supported their loved ones through the transition process.

If you are an ADF member and would like to attend a face-to-face seminar, register your attendance through CAMPUS by searching 'Transition Seminar'

ADF families and support people can register their attendance by emailing the Transition Seminar team and include the PMKeyS number of the ADF member they are supporting.

Email: transition.seminar@defence.gov.au

ADF Member and Family Transition Seminars are also offered virtually. Like face-to-face events, the virtual seminar offering includes an exhibition hall and information sessions relevant to your circumstances. The ADF Member and Family Virtual Transition Seminar also provides access to the virtual 'static environment' which is available 24/7 and can be accessed from anywhere in the world.

For more information about our virtual events ADF members can search 'Virtual Transition' via CAMPUS or email the Transition Seminar team.

The ADF Member and Family Transition Seminar schedule is available at:

Web: www.defence.gov.au/transition

Transition Coaching sessions

Family, partners and support persons are encouraged to attend transition planning sessions with ADF members as much of the information discussed in the meeting will directly affect partners and families. A support person or partner often bring a different perspective to the session and have relevant questions to ask that an ADF member may not necessarily ask. This also forms a constructive way for partners to understand what is involved in the transition process, and the supports available to both ADF members, their partners and families.



DEFENCE FORCE TRANSITION PROGRAM

SECTION 3 SUMMARY

- Defence provides a wide range of supports to members and their families at transition.
- You can access the Defence Force Transition Program once you have submitted your Web Form AC853 *Application to Transfer Within or Separate From the ADF*.
- You can attend ADF Member and Family Transition Seminars and Job Search Preparation Workshops at any time in your career.
- Attendance at an ADF Member and Family Transition Seminar is mandatory within 12 months of your transition.
- Supports are available face-to-face and virtually for up to 24 months post-transition.
- Support is delivered by Transition Coaches out of 15 ADF Transition Centres nationally.
- Supports include job-readiness, meaningful engagement and social connectivity programs.
- Your Transition Coach will contact you approximately one month after your transition date to check on your progress.
- You will receive a Post-Transition Survey every three months during the 24 month access period for the Defence Force Transition Program.
- The Post-Transition Survey gives you the ability to provide feedback and reach back in for support if your circumstances have changed. Your feedback can help shape future programs to support members transitioning from the ADF.
- Factsheets for each of these program elements can be found in this Section.

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TRANSITION STORY

After 15 years, Matthew transitioned from full-time service to the Reserves and civilian life to be around his young family and to take up an employment opportunity.

His Transition Coach was able to identify resources Matthew hadn't been aware of and proved to be quite valuable. "They helped me immensely in the process of securing my next job."

Under the guidance of his Transition Coach, Matthew utilised Career Transition Coaching "I found *Resume and Job Search Skills* to be the most valuable module by far. I now have a comprehensive resume that is vastly better than the one I had been using up to that point. More importantly I now have the skills to grow my resume over time and tailor it to suit individual applications."

His advice to members thinking of transitioning is to sit down and discuss it with your spouse or partner "This is a massive change and impacts everybody in your family and so the decision should not be made without fully understanding the consequences."

And to also be open and honest with your Chain of Command "In my experience, most managers will do everything they can to support those who have made the decision to transition and they have a wealth of experience that they can use to assist you in receiving entitlements you may not have otherwise been aware of."



Defence Force Transition Program

Defence provides transitioning members and their families with a broad range of programs to support the transition to civilian life. This includes specific supports to work towards your post-transition goals.

These supports are available for up to 24 months after your transition date.

A Transition Coach will help you to build a plan to help you work towards your post-transition goals, be they related to paid employment, further study, volunteering, retirement or other forms of meaningful engagement.

The Defence Force Transition Program (DFTP) offers individual assistance based on the individual needs of every Defence member – permanent, full-time and Reserve - and their family.

Access to the DFTP is provided by Transition Coaches through Defence's national network of ADF Transition Centres. A Transition Coach will consult closely with you and your family, based on your individual needs and circumstances. Factors such as your existing qualifications and experience, your post-transition goals and your progress in your transition are all considered.

You can access certain programs at any time in your career, with further programs becoming available once you commence transition and for up to 24 months post-transition.

Depending on your personal circumstances and needs, the following programs may be available to you:

- ADF Member and Family Seminars
- Transition Coaching
- Job Search Preparation (JSP) workshop
- Personalised Career and Employment Program (PCEP)
- Transition for Employment (T4E)
- Career Transition Coaching (CTC)

- Career Transition Training (CTT)
- Approved Absence (AA)
- On The Job Experience (OJE)
- Financial advice
- Partner Employment Assistance Program (PEAP)
- ADF Post-Transition Survey.

For more information on these programs please view the factsheets on pages 59 – 88 of this Section.

Accessing the Defence Force Transition Program

Once you have made the decision to transition and have set a transition date you will be allocated a Transition Coach who will help formulate your transition plan and facilitate access to the programs and supports that are right for you. A Transition Coach will work with you to determine what programs will support you and your family's post-transition goals.

However, you don't have to wait until you have started the transition process to talk to a Transition Coach. The first step you should take when considering transition is to get in touch with your local ADF Transition Centre. You can seek advice from a Transition Coach at any time in your career or attend a drop-in session at your local ADF Transition Centre. Transition Coaches are also available to assist you with registering for ADF Member and Family Transition Seminars.

Fringe Benefit Tax Alert

Some ADF transition benefits are subject to Fringe Benefits Tax (FBT) and are reportable on a member's annual income statement. Reportable fringe benefits may affect various income-tested Government benefits and surcharges and other liabilities such as child support payments. Members are advised to consult Centrelink, their tax agent/accountant, the Defence Tax Management Office (DTMO) and refer to the FBT Manual Chapter 16 to identify the financial impact of accessing the DFTP.

Transition Coaching

All transitioning members must undertake the transition process and engage with a Transition Coach. A Transition Coach will provide tailored coaching, transition information, referral into specialist programs and mentoring to you and your family throughout your career and your transition.

Transition Coaches work from Defence's national network of ADF Transition Centres and will work with you to set post-transition goals based on your unique skills, interests and aspirations and assist you to develop an individualised plan for you to meet these goals.

We encourage you to involve your family or a support person in your coaching engagements. Please make the most of the support available.

ADF Transition Centres are located on or near most major bases and provide outreach services to other locations. A list of ADF Transition Centres contact details can be found in Section 17.

As well as a comprehensive suite of preparedness, training and meaningful engagement programs, Transition Coaching includes discussion on practical preparation such as:

- guidance on civilian social connectivity
- guidance on preparing for civilian employment
- guidance on preparing for retirement (where applicable)
- guidance on obtaining private health insurance
- determining future accommodation arrangements and submitting removal applications
- guidance on how to access housing subsidies (Defence Home Ownership Assistance Scheme) and subsidy certificates
- adjusting any salary packaging arrangements
- all administrative requirements related to transition including ensuring the post-transitioning address (if known by the member) is entered into the Defence HR system
- creating a ForceNet account (on transition to the Reserves) to maintain contact in relation to reserve service
- accessing DVA services including a reminder to register for, or update their MyService DVA Account
- contact with Ex-Service Organisations.

ADF Member and Family Transition Seminars

ADF Member and Family Transition Seminars help members and their families explore the support available pre- and post-transition to civilian life.

Information provided at Transition Seminars covers topics such as transition support and administration, future employment, finance and superannuation. Transition Seminars connect members with Transition Coaches, Joint Health Command, Department of Veterans' Affairs, Commonwealth Superannuation Corporation, ADF Financial Consumer Services Centre, ADF Reserves, Education providers and Ex-Service Organisations (ESOs).

For the 2023 ADF Member and Family Transition Seminar schedule please see Section 17 or visit www.defence.gov.au/transition.

Current ADF members and their families are recommended to attend a seminar every 3-4 years.

Once you have decided to transition it is mandatory to attend a Transition Seminar within 12 months of your transition date.

Transition Seminars are accessible throughout the year and are available face-to-face or virtually through a 'live' (interactive) or 'static' (no live interaction) platform.

Virtual 'live' days offer an interactive Transition Seminar experience, including the ability to chat one-on-one with coaches and specialists from across the transition landscape. Members are also provided access to a virtual "static" environment, which includes extensive information from Transition Seminar stallholders and can be accessed 24/7 from anywhere in the world.

Members (and families) receive:

- access to a wide variety of information and presentations giving them the ability to pick which sessions and information they are interested in
- time to explore the exhibition hall, listen to presentations, ask questions and hear from members who have transitioned (face-to-face and virtual 'live' seminars only)
- ability to provide feedback on the seminars to improve information and programs
- access to range of stakeholders

ADF Member and Family Transition Seminars

Estimated program time

- Face-to-face: 8:30am - 5pm, lunch and refreshments included
- Virtual "Live Day" Seminar: 9am - 5pm AEDT/AEST
- Virtual "Static" Seminar: monthly access 24/7 from anywhere in the world

Registration

Members can register through CAMPUS by searching for 'Transition Seminar'.

Transitioned members, family and support persons can register by emailing transition.seminar@defence.gov.au.

If you have questions or require assistance contact the Seminar Team at transition.seminar@defence.gov.au.

Registration process for ADF members and guests

Where possible it is recommended ADF members attend a face-to-face or virtual "Live Day" seminar in the first instance. Virtual "Static" offerings are recommended in the event a face-to-face or live day event is not available prior to their transition date.

ADF members can register through CAMPUS by searching the following course name or ID:

- ADF Member and Family Transition Seminar – Face-to-face (COURSE ID: 13652)
- ADF Member and Family Transition Seminar – Virtual Live Day (Interactive) (COURSE ID: 15234)
- ADF Member and Family Transition Seminar – Virtual Static Access (No Live Interaction) (COURSE ID: 16772).

Family members, support persons and guests can register direct on the platform through the following link: www.adftransitionvirtualeseminar.com.

Seminar registration assistance or questions can be directed to the Transition Seminar team at transition.seminar@defence.gov.au.

Job Search Preparation Workshop

Want to learn more about how to manage your career, sell your skills and experience and build your resume to capture your military service?

Defence's Job Search Preparation (JSP) workshop is available for all ADF members at any time during their military career or when considering their career after military service. You can attend a JSP workshop as many times as you like during your military career. The JSP is also a good way to think about other career opportunities within the ADF before you decide to transition.

Workshop details

The workshop is delivered either face-to-face over two days or via webinar in four modules:

- Career insights
- Personal branding (resume development)
- Networking and job search
- Preparing for interviews.

Training details

Modules run for two hours each and are scheduled at various times for your convenience.

Members have one month to complete all four modules.

The training is delivered virtually through Microsoft Teams. You may not be able to access the workshop on the Defence Protected Network.

Registration details

Register via the Expression of Interest option on **CAMPUS** by searching for 'ADF Job Search Preparation'.

Or email dftp.national@defence.gov.au for further information.

Personalised Career and Employment Program

The Personalised Career and Employment Program (PCEP) is offered under the Defence Force Transition Program (DFTP). It consists of three months of career coaching and support to give you optimal opportunity to secure civilian employment or meaningful engagement.

Members eligible for this program include medically or administratively transitioning members who are between the ages 17 and 30 years and have completed less than four years of military service. This program aims to assist with financial security through enhancing a member's capacity to secure civilian employment or meaningful engagement. PCEP is an accelerated program that helps you to gain the skills required to seek and secure work, develop a long-term career plan whilst working towards immediate employment or engagement.

What does PCEP offer?

A dedicated employment and career consultant will contact you about this module.

PCEP offers:

- access to online assessments, modules and tools to help identify and build your skills, abilities and job readiness
- assistance in helping you to develop a resume that is marketable to your skills and interests
- customised personal branding materials for you to present to the job market
- coaching in interview skills

- expert job market knowledge and connections with large networks of employers to ensure the ideal 'job-fit' is obtained
- access to positions that are not currently advertised in the job market.

How can you access PCEP?

Talk to your Transition Coach to see if PCEP meets your needs and whether your circumstances fit the eligibility criteria.

Who delivers this service?

Defence has a contracted single national provider for the provision of specialist services under the DFTP.

Your consultant will be a civilian career specialist who helps individuals realise their career potential.

Transition for Employment

The Transition for Employment (T4E) program provides support to members with complex medical conditions and/or personal circumstances to transition from the ADF to civilian employment or meaningful engagement.

The T4E program supports the member's rehabilitation, builds their resilience and assists with the development of their future civilian employment and meaningful engagement opportunities outside of Defence. T4E is a two year program which provides time for member's to manage all aspects of their transition.

In extraordinary circumstances, there is an approval process for members who are not transitioning medically but are deemed to have complex needs.

How to access T4E

Access to the program is by referral only. Members can be referred by:

- their Chain of Command.
- their ADF Rehabilitation Case Manager.
- their Transition Coach.
- or a combination of these.

What the T4E program delivers

The vocationally-based one-on-one service aims to deliver an assisted transition path, providing specialist employment support for those with complex needs. These services include:

- career profiling and vocational assessment
- competency and capability mapping
- job search coaching, strength development and job placement.

Members who participate in T4E are still required to access Transition Coaching services to support them through the administrative aspects of their transition.

Your T4E Coach will work with your Transition Coach and an external consultant to guide you and your family through this process.

Career Transition Coaching

Career Transition Coaching (CTC) involves intensive specialist coaching and is available to help you identify your motivators, skills and career options. Coaching will assist you to develop an employment plan, develop interview skills, build a competitive resume, and adjust to the civilian employment environment.

Your CTC Coach will tailor a curriculum to your needs that may include:

- working closely with you to understand your work targets and career goals
 - creating a hiring plan
 - identifying target roles and organisations
 - connecting you with opportunities from within their National Employer Network
 - approaching organisations on your behalf
 - researching and uncover opportunities in the local market. This coaching is modular so your Transition Coach will work with you to build a personal plan to support your needs.
- Members who participate in the program are provided with lifetime access to the online employment and training resources portal.



Career Transition Coaching

Career Transition Coaching (CTC) consists of 16 modules designed to support you in achieving your post-transition employment, education or meaningful engagement goals. You will work with your Transition Coach to devise a personalised curriculum based on your and your family's circumstances, needs and post-transition goals. There is no limit on the number of modules you can participate in. It could be one or a combination of modules. Your Transition Coach will tailor your package to meet your needs.

The fifteen modules, detailed on pages 67 – 84 of this Section, are:

- Personality Mapping and Career Insights
- Developing Career Goals
- Competency and Capability Mapping
- Resume and Job Search Skills
- Personal Branding and Marketing
- Interview Skills
- Negotiation Skills
- Job Connections
- Career Conversations
- Coaching for Change
- Social Connectivity
- Preparing to Study
- Becoming a Mentor
- Preparing to Volunteer
- Volunteering Connections
- Planning for Retirement.

CTC – Personality Mapping and Career Insights

This module is part of the Career Transition Coaching suite. It will help you build better self-awareness, identify your interests and work styles.

You will undertake a Birkman Career Assessment which is an online personality, social perception and occupational interest assessment. Your consultant will discuss your results with you to help you understand how to use this information to make decisions relating to your future career, including your work targets and goals.

Your Consultant

A consultant from a contracted external provider will contact you about this module.

Your consultant will:

- discuss the module with you and how to undertake the profile questionnaire
- discuss the results of your Birkman Career Assessment with you
- help you identify the type of work you are likely to enjoy and be successful at
- provide insights to help you gain a deeper understanding of your strengths and needs
- provide an understanding of your leadership style.

Who should consider this module?

Members who:

- are transitioning from the ADF
- would like insight into their strengths and weaknesses, and their work style.

How long will this module take?

The estimated time commitment is:

- Birkman assessment – 1 hour
- Qualified debrief – 1 hour

CTC – Developing Career Goals

This module is part of the Career Transition Coaching suite. It will assist you to determine your civilian career goals post-transition.

Your consultant will help you identify your career goals, create a plan and get you started on your civilian path. Your path might include finding paid employment, studying or retraining, volunteering, retirement, or other meaningful engagement.

Your Consultant

A consultant from a contracted external provider will contact you about this module.

Your consultant will:

- provide tools, support and guidance to help you determine your career goals
- provide an ideal position report and work target overview
- provide coaching and advice to help you navigate your career change
- assist with building your skills and confidence to respond to common problems during a career transition
- show you how to navigate the career market
- provide you with statistics and insights relating to the current job market.

Who should consider this module?

Members who:

- are ready to create a plan of action for their career path
- are unsure how to set achievable career goals.

How long will this module take?

The estimated time commitment is 2.5 hours over two sessions.

CTC – Competency and Capability Mapping

This module is part of the Career Transition Coaching suite. It will help you identify your skills and any skill gaps you may need to address in order to succeed in achieving your post-transition goals.

Your consultant will assist you to understand your current skills and how these skills can transfer to civilian work. Your consultant can also help you find the training and education options to fill any gaps you identify.

Your Consultant

A consultant from a contracted external provider will contact you about this module.

Your consultant will:

- support you to identify gaps between your current skills and the skills required for your post-transition employment goals
- provide guidance on appropriate education and training options to address gaps for your post-transition goals
- provide advice on alternative career options based on your skills and strengths.

What do I need to prepare?

Members are encouraged to complete the Strengths Analysis activity via the module workbook or online portal.

Who should consider this module?

Members who:

- have a clear career goal or interest and lack knowledge about potential gaps in current skills
- are interested in exploring alternative career options
- need support in researching study/training options.

How long will this module take?

The estimated time commitment is 1 hour.

CTC – Resume and Job Search Skills

This module is part of the Career Transition Coaching suite. It will help you learn and develop strategies to find work that aligns with your post-transition employment goals.

Your consultant will help you develop a market-ready resume, interpret and respond to job advertisements, create job search strategies and develop a go-to-market plan.

Your Consultant

A consultant from a contracted external provider will contact you about this module.

Your consultant will:

- assist you to identify job opportunities that align with your post-transition employment goals
- provide internet links and apps for identifying job opportunities
- provide tips on how to work with recruiters
- provide tools on how to network to find opportunities
- help you to develop and showcase skills and accomplishments to address your employment goals
- provide resume samples and templates to help you build or tailor your resume to the roles you are targeting

- provide guidance on how to write a resume and cover letter in response to job advertisements and how to address selection criteria.

Who should consider this module?

Members who:

- do not have a current market-ready resume
- are ready to actively apply in the job market.

How long will this module take?

The estimated time commitment is 2.5 hours over two sessions.

If you have a resume, bring this with you.

CTC – Personal Branding and Marketing

This module is part of the Career Transition Coaching suite. It will help build your professional network and personal brand to assist with your transition to civilian life.

Your consultant will assist you in developing your networking skills including using online professional networking platforms such as LinkedIn to help you market yourself to find meaningful employment.

Your Consultant

A consultant from a contracted external provider will contact you about this module.

Your consultant will:

- support you to build professional networking skills
- show you the benefits of having a LinkedIn profile and how to use its functionality
- help you build a personal brand, including a LinkedIn profile
- provide advice on how to write and promote your career achievements
- help you explain to future employers why you are transitioning from ADF.

Who should consider this module?

Members who:

- do not have a current market-ready resume
- are unsure how to create a professional network
- would benefit from a professional online presence to increase opportunities.

How long will this module take?

The estimated time commitment is 90 minutes.

CTC – Interview Skills

This module is part of the Career Transition Coaching suite. It will equip you with the confidence to prepare for a job interview.

Your consultant will discuss strategies for different types of interviews and provide an understanding of questions to expect as well as how to prepare responses to challenging questions.

Your Consultant

A consultant from a contracted external provider will contact you about this module.

Your consultant will:

- advise you on how to present yourself at a job interview
- provide you with the skills to develop answers to common interview questions
- guide you on how to confidently address an interview panel
- guide you on how to respond to challenging interview questions
- suggest scripts on how to respond to salary questions
- help you prepare questions to ask an interviewer
- help you develop a statement to address why you are leaving the ADF.

Who should consider this module?

Members who:

- have not had recent experience interviewing
- are active on the job market but not receiving offers post-interview
- are struggling to articulate their career and work achievements.

How long will this module take?

The estimated time commitment is 1 hour.

CTC – Negotiation Skills

This module is part of the Career Transition Coaching suite. It will offer you guidance and assistance on how to confidently negotiate a job offer that best meets your needs.

Your consultant will equip you with skills and strategies to have open conversations with potential employers while maintaining your personal brand and securing a positive outcome.

Your Consultant

A consultant from a contracted external provider will contact you about this module.

Your consultant will:

- guide you on how to discuss a job offer with a future employer
- provide guidance on how to understand and articulate your value in the marketplace
- provide you with tools and scripts to help you prepare for and conduct salary negotiations
- discuss other (non-salary) benefits you could negotiate with your future employer.

Who should consider this module?

Members who:

- are not familiar on what is and is not appropriate to negotiate
- are not comfortable talking to potential employers about their salary expectations, or are unsure if their expectation is relative to current market rates
- are presented with multiple job offers, or are likely to be.

How long will this module take?

The estimated time commitment is 1 hour.

CTC – Job Connections

This module is part of the Career Transition Coaching suite. You will work with a Job Connections consultant to determine your career targets and they will proactively source roles for you.

In addition to your own job search, your job connections consultant will approach companies and hiring managers to identify roles on your behalf and connect you to opportunities that match your career goals.

Your Consultant

A Job Connections consultant from a contracted specialist provider will contact you about this module.

Your consultant will:

- work closely with you to understand your work targets and career goals
- create a hiring plan
- identify target roles and organisations
- identify salary expectations
- connect you with opportunities from within their National Employer Network
- approach organisations on your behalf
- research and uncover opportunities in the local market
- provide feedback and consistent communication.

Who should consider this module?

Members who:

Have completed the following Career Transition Coaching modules;

- Personality mapping and Career Insights
- Resume and Job Search Skills
- Interview skills.

CTC – Coaching for Change

This module is part of the Career Transition Coaching suite. It will give you techniques and skills to manage your transition to civilian life, including employment.

Your consultant will help you explore the differences between military and civilian environments and support you in creating strategies to manage yourself through this change.

Your Consultant

A consultant from a contracted external provider will contact you about this module.

Your consultant will:

- help you identify gaps between military life and your post-transition employment goals
- provide you with techniques and strategies to overcome difficult challenges
- assist you with building and maintaining a work life balance
- help you identify purpose in a new role
- assist you to identify and approach a potential workplace mentor.

Who should consider this module?

Members who:

- have landed a new role but are finding the adjustment to a new environment challenging
- are finding their upcoming transition daunting or are concerned about the potential challenges faced in civilian employment
- are wishing to proactively set themselves up for success in their post-transition careers.

How long will this module take?

The estimated time commitment is 1 hour.

CTC – Career Conversations

This module is part of the Career Transition Coaching suite. It will help you prepare to make a first and lasting positive impression in your new role, identify how to align yourself with the needs and expectations of the organisations, drive your personal brand and reputation and arm you with the skills to take charge of your career success.

Your consultant will help you develop a strategy to address the learning, influence, performance and self-management challenges you will face as you commence the new role, identify and align your wants and needs with those of the organisation, develop a future-focused career development conversation management plan and take ownership for your lasting success.

Your Consultant

A consultant from a contracted external provider will contact you about this module.

Your consultant will:

- help you identify what you'll need to learn in your first 100 days, identify resources and develop strategies to manage those needs
- help you identify whom you need to influence and why, and develop a game plan to build and maintain relationships, networks, coaches, and mentors to support you
- guide you on how to manage your performance, including tips to enhance and traps to avoid, and secure early wins to establish your reputation
- support you with hints and tips on how to take care of your physical, mental and emotional health and wellbeing as you settle into your new role
- help you determine the wants and needs of both the organisation, align those with your own and develop a plan to ensure both parties achieve desired goals
- guide you on how to build, articulate and maintain your personal branding to sustain and maintain your personal standing and reputation in the organisation
- help you build a robust career plan and action steps to conduct ongoing career conversations with your leader to drive your career success in the organisation and beyond.

CTC – Career Conversations

This module is part of the Career Transition Coaching suite. It will help you prepare to make a first and lasting positive impression in your new role, identify how to align yourself with the needs and expectations of the organisations, drive your personal brand and reputation and arm you with the skills to take charge of your career success.

Who should consider this module?

Members who:

- are keen to make a positive and lasting impression in a new role, both internally and externally, and enhance reputation through developing a personal branding campaign
- are keen to learn the additional expectations of senior management roles to drive both personal and organisational success
- are keen to build a future-focused career development and action plan and conversation strategy to drive lasting career success.

How long will this module take?

The estimated time commitment is 2.5 hours.



CTC – Social Connectivity

This module is part of the Career Transition Coaching suite. It will help you understand why social connectivity is vital to maintaining effective working and personal relationships outside Defence and how to enhance your social skills and maintain lasting relationships.

Your consultant will help you identify the positive impact socialising has on physical and mental health, the professional benefits, how to find common ground with people you don't know, and how to build, enhance and maintain relationships with lasting success.

Your Consultant

A consultant from a contracted external provider will contact you about this module.

Your consultant will:

- discuss the benefits of social connectivity for your health and wellbeing, help you identify the skills you already possess and how to enhance them
- discuss the benefits of effective communication in a professional capacity
- provide you with suggestions on how to 'find your tribe' including veteran and non-veteran support groups in accordance with your interests
- help you assess your likeability and communication skills, and behaviours and identify ways to enhance and drive engaging conversations
- coach on how to keep conversations alive using effective questioning according to the circumstances you are in

- provide you with tools and tips to maintain lasting relationships both in person and virtually
- provide useful links to resources and materials to enhance your social connectivity, including a comprehensive list of open questions to use for every occasion.

Who should consider this module?

Members who:

- are interested in enhancing their likeability and communication skills and behaviours
- are keen to combat shyness or social anxiety and build the confidence to create and maintain lasting relationships outside the comradery of the ADF.

How long will this module take?

The estimated time commitment is 2 hours over two sessions.

CTC – Becoming a Mentor

This module is part of the Career Transition Coaching suite. It will help you learn and understand what mentoring is, how to be a mentor and what a mentor does, and provide information, resources and guidance to assist in the preparation process for becoming a mentor.

Your consultant will help you through this process and examine considerations for becoming a mentor, the skills and training required and how to find a mentor role.

Your Consultant

A consultant from a contracted external provider will contact you about this module.

Your consultant will:

- assist you in determining if becoming a mentor is right for you
- help you consider why you want to become a mentor
- provide tips on what you should consider when becoming a mentor
- provide tips on what skills and training is required to become a mentor
- provide details on what a mentoring program looks like and its phases
- provide internet links to help you find mentoring programs and roles
- provide internet links for other resources for mentoring.

Who should consider this module?

Members who:

- have been thinking about becoming a mentor
- would like to determine if becoming a mentor is right for them
- would like to learn more about the mentoring process and the skills and training involved
- are ready to take the next step and become a mentor.

How long will this module take?

The estimated time commitment is 2 hours over two sessions.

CTC – Preparing to Volunteer

This module is part of the Career Transition Coaching suite. It will help you understand the nature and scope of volunteering, identify options that align with your skills and interests and prepare you for volunteering success.

Your consultant will help you identify the type of volunteering work you'd enjoy, explore your options, prepare your marketing strategy, and provide you with the tools to set you up for success.

Your Consultant

A consultant from a contracted external provider will contact you about this module.

Your consultant will

- assist you with a thorough analysis of your skills, interests, values, passions, and aspirations to help you determine the kind of volunteering you'd like to pursue
- provide you with a comprehensive list of options from which to choose
- help you determine the time and energy you'd be prepared to commit to volunteering
- help you research your options to find the one most suited to your interests and time commitment
- coach you on how to develop a volunteer-specific commercial, resume, cover letter and interviewing strategy to secure your target

- provide you with samples and templates to build or tailor your marketing resources
- provide you with an understanding of your volunteering rights and responsibilities
- help you build a robust strategy and action plan to realise your volunteering goals.

Who should consider this module?

Member who:

- are interested in volunteering as an opportunity to develop skills for a paying job
- are interested in offering volunteering services as part of their retirement planning
- are keen to give back to the community and engage in long term volunteering.

How long will this module take?

The estimated time commitment is 1.5 hours.

*If you have a resume, bring it with you.

CTC – Volunteering Connections

This module is part of the Career Transition Coaching suite. You will work with a Volunteering Connections Consultant to identify the nature and scope of volunteering opportunities in your region and areas of interest and to identify options that align with your skills, interests, and values.

With your consent, your consultant will approach organisations, charities, and associations to identify opportunities and make a connection for you.

Your Consultant

A Volunteering Connections consultant from a contracted external provider will contact you about this module.

Your consultant will

- work closely with you to understand the nature and scope of volunteering you would like to pursue, identify options that align with your skills, interests and values and prepare you for volunteering
- create a connection and communication plan
- identify target roles and organisations, charities, and associations
- connect you with opportunities from within their network and approach on your behalf
- research and uncover opportunities in your local region or targeted field
- provide feedback and consistent communication.

Who should consider this module?

Member who:

- are interested in volunteering as an opportunity to develop skills for a paying job
- are keen to give back to the community and engage in long term volunteering
- have completed the following Career Transition Coaching modules:
 - Personality Mapping and Career Insights
 - Preparing to Volunteer
 - Retirement Planning.

CTC – Preparing to Study

This module is part of the Career Transition Coaching suite. It will help you determine what you'd like to study, explore your options, understand financial and time expectations and set you up for study success.

Your consultant will help you make sound decisions on the nature and scope of study you would like to pursue aligned with your interests and long-term career goals, provide an overview of recognition of prior learning, scholarships, military pathways, paid trades and associated fees and application processes, and arm you with the tools to set yourself up for study success.

Your Consultant

A consultant from a contracted external provider will contact you about this module.

Your consultant will:

- provide you with an overview of growth industries and occupation trends that may factor into your study considerations
- help you identify your interests, aspirations and long-term goals and determine the most suitable qualification(s) to bring them to life
- discuss university options, expectations, gateways, and military academic pathway programs
- help you to understand time and financial costs, degree fee structures and loans, concessions, and exceptions, VET fee help and how to apply
- discuss paid traineeship options, timelines, short-term expectations, and long-term outcomes
- help you identify relevant and existing skills sets aligned with your study choice and secure recognition of prior learning credits
- provide you with links, tools, and support mechanisms to help you with the application process
- provide you with hints and tips for garnering study support, connecting with other veterans, preparing for remote study, managing your time, building a network and maintaining a positive mindset to set yourself up for success
- build a succinct action plan using SMEAC (Situation, Mission, Execution, Administration, Command), supported by SMART (Specific, Measurable, Attainable, Relevant, Timeline) goals.

CTC – Preparing to Study

This module is part of the Career Transition Coaching suite. It will help you determine what you'd like to study, explore your options, understand financial and time expectations and set you up for study success.

Who should consider this module?

Members who:

- are considering studying and are uncertain about what to study
- have long-term goals and are keen to explore study options to meet their goals
- are considering study and would like to learn about various study options available to them.
- **How long will this module take?**

The estimated time commitment is 1 hour.

CTC – Planning for Retirement

This module is part of the Career Transition Coaching suite. It will give you techniques and skills to manage your transition to civilian life and into retirement.

This module will help equip you with the confidence to assess, explore and plan for your retirement lifestyle.

Your Consultant

A consultant from a contracted external provider will contact you about this module.

Your consultant will

- help you explore how to plan for the next phase of your life
- provide coaching on conducting a self-assessment to identify your goals, values, strengths and personal mission in retirement
- provide guidance on how to explore lifestyle options in retirement
- offer information on wellbeing and community involvement
- provide coaching on how to understand your retirement options and develop a plan to meet your identified goals

Who should consider this module?

Member who:

- are planning to retire but are struggling to articulate what this will look like for them
- are considering a shift away from full-time work, with retirement a consideration in the next two to five years
- are unsure of what their plan is post-transition.

How long will this module take?

The estimated time commitment is 2.5 hours over two sessions.

Career Transition Training

Career Transition Training (CTT) provides eligible members with up to \$5,320 towards approved training and education expenses to achieve their post-transition employment or meaningful engagement goals.

CTT activities are generally undertaken in the member's home location. If the training is not available in their home location, or if the activity is specific to a member's new location after transition, travel will be considered on a case-by-case basis.

Members must apply for CTT by completing Web Form AC853-3 *Defence Force Transition Program Application*. Applicants can apply for up to 24 months post-transition. Medically separating members who are not fit to undertake training at the time may apply to preserve the benefit.

Members cannot access the program for training related to their post-transition goal if they have already secured employment.

Members may incur Fringe Benefit Tax.

More information on Career Transition Training eligibility can be found in PACMAN 2.2.5.

Member's Approved Absence entitlements can facilitate access to activities undertaken through the CTT program during service/prior to your transition date.

Members can access the following:

- industry recognised qualifications and training
- background checks only if required for a licence (i.e. security licence)
- professional registrations
- travel and accommodation
- TAFE and tertiary study may be considered if it aligns with the member's post-transition goals.

Approved Absence

Permanent full-time ADF members can apply for leave for transition related activities while still employed by the ADF.

Approved Absence (AA) may be used for attendance at Defence Force Transition Program activities, as well as limited time (up to 3 days total) for administrative activities related to separation.

AA must be taken as a full day. Members may need to demonstrate their plan to complete multiple transition activities on the same day, i.e. house hunting, financial advice and their Medicare application.

Members must apply for AA by completing Web Form AC853-3 *Defence Force Transition Program Application* and be supported by their Chain of Command. This will then be approved by the delegate.

More information about Approved Absences can be found in the PACMAN 2.2.8.

On the Job Experience

On the Job Experience (OJE) provides opportunities for members who are currently serving to undertake unpaid work experience in their chosen post-transition field with a potential employer.

All members who engaged with OJE remain a member of the Australian Defence Force and are considered on duty, therefore members require consultation and agreement with their Unit Commander.

All members are in receipt of their normal Service pay and are covered for compensation under the Military Rehabilitation and Compensation Act (MRCA) 2004. Members cannot be paid any remuneration or allowances during the period of OJE.

Members are required to find their own OJE opportunity and must supply a copy of the written offer of OJE from the proposed civilian employer when applying for OJE.

Members must apply for OJE by completing Web Form AC853-3 *Defence Force Transition Program Application*.

Members can access:

- real time industry experience in their chosen industry aligned with their future career goals
- approved set period of time to undertake in the OJE placement while being paid their normal Defence salary.

Financial Advice

Financial Advice provides a financial contribution to members who require professional financial advice to assist them with financial decisions. Members are required to find a suitable financial advisor and can access up to \$1,000 towards financial advisors fees.

A list of Fee for Service financial advisor's can be found on the ADF Financial Services Consumer Centre website under 'Find a Financial Advisor' at www.adfconsumer.gov.au.

The financial advice contribution remains accessible for up to 24 months post-transition in accordance with PACMAN 2.2.6. However, this cannot be used for routine tax or accounting services.

Members must submit Web Form AC853-3 *Defence Force Transition Program Application* to apply for this benefit. A Fringe Benefit Tax may be incurred.

The ADF Financial Services Consumer Centre (ADFFSCC)

The ADFFSCC aims to keep members informed so that they are in a position to make the best decisions possible for themselves and their family. Their website offers a range of educational material and links to trusted sources to assist in making these decisions.

Members (and families) can access:

- a list of Fee for Service advisors on the ADFFSCC website
- a non-ADFFSCC financial advisor provided they hold a current Australian Services Licence (AFSL)
- the Compare Your Package (CYP) tool which allows full-time ADF members the ability to estimate the value of their financial and non-financial benefits
- online tools and information for budgeting, savings, investing etc
- group financial education sessions.

The ADFFSCC website: www.adfconsumer.gov.au.

Post-transition contact

As the Defence Force Transition Program is accessible for up to 24 months after you transition, Defence will maintain contact with you post-transition. This ensures you can reach back in for more support or general advice if you need it. You can reach back in at any time through the Defence Member and Family Helpline (1800 624 608) if you need assistance. Defence also maintains contact with you in two ways:

- **Post-transition follow up session** - your first contact will usually be a phone call from a Transition Coach shortly after your transition date. This contact is to check that everything is going to plan and make sure you have access to any immediate support you may need in the first few months after transition.
- **Post-transition survey** – you will receive the electronic post-transition survey, by email, every three months for two years after your transition. This survey provides you the opportunity to provide anonymous feedback on your experience and to request further support from your Transition Coach. Your de-identified responses to the survey are also used to improve the transition programs.

ADF Transition Centre drop-in sessions

At various times throughout the year ADF Transition Centres run drop-in sessions where members and families can drop in and discuss any aspect of transition with a Transition Coach.

For further information about the next drop-in session in your area please contact your local Centre.

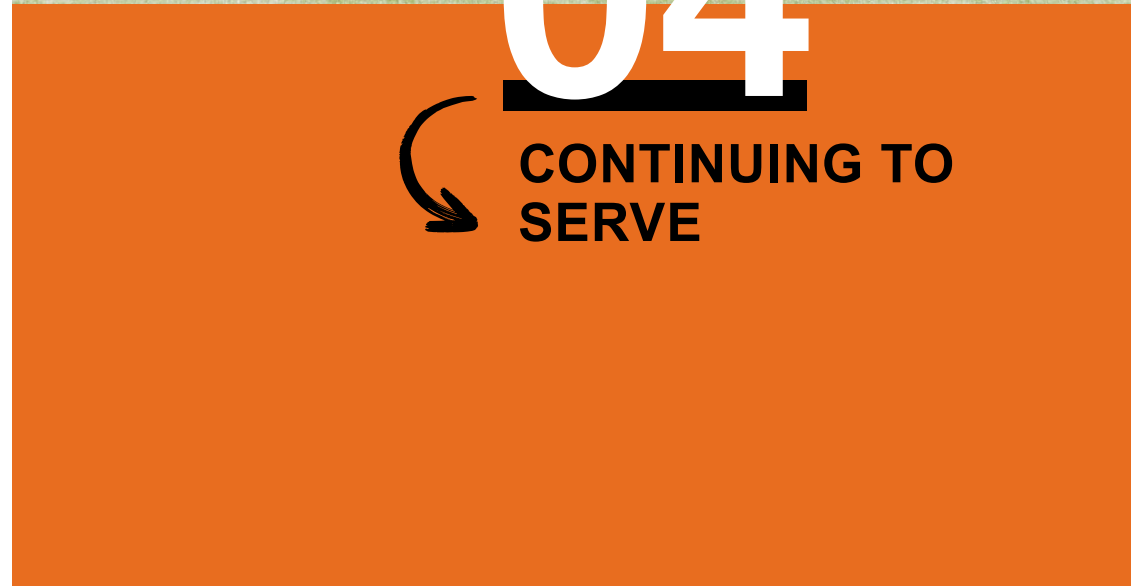
A list of ADF Transition Centres can be found in Section 17.

You can access support and assistance from:

Defence All Hours Support Line: 1800 628 036

Defence Member and Family Helpline: 1800 624 608

Open Arms: 1800 011 046



SECTION 4 SUMMARY

- If you are considering transition you may want to also consider other options across the three Services.
- The ADF Service Spectrum provides options for movement across different Service Categories, from permanent to Reserve and back.
- Reserve service helps maintain your connection to the Defence community.
- Reserve service helps maintain your Defence identity and sense of purpose.
- Reserve members may have opportunities for exercises, deployments and further training.
- Navy, Army and Air Force each have their own Reserve arrangements.
- Maintaining your ForceNet account after transition will keep you up to date.
- Defence offers a range of supports to Reserve service including the Reserve Assistance Program and ADF Reserve and Employer Support.

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TRANSITION STORY

Aircraftsman Dev joined the Air Force as an ADF Gap Year Aviation Support Technician.

“I’ve had a passion for aeronautical engineering since high school and my ADF Gap Year gave me the opportunity to get hands on experience, meet new people and develop my skills.”

Dev was approaching the end of his ADF Gap Year and was intending to return home to commence tertiary education in aeronautical engineering.

“My ADF Gap Year in the Air Force solidified my passion for aeronautical engineering. After finishing, I knew I wanted to continue pursuing my passion academically.”

At the same time, Dev was also eager to continue his career in Defence after witnessing firsthand the advanced aeronautical engineering capability of the Air Force. During a planning session with his Transition Coach, it was identified there was an opportunity for him to pursue education in aeronautical engineering within Defence.

“From my planning session, and through all the people I met during my Gap Year, I was able to continue my career in Defence and pursue my studies in aeronautical engineering. It just made sense.”

Dev’s advice to other members who are considering their future career is to speak to a Transition Coach and their personal network within Defence.

“Meet with a Transition Coach and tell them all your plans and goals. They’ll show you all the paths available to achieve them and support you on your journey. You don’t know what’s possible until you ask.”



Continuing to Serve

The transition supports detailed in this Guide are among the many significant benefits provided to ADF members in recognition of the unique nature of military service.

Defence is committed to supporting ADF members to have productive and rewarding careers both during service and afterwards.

When you start to consider transition, you may discover other opportunities within the Services that you would like to pursue. These opportunities may be in a ADF Reserve service role. A Transition Coach can help you to understand these opportunities and how to pursue them.

If or when you decide to transition, Defence will provide a comprehensive suite of programs to support you and your family to thrive through your transition journey and into civilian life (see Section 3 ‘Defence Force Transition Program’).

You can access support and assistance from:

Defence All Hours Support Line: 1800 628 036

Defence Member and Family Helpline: 1800 624 608

Open Arms: 1800 011 046

Your post-transition Defence career

When you transition from full-time, permanent or Reserve service, you may have a range of options available to you for continuing your service, and your connection to the ADF.

The ADF Total Workforce System (TWS) may allow you to change your Service Category (SERCAT), and thereby the nature of your service, in a way that suits your post-transition circumstances and goals.

Many permanent ADF members transfer to a Reserve SERCAT when they transition.

Maintaining your connection to military life, however small, can greatly assist you in making your broader transition to civilian life. It allows you to maintain the sense of purpose and belonging that is so unique to military service, provides you with some post-transition structure, and maintains your relationships across the Defence community. Continuing to serve in a Reserve capacity also allows you to pass on the knowledge, skills and attributes you have obtained during your ADF career, and to keep making an important contribution to Australia's national interests.

Introduced under the ADF TWS, the Service Spectrum provides you with the flexibility to remain in the ADF and serve in different ways.

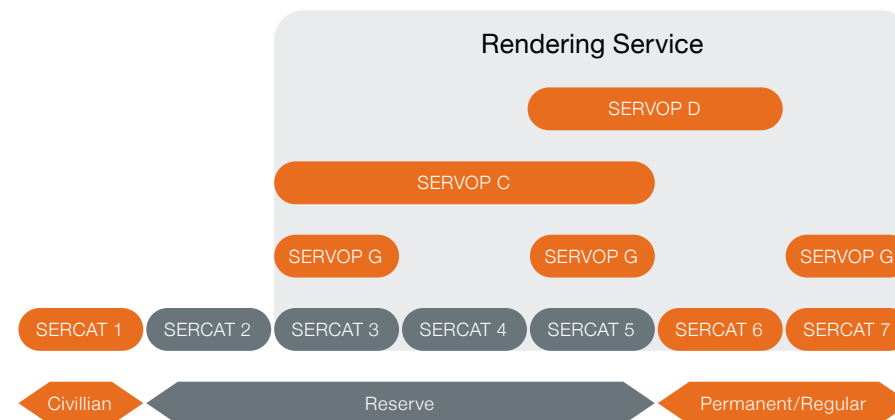
The Service Spectrum consists of six Service Categories (SERCATs) and three Service Options (SERVOPs):

- **SERCAT 7** Permanent member rendering full-time service
- **SERCAT 6** Permanent member rendering a pattern of service other than full-time
- **SERCAT 5** Reserve member who provides a contribution to capability across financial years and has security of tenure for the duration of their approved commitment to serve
- **SERCAT 4** Reserve member who provides a contingent capability at short notice, with their notice to move defined by their Service
- **SERCAT 3** Reserve member who provides a contribution to capability by indicating their availability to serve, or are rendering service to meet a specified task within a financial year
- **SERCAT 2** Reserve member who does not render service but may be 'called out'
- **SERVOP C** are SERCAT 3, 4 or 5 members who are undertaking a period of Continuous Full-time Service (CFTS)
- **SERVOP D** are SERCAT 5 or 6 members who are rendering service to Defence and working for a civilian employer under a shared dual employment arrangement

- **SERVOP G** are members of the permanent or Reserve Force rendering full-time service in the ADF Gap Year program. Note: SERVOP G is not available to current or ex-serving members of the ADF.

As a permanent member you can transfer to one of four Reserve SERCATs, and Reserve members can transfer to alternate Reserve SERCATs more aligned with their post-transition life.

Figure 2: Service Spectrum



Benefits of Reserve Service

The four Reserve SERCATs allow you to render different types of service suitable to you and your circumstances. The Reserve SERCAT you transfer to will depend on what your Service considers to be appropriate for your circumstances and the contribution to capability you may be expected to deliver.

As a SERCAT 3, 4 or 5 member you may have the opportunity to go on exercises, deployments, undertake training and continue your service career and promotion pathway. You can access these opportunities while in full-time civilian employment in most locations around Australia. If you are in the Reserves and decide later that you want to serve full-time in the ADF, you can apply to your Service to be engaged on SERVOP C or transfer to SERCAT 7.

If you transfer to SERCAT 2 you will not render service unless you are subject to a call out. Should you wish to render service you can apply to your Service to transfer to SERCAT 3, 4 or 5. This can include SERVOP C during Humanitarian Aid and Disaster Relief (HADR) operations.

Continuing to serve in the Reserves makes it easier for you and your family to stay connected with your Service colleagues and their families. You can maintain the important social networks you have made and continue to be part of the Defence community. The financial and tax benefits associated with Reserve service can be attractive. However, you are encouraged to obtain professional financial advice when considering these matters.

Reservists who transition from SERCATS 3, 4 or 5 are also provided transition support through the Reserve Transition Centre (RTC).

To contact the Reserve Transition Centre email:

Email: transition.reserves@defence.gov.au

Requirement to serve in the Reserves

If you are a Navy or Army member or Air Force officer who joined the Permanent Force on or after 1 July 2003, or an enlisted Air Force member who joined the Permanent Force on or after 01 January 1996, when you transition from the permanent force you will transfer to the Reserves.

This requirement does not apply to members who:

- haven't completed initial recruit, officer or employment training
- are subject to disciplinary action
- are leaving because of medical reasons
- are leaving because their continued service is not in the interest of the Defence Force
- reach compulsory retirement age (65 for Reservist).

If you transfer to the Reserves and do not undertake any service in the Reserves for a period of five years, you will separate from the ADF.

For more information, and to see the Defence Regulation 2016 visit:

Web: www.legislation.gov.au

For more information on the ADF Total Workforce System:

Email: adftws.coe@defence.gov.au

Web: www.pay-conditions.defence.gov.au/adf-total-workforce-system

For service-related enquiries email:

Navy: dnrrt.correspondance@defence.gov.au

Army: army.tws@defence.gov.au

Air Force: afhq-persbr-af-regis@defence.gov.au

Once you have considered which SERCAT you prefer, talk to your Unit and family about which one best suits your circumstances and what work you want to do in the Reserves.

To transfer to the Reserves you will need to complete the Web Form AC853 *Application to Transfer Within or Separate From the ADF* available on Defence Protected Network Webforms, ForceNet or at your local Reserve office.

Navy Reserves

The Naval Reserve consists of:

- SERCAT 5
- SERCAT 3
- SERCAT 2
- SERVOP C.

Reserve service for SERCATs 3, 4 and 5 is voluntary and subject to the member's availability and service requirements. SERVOP C is conducted for a defined period of time (not against a position) and is conducted under the same conditions as SERCAT 7.

Acceptance of a Naval Reserve member for a Reserve service posting is subject to Navy requirements. Reserve members are limited to a maximum of 200 Reserve Service Days (RSD) per financial year.

- SERCAT 5 Naval Reserve members may serve up to 200 RSD per financial year across multiple financial years.
- SERCAT 3 Naval Reserve members may serve up to 200 RSD in one financial year.
- SERCAT 2, 3 and 5 Naval Reserve members may volunteer for SERVOP C (CFTS) to fill vacant SERCAT 7 Navy positions. SERCAT 2 members who apply for SERVOP C will automatically be transferred to the relevant SERCAT should they be offered a SERVOP C engagement.
- SERCAT 3 or 5 Naval Reserve members may be transferred to SERCAT 2 if they don't volunteer for service during five consecutive financial years.
- SERCAT 2 Naval Reserve members are not required to do any RSD.

Reserve Service positions

SERCAT 3 or 5 Naval Reserve members may volunteer to be posted to Single Year (SY) or Multi Year (MY) funded positions which are part of Navy's total integrated workforce. They work alongside SERCAT 6 or 7 Navy and civilian positions to deliver the capability outcomes of the unit or department.

Vacant SERCAT 7 positions can be filled on SERVOP C or RSD.

Reserve health

SERCAT 3 or 5 Naval Reserve members must have a comprehensive Periodic Health Examination (PHE) at a Defence Health facility every five years. Call your local health centre to make an appointment.

A Reserve Health Declaration is completed annually for SERCAT 3 and 5 members to update their medical status and is a pre-requisite for the health support allowance.

Uniform

Navy personnel in SERCATs 3 and 5 are no longer entitled to the gratuitous exchange of non-combat uniforms on the basis that military salary will include an element for members to maintain their uniforms. Navy personnel in SERCATs 3 and 5 retain the ability to exchange combat uniforms and associated kit in accordance with current policy.

Contact details

You must keep Navy informed of changes to your contact details. This includes residential address, postal address, telephone numbers, and personal email address.

If Navy loses contact with you, it will likely result in your ADF service being terminated without notice. You can update your details through ForceNet or by contacting your local TWS Office.

Navy Reserve contacts

ACT	02 5130 3197 / 3214	navytw.act@defence.gov.au
NSW	02 9537 1528 / 2182	navytw.nswfhq@defence.gov.au
ALBATROSS	02 4449 3016	navytw.nasnowra@defence.gov.au
SOUTH QLD	07 3016 2633 / 2638	navytw.qld@defence.gov.au
CAIRNS	07 4252 5598 / 5566	navytw.cairns@defence.gov.au
CERBERUS	03 5931 7759 / 7701	navytw.vic@defence.gov.au
STIRLING	08 9580 3053 / 4247	navytw.wa@defence.gov.au
TAS	03 6215 7588	navytw.tas@defence.gov.au
SA	08 7008 4163	navytw.sa@defence.gov.au
NT	07 4252 5598 / 5566	navytw.coonawarra@defence.gov.au

Army Reserves

The Army applies the TWS to include part-time service aligned to three distinct SERCATs:

- SERCAT 5 (Active Reserve)
- SERCAT 3 (Contingent workforce)
- SERCAT 2 (Contingent workforce).

SERCAT 5 Army members are posted to a Unit to fill an established position. Positions are available across Australia, with the pattern of service negotiated with the gaining Unit. SERCAT 5 members can expect to have a degree of stability in their pattern of service through the number of RSDs allocated by the Unit.

SERCAT 5 members will receive an assurance of service based on the training or force generation requirements of their posted position or Unit.

Members in SERCAT 5 have access to career management and are required to meet Army Individual Readiness Notice (AIRN) requirements.

If there are no suitable SERCAT 5 positions within a member's geographic region, personnel may be posted to an alternate geographic position and work remotely.

SERCAT 5 members completing a minimum of 20 Reserve Service Days (RSDs) per financial year will be deemed as having provided effective service. Effective service (20 RSD) is one of the requirements for DHOAS, the Health Support Allowance, Service awards and other benefits.

SERCAT 5 members may volunteer for SERVOP C that renders full-time service, normally for periods of one year or less dependent on the operational/non-operational requirement.

SERCAT 3 Army members are not automatically assigned Reserve Service Days (RSD) but can express interest in available roles that suit their lifestyle and circumstances. This is facilitated through a DA26 agreement through the Web Form AE959 *ADF Reserve Service Day Allocation*.

SERCAT 3 members can serve in Army with an irregular pattern of service either as block periods or part time on an unspecified schedule. If SERCAT 3 members can serve on a regular part time pattern of service, they should consider transfer to SERCAT 5. If a SERCAT 3 member can serve full time, they should consider transfer to SERCAT 7 or to apply for a fixed contract on SERVOP C.

SERCAT 3 members have flexibility to express interest in roles in units, HQs and locations that suit them. There are also remote service opportunities available for some roles.

SERCAT 3 members completing a minimum of 20 RSDs per financial year will deem the member as having provided effective service. Effective service (20 RSD) is one of the requirements for DHOAS, the Health Support Allowance, Service awards and other benefits.

SERCAT 2 Army Reserve members are not required to undertake any Reserve Service Days or maintain AIRN requirements. Their only obligation is to confirm or update their contact details on an annual basis and be available if there is a Governor-General call-out.

After five years, SERCAT 2 members will be emailed to see if they wish to extend their service. In there is no response, members will be fully separated.

SERCAT 3 and 2 members may volunteer for SERVOP C that renders full-time service, normally for one year. A SERVOP C arrangement is required for Reservists undertaking deployment.

Reserve health

SERCAT 5 Army Reserve members must have a comprehensive preventative health examination at a Defence Health facility every five years. They are also required to maintain their dental health at the same frequency though a civilian provider.

SERCAT 3 Army Reserve members are required to have an in-date medical prior to undertaking military service. It is in the member's interest to maintain an in-date medical every five years if considering to undertake service.

Members undertaking SERVOP C are required to have received an in-date medical within 12 months of the SERVOP C start date.

Reserve Contacts

As you transition from SERCAT 7, you should seek advice from your Career Manager and touch base with a Career Manager in the Career Management Agency (CMA).

Career Management Group (CMG) Contacts

CMG Eastern Region ACT & NSW	cmg.er@defence.gov.au
CMG Southern Region VIC & TAS	cmg.sr@defence.gov.au
CMG Northern Region QLD	cmg.nr@defence.gov.au
CMG Central and West NT, SA & WA	cmg.cwr@defence.gov.au

Other useful contacts

SERCAT 5 Officers: Directorate of Officer Career Management – Army (DROCM-A)

Email: drocma.registry@defence.gov.au

SERCAT 5 Soldiers: Directorate of Reserve Soldier Career Management – Army

Email: drscma.cmspt@defence.gov.au

SERCAT 2 and 3: Directorate of Contingent Workforce Management – Army

Email: contingentworkforce.army@defence.gov.au

To discuss employment options with your local Contingent Workforce Management Cell:

Email: www.serveon.army@defence.gov.au

To find vacant roles visit:

Web: www.forcenet.gov.au

Web: www.army.potential.withyouwithme.com

Air Force Reserves

The Air Force Reserve (AFR) consists of:

- SERCAT 5
- SERCAT 4
- SERCAT 3
- SERCAT 2.

If transitioning from SERCAT 6 or 7 you are encouraged to discuss part-time employment options in SERCAT 3, 4 or 5 with your Chain of Command and your Career Manager.

As a SERCAT 3, 4 or 5 member you may volunteer to serve in a part-time capacity; agreeing to a mutual commitment in terms of the number of days and pattern of service across a specified period, usually each financial year. This agreement is intended to convey a measure of certainty for both the Commander, who must deliver against capability requirements, and for yourself in relation to surety in terms of ongoing service.

SERCAT 3, 4 and 5 members who serve a minimum of 20 RSDs per financial year qualify for DHOAS, the Health Support Allowance (HSA), Service awards and other benefits. The number of RSDs in rank also affects progression through pay increments and eligibility to be considered for promotion.

SERCAT 5 members are posted to an established position, usually for one to three years. SERCAT 5 positions have a specified number of RSDs and members agree to serve a specified pattern of service to deliver capability outcomes across the duration of a posting. Some SERCAT 5 positions have a higher Individual Readiness (IR) requirement above maintaining a current Military Employment Classification (MEC).

SERCAT 4 members commit to provide service at short notice when required by Chief of Air Force, typically through SERVOP C; SERCAT 4 is currently limited to a small number of specified positions. All members serving in SERCAT 4 have a full IR requirement. SERCAT 4 members may be eligible for additional financial entitlements because of the higher IR requirement and availability obligations.

SERCAT 3 members are posted to a pool position and can volunteer to serve to meet capability requirements. RSDs must be approved before commencing duty.

As a SERCAT 3, 4 or 5 member, you may also volunteer for SERVOP C to fill a vacant SERCAT 7 position or to deploy on operations.

SERCAT 2 members are the inactive component of the AFR and are not able to provide service. They may request to transfer to another SERCAT to provide voluntary service.

SERCAT 2, 3, 4 and 5 members are required to update their contact details on an annual basis and are liable for call out by the Governor-General.

On transfer to SERCAT 3, 4 and 5 you are required to join the Air Force Reserve group on ForceNet; this platform is used extensively to communicate with the SERCAT 3, 4 and 5 workforce. Members transferring to SERCAT 2 are to join the Air Force SERCAT 2 group.

Your Career Manager

Career Managers are responsible for the management of SERCAT 3 to 7 members. On transition to SERCAT 3, 4 or 5, you should maintain contact with your Career Manager and ensure your contact details remain current on both Defence One/PMKeyS and ForceNet.

Contact details for Career Managers are on the Directorate for Personnel – Air Force intranet home page. To access these details click the career management icon, choose your career management team and click on contact information.

The point of contact for Group Captain or above members is the Directorate of Senior Office Management at:

Email: DSOM.AF@defence.gov.au

Reserve health

SERCAT 5 members are required to complete a Periodic Health Examination (PHE) every five years at a minimum.

SERCAT 3 members must complete any health requirements (including a PHE if applicable) when initially allocated RSDs.

SERCAT 4 and SERVOP C members are required to complete a PHE in accordance with the age-based schedule in the Defence Health Manual.

SERCAT 3, 4 or 5 members are encouraged to complete an annual Reserve Health Declaration to confirm they remain fit to serve and as a prerequisite for the annual Health Support Allowance provided they meet the eligibility requirements.

Uniform

On transfer from SERCAT 6 or 7 to SERCAT 2, 3, 4 or 5 you are to retain all items of personal clothing for a period of five years. SERCAT 3, 4 and 5 members are to maintain items and accoutrements at their own expense; members are no longer entitled to exchange their non-public clothing other than in specified circumstances.

Further details are contained in the Air Force Clothing Policy and Entitlements Manual.

ForceNet

ForceNet is an ADF electronic communication platform used to connect registered users within secure online communities.

ForceNet allows registered users to access and share information via desktop, tablet and mobile devices, without needing to access the Defence Protected Network. ForceNet is available to registered ADF members and sponsored ADF family members.

Registered users can:

- stay up to date with the latest activity from their service and unit
- connect with other ADF users
- look for Reserve employment opportunities.

To register visit:

Web: www.forcenet.gov.au

Some information contained in PMKeyS is used in the registration process for ForceNet. Prior to registering for ForceNet, please ensure that your alternate (personal) email address and mobile phone details are up to date in PMKeyS Self Service (PSS).

ForceNet is also available as a mobile device app via Google Play or the Apple App store.

For assistance with ForceNet, contact the support team at:

Phone: 1800 DEFENCE (1800 333 362)

Email: forcenet@defence.gov.au

Engage portal

Engage is an online portal that current, transitioning, and former ADF members, their families and/or those involved in their support can use to locate support services.

Engage simplifies the process of accessing support by providing information on not-for-profit services available from a range of providers.

For more information visit:

Web: engage.forcenet.gov.au

For assistance with Engage, contact the support team at:

Phone: 1800 DEFENCE (1800 333 362)

Returning to Service

After you transition from the ADF you may decide that you wish to return to full-time service. Depending on when you joined the ADF you may have transferred to Reserves upon transition.

If you transferred to Reserves upon transition, you can request to transfer to SERCAT 7 or undertake SERVOP-C and should speak to your Service Career Manager.

Transitioned members who are not Reservists must go through Defence Force Recruitment to return to service.

Support for Reserves

ADF Reserve and Employer Support

ADF Reserves and Employer Support (ADFRES) provides direct support to the ADF Reserves, their employers and the community.

ADFRES engage with key stakeholders including ADF Units, Reservists and their civilian employers in order to build relationships that increase awareness and understanding of:

- the contribution Reservists make when they are away from their civilian employment
- the skills they are bringing back to their civilian workforce
- the immersive experiences available to further understand the skills and training provided to Reserve members
- the formal recognition of civilian employers of Reservists
- Defence funded civilian development opportunities available, such as the Prince of Wales Awards and the Tasman Scheme
- support options available to assist employers when their Reservist employees undertake Defence service, such as through the Employer Support Payment Scheme.

For more information:

Phone: 1800 DEFENCE (1800 333 362)

Web: www.reserveemployersupport.gov.au

Reserve Assistance Program

The Reserve Assistance Program (RAP) provides Reservists and ADF Cadets and their families access to the Defence Employment Assistance Program for mental health and wellbeing support to address both service-related challenges and challenges in their personal lives.

The Employment Assistance Program is a confidential, cost free, professional counselling service. Highly experienced, professionally qualified psychologists or social workers can provide counselling face-to-face, by telephone, via email or over the internet. Defence will fund up to four counselling sessions to discuss an issue.

To access the program, please contact:

Phone: 1300 OUR EAP (1300 687 327)

Veterans may be eligible for alternate support through Open Arms.

Reservists rendering CFTS (on SERVOP C) and permanent ADF members should seek assistance through their local garrison support health facility.

For advice on access to services after hours, members can contact:

Phone: 1800 IM SICK (1800 467 425)

Reserve Service Protection

The Defence Reserve Service (Protection) Act 2001 (DRSP Act) makes it unlawful for an employer to discriminate against, disadvantage, or dismiss an employee or prospective employee undertaking ADF Reserve service. The Protection provisions also apply to contractors, business partners, and in certain circumstances to students enrolled in a course at an Australian education institution.

Reservists also have obligations to their employer.

For instance, you should give your employer as much notice as possible of your requirement to undertake Reserve service and complete Web Form AE380 *Tri Service Notification of ADF Reserve Service* and provide it to your employer whenever written notification for leave is requested.

If an employer has problems in releasing you, they can contact your ADF Reserve Unit Commander as detailed in Web Form AE380. You or your employer can contact the ESSP team for information and assistance:

For advice on access to services after hours, members can contact:

Phone: 1800 DEFENCE (1800 333 362)

Email: yourcustomer.support@defence.gov.au

For a brief overview of protection provisions please visit:

Web: www.reserveemployersupport.gov.au

Employer Support Payment Scheme

The Employer Support Payment Scheme (ESPS) offers financial assistance to eligible employers of Reservists, and self-employed Reservists when they are absent from their civilian workplace on eligible periods of ADF service.

ESPS payments are paid at a set weekly rate, regardless of your salary.

The amount is equivalent to the average weekly full-time adult ordinary time earnings. There are no restrictions on the way employers can use the money. For example, they can use it to pay for temporary staff or overtime to your colleagues who cover your absence.

You must be employed for at least three months before the first date of claimed service. ESPS payments aren't payable for the first two weeks of eligible service during each financial year.

Self-employed Reservists must be genuinely self-employed for at least 12 months before the first date of claimed service. You will need to provide evidence that your self-employment is your principal source of income, or principal source of employment.

You or your employer can contact the Employer Support and Service Protection (ESSP) Directorate for information and assistance on:

Phone: 1800 DEFENCE (1800 333 362)

Email: yourcustomer.support@defence.gov.au

For further information on eligibility or to lodge a claim please visit:

Web: www.reserveemployersupport.gov.au

There are a number of other areas of support and programs that assist both Reservists and their employers that ADFRES operate.

These activities include:

- The Prince of Wales Award is financial assistance to undertake a professional development activity to benefit your civilian employment
- Employer immersion activities are to allow your employer to get an appreciation of what you will do when undertaking Defence service.

The Supportive Employer Program and Employer Support Awards are aimed at encouraging and recognising supportive civilian employers who ensure you are released for Defence service.

Details of all these activities and initiatives can be found at:

Web: www.reserveemployersupport.gov.au

Long Service Awards eligibility

To qualify for your Long Service Awards, Reserve members are required to complete an annual obligation, rendered throughout a year. A year is a period of 12 months from the date of your enlistment/appointment date and any anniversary of that date.

Eligibility for the medal does not necessarily relate to job efficiency and how each Service undertakes its management of Reservists and allocating Reserve time varies.

Reserve members are required to apply for additional long service recognition as the system does not capture breaks in service. When applying for recognition Reserve members are to use the online form, ensuring to include the address the award is to be sent to.

Notes



05



TRANSITION ADMINISTRATION

SECTION 5 SUMMARY

- Transition, through an ADF Transition Centre, is a mandatory process if you are transferring to another Service Category or separating from the ADF.
- Web Form AC853 *Application to Transfer Within or Separate from the ADF* starts the process.
- Web Form AC853 will trigger initial contact from a Transition Coach.
- You will be required to complete a Unit Security de-brief and Conflict of Interest declaration.
- ADF identity cards, travel cards and purchasing cards must be returned.
- Any ADF ICT equipment in your possession must be returned.
- Official passports must be returned.
- Final pay, including leave balances, will be calculated per your transition date.
- Annual Leave and Long Service Leave can be transferred to Commonwealth employers.
- Ensure you have all Honours and Awards earned, apply for any that are outstanding.
- You should receive some form of recognition of your service when you leave your Unit.
- Obtain your ADF Will.

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TRANSITION STORY

After serving in the Army for 35 years Graham transitioned to civilian life and into a new career with Sydney Trains.

“My last Unit, 6th Aviation Regiment, were fabulous, they bent over backwards for me and although I didn’t make it to mandatory retirement age as I’d always hoped, I was quite well prepared for my transition to civilian life.”

On the advice of an ‘old and bold’ supervisor, Graham attended ADF Member and Family Transition Seminars every two years once he hit the 15 years’ service mark and then every year in his last five years.

Graham found the assistance provided to him through the Transition for Employment program helped build up his confidence to apply for jobs and attend job interviews.

“I attended a Job Search Preparation workshop and after that was able to adjust my resume and work in collaboration with my Transition and Career Coach to fine tune it, and translate my military experience into civilian speak.”

With comprehensive support through the Defence Force Transition Program, by his transition date Graham had already secured his new role.



Transition Administration

Participation in the transition process is mandatory. Transition administration is part of this process and must be undertaken by all members, regardless of the length of your ADF career, or your mode of transition.

Every permanent, full-time and Reserve member must transition through an ADF Transition Centre. The ADF Transition Centre will assist you to understand and meet your transition administration requirements.

Applying to transition from the ADF



Transition Coaching and Support is standardised across the ADF. Once you have considered your options within the Service Spectrum (under the TWS), had a conversation with your Chain of Command or CMA about the options available to you, and have still decided to transition, you will need to complete the Web Form AC853 *Application to Transfer Within or Separate From the ADF*.



Once you have completed the electronic form and submitted it to your supervisor, the form will be sent to Transition Coaching and Support for processing. Once Transition Coaching and Support receive your Web Form, you will be assigned a Transition Coach and contacted to arrange your first transition coaching session.



If you have received advice from your Service or Chain of Command that you will be transitioned, make contact with your nearest ADF Transition Centre as soon as possible. Examples of this include medical transition, Command Initiated Transfer to the Reserves or transition as a result of disciplinary action.

You can access support and assistance from:

Defence All Hours Support Line: 1800 628 036

Defence Member and Family Helpline: 1800 624 608

Open Arms: 1800 011 046

Modes of transition

There are eight different modes of transition. They are:

- voluntary
- medical
- SERVOP C
(Reserve members ending a period of continuous full-time service)
- administrative
- compulsory retirement
- Command-Initiated Transfer to Reserves
- redundancy
- multi-mode
(where more than one reason for transition is indicated for example an administrative transition where medical grounds for transition are also present).

Each mode has its own administrative characteristics and may attract particular types of transition support under the Defence Force Transition program (for more information refer to Section 3).

Talk to your Unit Command and to a Transition Coach about the administrative responsibilities relevant to your mode of transition (see Section 17 for ADF Transition Centre contact details).

Transition Web Forms

AC853 Application to Transfer Within or Separate from the ADF

The Web Form AC853 is used by ADF members to voluntarily request to:

- transfer between SERCATs within the same Service (except to transfer from SERCAT 7 to SERCAT 6, complete the Web Form AE427 - *Service Category Form*)
- transfer between Services, with or without a SERCAT transfer
- cease all forms of ADF service.

AC853-2 Transition Clearance form

The Web Form AC853-2 *ADF Transition Clearance* is to be completed and returned to a Transition Coach at the Transition Clearance Session.

ADF members must ensure they have received clearance from all areas listed on this form, and complete the declaration at the bottom of the form. In the event these clearances are not obtained, a member's transition date may be delayed.

AC853-3 Defence Force Transition Program application form

The Web Form AC853-3 *Defence Force Transition Program* is to be completed when applying to access Career Transition Training funding assistance.

Unit and other individual clearances may also need to be completed.

Notice periods

Navy

Members are encouraged to submit their applications as early as possible. While each application is examined on a case-by-case basis, given the demands of Navy service, a nominal six months' notice is required to allow sufficient time to meet operational and workforce requirements.

Army

Any member may request to transition at any time during their service, by submitting Web Form AC853 *Application to Transfer Within or Separate from the ADF*. All members are required to give a minimum of three months' notice for a voluntary transition.

Air Force

The required minimum notice timeframe for Web Form AC853 *Application to Transfer Within or Separate from the ADF* applications is 90 days or three months'. Up to 120 days notice may be required in the case of medically transitioning members.

Talk to your Unit Command about your notice arrangements.

Unit Security de-brief

All transitioning members are required to undertake a Unit Security de-brief with their Unit Security Officer prior to their transition date. Your Unit Command will make arrangements with you for this briefing

Conflict of interest

Integrity in post-transition employment safeguards Defence's reputation and ensures its procurement and recruitment activities are, and are seen to be, fair and equitable.

Defence encourages transitioning ADF members to consider a career in the wider Defence workforce and does not intend to hinder the mobility of personnel in employment opportunities between the public and private sectors. However, all Defence personnel have a primary responsibility to act in the public interest and must avoid or effectively manage any actual, potential, or perceived conflicts of interests when transitioning.

All transitioning members will be asked by their Unit Command to complete Web Form AE916 *Conflict of Interest Declaration*.

In relation to post-transition employment, you must:

- as soon as practicable, report any offer of post-transition employment that could lead to an actual, potential or perceived conflict of interest to your Commanding Officer or Supervisor (e.g. If you intend to take up new employment with companies involved, or potentially involved, in providing materials or services to Defence, or as independent contractors to Defence)
- inform your prospective employer at the earliest opportunity of your conflict of interest obligations to Defence.

All transitioning members are also required to make a declaration regarding their post-transition employment via Web Form AE918 *Letter of Notification*

For more information, please refer to the:

- Integrity Policy Manual
- Defence Instruction Administrative Policy (specifically AG5 – Conflicts of interest and declarations of interest).

ForceNet

When you are preparing to transition it is important to register for a ForceNet account to stay up to date with the latest activity from your Service and Unit, connect with other ADF users and look for Reserve employment opportunities.

Some information contained in PMKeyS is used in the registration process for ForceNet. Prior to registering for ForceNet, please ensure that your alternate (personal) email address and mobile phone details are up to date in PMKeyS Self Service (PSS).

For more information on ForceNet see Section 4.

To register visit:

Web: www.forcenet.gov.au

ADF Identity Cards

Purple Series ADF Security Cleared Defence Common Access Card

If you are separating entirely from the ADF and not transferring to the Reserves, you can retain your purple series ADF security cleared Defence Common Access Card (DCAC) after it has been cut and cancelled by the nearest Pass Office as per Defence Security Principles Framework (DSPF) 74.1 Annex D. Otherwise you must return your Purple series ADF security cleared DCAC to your local Pass Office. All ADF family DCACs must be handed in as soon as the ADF member leaves permanent full-time ADF service or they are no longer recognised as family.

Note: Only the ADF member can retain their Purple series ADF security cleared DCAC if transferring to SERCAT 2 to 5, noting that any non-general access must be removed.

If transitioning to Reserves, you must maintain your Australian Government security clearance in accordance with the *Defence Security Principles Framework 40.1 Personnel Security Clearance* to hold a Security Cleared DCAC. To do this you must inform your new Unit Security Officer who will alert the Australian Government Security Vetting Agency (AGSVA).

Grey Series Cards

The grey series retired ADF identification is issued to transitioning members who have completed 18 or more years of service. Members who transition on medical grounds are also entitled to this card type irrespective of their length of service. This card is not a DCAC and does not grant unescorted access to Defence sites. Please use the *Retired (grey series)* application form.

Defence Travel Cards

Ensure all outstanding transactions for your Defence Travel Card (Diners Card and Companion Mastercard) have been fully processed in the Card Management System (CMS) before your transition date. If you can't, you must make arrangements for someone to do this on your behalf using the 'assign authority' function.

If you are transferring to SERCAT 3, 4 or 5 and will undertake official Defence travel as part of a role, you may keep your Defence Travel Card. It is your responsibility to update any changes to your admin centre, cost centre etc., through the self-help function in CMS via the Travel Connect portal.

For assistance contact:

Phone: 1800 DEFENCE (1800 333 362)

If you hold Defence Travel Cards which require cancellation you need to cancel and destroy them by your transition date.

To cancel your card, you must email the below address requesting your card be cancelled and include:

- your full name
- PMKeyS number
- last four digits of the credit card number/s
- reason for cancelling
- confirmation that you have destroyed your card/s including cutting through the chip and magnetic strip.

Email: defence.creditcards@defence.gov.au

Defence Purchasing Cards

Ensure all outstanding transactions for your Defence Purchasing Card (DPC) have been fully processed in the Card Management System before your transition date. If you can't, you must make arrangements for someone to do this on your behalf using the 'assign authority' function.

If you hold a DPC you need to cancel and destroy it before your transition date. To cancel your card, you must email the below address requesting your card be cancelled and include:

- your full name
- PMKeyS number
- last four digits of the credit card number
- reason for cancelling
- confirmation that you have destroyed your card/s including cutting through the chip and magnetic strip.

Email: defence.creditcards@defence.gov.au

Official Passports

You must return your current Diplomatic, Official and/or Defence sponsored Ordinary passport to your sponsoring unit for retention or cancellation prior to your transition date. This includes any Defence sponsored passports issued to non-serving family members. You are not required to return expired Diplomatic, Official and/or Defence sponsored Ordinary passports to your sponsoring unit for destruction.

For Defence members who are transferring to SERCAT 3, 4 or 5, your sponsoring unit may retain your passport if it is anticipated that you will be required to undertake official overseas travel as part of your Reserve duties. It is the responsibility of the losing unit to forward the passport to your gaining unit, who will assume sponsor responsibilities. Current passports for Defence members (excluding Navy) transferring to SERCAT 2 are to be cancelled by the sponsoring unit.

For Navy members transferring to SERCAT 2, your sponsoring unit will forward your passport to the Navy People Career Management Agency (NPCMA) for retention.

All passports requiring cancellation are to be actioned in accordance with *Military Personnel Policy Manual Part 11, Chapter 03 – Issue of Official Passports and Visas to Defence Personnel*.

ADF driving licences

All state and territory road transport authorities recognise Defence driver training as fulfilling the requirements to drive civilian vehicles on public roads in Australia. These authorities may allow you to get your civilian licence without further training or testing for a small fee.

Submit your request to transfer your ADF licence at least 60 days before you transition. Your ADF drivers licence cannot be transferred to a state or territory civilian licence once you have transitioned or no longer hold a current ADF licence.

There are different processes for each Service:

Navy

Contact National Manager Transport Training – Navy, Mr Steve Pyne:

Email: steve.pyne@defence.gov.au

or the Chief Driving Instructor - Navy , CPO Carol Rotherham:

Email: carol.rotherham@defence.gov.au

Army

Contact Chief Driving Instructor – Army cell at:

Email: cdi.cellarmy@defence.gov.au

Air Force

Contact Chief Driving Instructor – Air Force cell at:

Email: cdi.af@defence.gov.au

Leave entitlements

Finalising and submitting leave forms is a key part of your transition.

Ensure all Employee Self-Service (ESS) leave requests and/or leave forms are approved and submitted by your supervisor no later than 1630hrs (AEST/AEDT) on the Wednesday the week prior to your final pay date.

Unfinalised leave requests may result in overpayments or underpayments.

A Transition Coach can provide advice on how and when to submit leave entitlement claims.

Leave verification

Your Pay and Administrative Centre will do a leave verification prior to your transition date.

Long Service Leave

ADF Long Service Leave (LSL) for SERVOP C and SERCAT 7 members is accrued at the rate of three months after the first ten years of continuous eligible service and then at the rate of 0.3 months for each additional year of service. LSL accruals prior to 10 years of eligible service are classified as pro-rata. Periods of SERCAT 6 service from 29 Nov 2018 onwards will reduce this accrual rate accordingly.

If you are eligible for a LSL payment, you may:

- have the LSL paid out on transition (no action is required by you for this to occur)
- request to defer the payment of your LSL for up to 12 months whilst seeking employment with another Australian Commonwealth Government Department or Agency
- request to transfer all or part of your LSL entitlement if your new employer is an Australian Commonwealth Government Department or Agency.

If you are not eligible for a LSL payment, and your new employer is an Australian Commonwealth Government Department, you may request to transfer your pro rata credits accrued prior to your 10 year adjusted LSL anniversary date.

To transfer a LSL liability or defer a LSL payment, Web Form AE785 *Statement of Service and Transfer of Leave Liability* must be submitted 30 days prior to your transition date. An AE785 enables other employers to recognise ADF service for LSL purposes and enables leave liability to be transferred to eligible government employers.

Note: Prior to submitting an AE785, confirm your new employer will accept a LSL liability transfer from Defence.

As individual circumstances vary, it is recommended you discuss your request with Pay and Administration Centre NSW (PAC-NSW) via

Phone: 1800 DEFENCE (1800 333 362)

Note: Where you have elected to defer your LSL payment, you are required to advise PAC-NSW via an AE785 if you have commenced employment within 12 months of your transition date. If you wish to have your LSL paid out during this period, please advise PAC-NSW via:

Phone: 1800 DEFENCE (1800 333 362)

Where no correspondence has been received within the 12 month period, LSL entitlements will be paid to the last known bank details on file on the 12 month anniversary of transition.

For more information visit:

Web: www.pay-conditions.defence.gov.au/pacman/chapter-5/part-5

Recreation Leave

Your recreation leave credit on transition will include all recreation leave accrued up to midnight on your last day of service, providing all leave requests have been submitted and approved.

Failure to ensure all leave requests are submitted and approved may result in overpayments or underpayments.

For most members, their recreation leave payment includes an additional 2 days of salary and allowances for every complete 5 days of accrued leave.

For more information see PACMAN 5.4.44 and 5.4.44A:

Web: www.pay-conditions.defence.gov.au/pacman/chapter-5/part-4/div-8

Options for recreation leave credits include:

- have the recreation leave paid out on transition (no action is required by you for this to occur)
- request to transfer all or part of your recreation leave entitlement if your new employer is an Australian Commonwealth Government Department or Agency.

To transfer recreation leave entitlements, a form must be submitted 30 days prior to your transition date. An AE785 enables other employers to recognise ADF service for LSL purposes and enables leave liability to be transferred to eligible government employers.

Note: Prior to submitting an AE785, confirm your new employer will accept a recreation leave liability transfer from Defence.

As individual circumstances vary, it is recommended you discuss your request with Pay and Administration Centre NSW (PAC-NSW) via:

Phone: 1800 DEFENCE (1800 333 362)

Additionally, before making the decision to transfer your recreation leave you should seek independent financial advice as once an application to transfer is received it cannot be revoked if you change your mind.

For more information visit:

Web: www.pay-conditions.defence.gov.au/pacman/chapter-5/part-5

Personal Leave

Members of the ADF are granted sick leave on an as required basis, on the advice of Medical Officers. Sick leave is not credited so ADF members do not accrue a sick leave balance.

If you are commencing employment with another eligible government employer, an Web Form AE785 *Statement of Service and Transfer of Leave Liability* may be submitted. New employers may use this minute to assess eligibility for personal leave credits. Discuss this with your new employer as individual circumstances vary.

Medical leave absences will not be provided to your new employer.

Former ADF members who commence Australian Public Service (APS) employment with the Department of Defence, within two months of leaving the ADF are credited with three weeks personal leave on appointment. A further two weeks is credited for each completed year of ADF service.

Refer pages: Defence Enterprise Agreement and see F1.7 and F1.8.

For support contact:

Phone: 1800 DEFENCE (1800 333 362)

Transfer of leave to new employers - Recreation Leave

You may request to transfer all or part of your recreation leave if you are taking up employment with another Australian Commonwealth Government Department or Agency on the day after you transition. You will need to confirm your new employer will accept a transfer of leave from Defence.

To transfer your recreation leave, complete Web Form AE785 *Statement of Service and Transfer of Leave Liability* at least 30 days before you transition.

Before making the decision to transfer your recreation leave, you should seek independent financial advice. Once an application to transfer is received, it cannot be revoked if you change your mind.

For more information see PACMAN Chapter 5:

Web: www.pay-conditions.defence.gov.au/pacman/chapter-5

Transfer of leave to new employers - Long Service Leave

You may request to transfer all or part of your LSL entitlement if you are taking up employment with another Australian Commonwealth Government Department or Agency within 12 months of transitioning. This includes accrued credits (pro-rata) accrued prior to your 10 year adjusted LSL anniversary. Discuss this with PAC-NSW and your new employer as individual circumstances may vary.

Defence will transfer the funds associated with your LSL only if you are joining another Australian Government Department or Agency. If you are starting employment with a state or local government agency, check that they will accept your LSL credits without funds from Defence.

If you are eligible for payment of LSL credits and you are seeking new employment with another Australian Government Department or Agency, you may elect to defer your LSL transfer for up to 12 months. You are required to advise PAC-NSW once gainful employment is attained. You may choose to have your LSL paid at any time during this period, this request must be submitted in writing.

In the instance where no correspondence has been received within the 12 month period, the LSL entitlements will be automatically paid to your last known bank account details on file on the 12 month anniversary of transition.

Complete the Web Form AE785 *Statement of Service and Transfer of Leave Liability* at least 30 days before you transition if you are seeking to:

- transfer your LSL
- defer payment whilst seeking other Australian Commonwealth Government employment
- obtain a Statement of Service for state or local government employers.

Transfer of leave to new employers - Personal Leave

Medical leave absences will not be provided to your new employer.

Former ADF members who commence Australian Public Service (APS) employment with the Department of Defence, within two months of leaving the ADF, are credited with three weeks full pay personal leave on appointment. A further two weeks is credited for each completed year of ADF service.

Recognition of Prior Service

If you have previously worked for another Government Agency, you may be eligible to have your prior service recognised for LSL purposes. Reserve service undertaken before your full-time service may also be assessed for recognition.

You must arrange to have previous service recognised as soon as possible and well in advance of your transition. Requests for recognition will not be accepted post-transition.

Complete the Web Form AF103 *Request for Prior Service Details* (ADF members, ASD employees and APS employees) to request recognition of prior service. Do not submit this form where there is no prior Government or Reserve service to be recognised.

Where non-Defence service is requested to be recognised, ensure that the information provided is authorised by either the payroll or HR department of your previous employer at section C of Web Form AF103. A Certified Statement of Service will also be accepted.

For more information visit:

Web: www.pay-conditions.defence.gov.au/pacman/chapter-5/part-5/div-3

Phone: 1800 DEFENCE (1800 333 362)

Honours and Awards

Before you leave Defence, ensure you have your full medal entitlement including service, campaign, and long service medals. If you believe you may have an outstanding entitlement, complete an online application at:

Web: www.defence.gov.au/medals

For more information:

Phone: 1800 DEFENCE (1800 333 362) (toll-free within Australia)

Phone: +61 2 6245 1440 (from overseas)

Certificate of Service / Certificate of Appreciation

A Transition Coach can provide you with an interim Certificate of Service. This can be used as evidence of service for a number of purposes, which a Transition Coach will explain to you.

Each Service also provides Certificates of Appreciation or Service.

Navy

You will receive a Certificate of Service from your CMA at your post-transition mailing address around six weeks after your transition date.

A Statement of Service may be requested from Navy Separations whilst awaiting a Certificate of Service.

Email: navy.separations@defence.gov.au

A Statement of Service will be emailed to the member's personal email address.

Please ensure your email and postal addresses are updated in PMKeyS (D1) prior to transitioning or transferring SERCATs.

Army

You will receive an Appreciation of Service Certificate on behalf of the Chief of Army before you transition. This process should be conducted by your Unit. If you transition administratively, Army will not issue an Appreciation of Service Certificate.

Air Force

Certificates of Service for SERCAT 7 members are drafted when a member's transition is approved within Directorate of Personnel - Air Force (DP-AF). The draft will be sent to the member to review. Once the Transitions Cell receives the draft back from the member confirming the Units the member was posted to and the Honours and Awards they were granted during their career, the certificate is finalised, sent off to the printers to be printed and then given to the appropriate signatory for their signature.

Four to six weeks' notice is required to Transitions Cell if the member's Unit wishes to present the certificate to their departing member before their separation date.

Once signed, the certificate will be sent to the member's Unit or the member's home address, depending on the member's request when the draft Certificate of Service is emailed to them.

SERCAT 2-5 members can request a Certificate of Service when they submit their Web Form AC853, or send an email to the Transitions Cell requesting a separation.

Employment Separation Certificate

If you require an Employment Separation Certificate for Centrelink then please ask your Transition Coach to assist you with requesting one from the ADF Pay Administration team or by emailing a request to:

Email: adf.payandadministration@defence.gov.au

Please ensure you include:

- PMKeyS Identification Number
- transition date
- contact telephone number and email address
- current physical address
- Centrelink Customer Reference Number (CRN)
- if you would like a copy (Y/N).

This will be uploaded to the Department of Human Services within 10 days of your request or your final payment, whichever is the latter.

Final pay

You will cease to be paid from Defence on your transition date. Your final pay will be paid to your nominated bank account on the next scheduled pay day following transition.

Your final payment is calculated on:

- salary
- allowances/deductions
- pay in lieu of recreation leave and long service leave accruals (where entitled)
- reconciliation of any underpayments or overpayments
- payment of debts*
- applicable taxes.

* Refer to 'Debt and overpayment recovery for examples

Warning: You may not receive a final pay if overpayments and debts are greater than your salary and other credits. Payment of money you owe will be recovered in full from your final salary. If you have insufficient funds to cover the amount owing to Defence an invoice will be issued post-transition for payment.

You should keep your nominated bank account active for at least six months following transition to allow any additional payments to be made.

Your final payslip will be forwarded to you via your personal email address recorded on PMKeyS (make sure you have updated your personal details on PMKeyS Self-Service (PSS)).

If your transition is delayed, you should ensure paperwork is submitted early to avoid being paid final entitlements earlier than appropriate.

To determine if there are outstanding payments contact:

Phone: 1800 DEFENCE (1800 333 362)

If you have received a retention or completion bonus and do not complete the associated Return of Service Obligation you may be required to repay part or all of the bonus.

If you occupy a Service Residence (DHA) final tenant charges may not be finalised prior to transition date. An invoice will be issued for any outstanding charges.

If you receive Rent Allowance, your payments will stop on the date of your removal/uplift from the property to which the rent allowance applied. You will need a final rent receipt if you are asking for reimbursement of rent paid after removal. If bond and rent paid in advance is being recovered from your pay, outstanding amounts will be calculated and recovered at the time of transition.

Allotments and salary packaging

All allotments and salary packaging arrangements, which may include vehicle lease arrangements, will cease on the day you transition. You are responsible for making alternative arrangements for payment prior to transition. Any outstanding money owing to Defence will be recovered from final entitlements.

If you have salary packaging via Smart Salary you will need to complete a cessation form at:

Web: www.smartsalary.com.au

Termination payments

If you transition under a Command Initiated Transfer to Reserves or a redundancy provision, you may be eligible for a termination payment. This may incur a tax liability, dependent on the nature of the payment and your circumstances.

You should consult your financial advisor or contact the Australian Taxation Office (ATO) for personalised information. You may also want to utilise your funding entitlement for professional financial advice under the Defence Force Transition Program.

Further information can be found on the ATO website under 'Individuals'

Web: www.ato.gov.au

Debt and overpayment recovery

If you have any money owing to Defence at the time of your transition you will be required to repay these amounts.

You may owe money to Defence for a variety of reasons. These can include:

- overpayments of your salary, for example this could be due to late notification of transition date or retrospective entry of leave
- tenant charges from your Service Residence (DHA), for example for carpet cleaning, damage to property or cleaning the property after vacating
- bond and/or rent paid in advance if you received Rent Allowance
- outstanding amounts of RAN Relief Trust Fund, Army Relief Trust Fund or RAAF Welfare Trust Fund loans
- under-payments of allotments and salary packaging arrangements
- repayment of a MSBS retention benefit.

If you require assistance with understanding any amounts owing to Defence contact your Pay and Administration Centre via:

Phone: 1800 DEFENCE (1800 333 362)

For information on managing your finances see Section 12.

Recognition of Service

ADF service requires Defence members and their families to make personal sacrifices. While all transitioning members, including trainees, are to receive some form of recognition that their contribution has been appreciated by their colleagues, their Service, and their nation, each member's wishes as to how this is to be done will be considered.

Where appropriate and desired, your farewell should be conducted prior to transition by your Commander/Command team, and should include recognition of your service.

Recognition should also aim to acknowledge and thank your family if you agree to this.

Recognition ceremonies should be significant events, whether formal or informal, and should be conducted with respect for your service and your wishes.

You should feel comfortable raising with your Unit Command the matter of any recognition ceremony or event that you think would appropriately mark your transfer or separation from the ADF.

Wills, Power of Attorney & Enduring Power of Attorney

Most ADF members would have created a Will during their period of service. It is very important to have a Will that is updated as circumstances change, such as marriage, divorce, becoming a parent, change in financial circumstance and transition. It is also important to consider a Power of Attorney or Enduring Power of Attorney to cover both health decisions and your finances in the event of an accident or serious illness.

Transition is a good time to review and update any legal instruments you have in place prior to leaving the ADF.

For further information about updating your Will or other legal instruments, please visit the Defence Legal Division website:

Web: www.defence.gov.au/legal

When updating your Will with Defence Legal prior to leaving the ADF, take the original Will as provided to you, to your appointment. You will then need to email ADF Wills to advise them of disposal action for any superseded Wills that may be held by Defence, either to be returned to you or destroyed on your behalf.

Email: ADF.Wills@defence.gov.au

ADF Wills

The Joint Transition Authority stores the Wills of permanent ADF members and SERVOP C Reservists. If you have previously lodged an ADF Will with DCO/DMFS it will be returned to you post-transition.

Before you transition, you should check your ADF Will to see if it needs updating. If you would like a copy of your Will, please email the ADF Wills Team from your DPN account to request a copy, ensuring you provide your PMKeyS number and full name and postal address.

If you would like your Will returned prior to transition, please contact the ADF Wills team from your DPN email account. You will need to provide your PMKeyS number, full name and postal address in your request.

Email: ADF.Wills@defence.gov.au

YourSay Exit survey

Defence wants to understand what has influenced your decision to transition to another SERCAT or from the ADF. You are invited to complete the YourSay Exit survey to share your reasons for transitioning and information about your experiences in Defence.

Results of the survey are published in a variety of reports distributed to Defence leaders and teams to influence policies and programs, with the aim to positively influence working life in the ADF and Department of Defence. Your responses are confidential and only grouped responses will be reported.

The voluntary survey takes around 30 minutes and you can complete it on your own computer, smartphone or tablet.

The YourSay Exit Survey is in addition to the ADF Post-Transition Survey. See Section 3.

For more information:

Email: Your.Say@defence.gov.au

Web: www.defencesurveys.com.au/form/ADFEXIT

Notes



06



SOCIAL CONNECTIVITY

SECTION 6 SUMMARY

- Post-transition social connectivity helps promote wellbeing.
- Planning and preparation will help you to connect with new people, and in new environments, post-transition.
- Building social connections can benefit you and your family through transition by establishing foundations in your civilian community.
- Prepare for post-transition social connectivity by researching groups, classes, volunteering, work activities, ESOs, school activities and/or faith-based groups.
- Understand the stages of change and prepare for the opportunities and challenges of each stage.
- Maintain your connection to your Defence identity through Reserve Service or by maintaining social contact with colleagues.
- Work on developing new connections and building your identity in the civilian world.
- Ask for help if you are finding it challenging to develop social connections.
- You can call the Defence All Hours Support Line on 1800 628 036 or the Defence Member and Family Helpline 24/7 on 1800 624 608 or a Defence Chaplain on 1300 333 362.
- The Defence Force Transition Program (Section 3) includes a module on Social Connectivity.

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TRANSITION STORY

Andy transitioned to civilian life after serving 35 years in maritime logistics.

The highlights of his long career include a ship deployment to the Persian Gulf on HMAS Arunta, two tours in Baghdad and a three-year posting in Fiji.

“It was amazing! The best job, working with wonderful people.”

Andy decided to transition to the Reserves because he felt he had achieved everything he had hoped for in the Navy and was looking forward to further travel.

“Through my transition planning and coaching discussions it was identified that I was lacking in some practical mechanical skills I needed to achieve my post-transition goals. So I approached a local caravan maintenance and repair shop and completed four and a half weeks on-the-job training to learn everything I could about how to maintain and repair caravans.”

Andy’s advice to other transitioning members is to prepare well in advance and utilise the transition support available.

“I started the process in early 2020 to give myself plenty of time. I also attended ADF Member and Family Transition Seminars every five years throughout my career which meant that I was well informed on the support that was available and how I could connect with a Transition Coach.”



Social Connectivity

Transition from the ADF is an ongoing process. For many members it is not just about changing careers, it is also about changing their way of life.

The strong sense of commitment, purpose and belonging that comes with ADF service can be greatly missed when undergoing transition, so it is important to remember that this can also be found in civilian life.

Establishing and maintaining social connectivity in the civilian world will help you to adapt to your post-transition circumstances, build relationships and find meaning and purpose.

The Career Transition Coaching program, part of the Defence Force Transition Program, includes a Social Connectivity module to support you if you have concerns about this part of your transition (see Section 3).

You can access support and assistance from:

Defence All Hours Support Line: 1800 628 036

Defence Member and Family Helpline: 1800 624 608

Open Arms: 1800 011 046

Social Connectivity preparedness

The more prepared you are, the more easily you will be able to navigate the sometimes challenging waters of your transition journey.

One aspect of transition preparation that is often overlooked is your social connectivity in the civilian world. This may be because social connectivity is a very personal journey - preparing for a shift from military to civilian social connectivity will look different for every transitioning member.

Social connectivity is also something that will impact your partner, family and/or loved ones, particularly if you are relocating together upon your transition. It is important to support each other through this process, and learn from each other's experiences as you establish yourself in a new community.

Having strong connections to the community around you is a recognised factor in general personal wellbeing.

As an ADF member, you and your family have been supported by the Defence family, and by your Defence community. When you transfer from permanent to Reserve service, or when you separate entirely from the ADF, some of the potent sense of community you have experienced in Defence may fall away. The number of times you connect with the Defence community in a given month, and the length of each of those engagements, will be different after transition compared to before transition.

So it is important to both recognise that this will happen, and to develop strategies that will help you manage this change – a change that may impact you in a very personal way.

Social Connectivity preparedness strategies

If you know the location where you will be living after you transition there are a number of things you can do to start preparing to connect in the civilian community.

If you do not yet know your post-transition location, you can apply these strategies after you have transitioned when you have more certainty about where you will be located.

You can research the local community where you will be living. You can visit the website of the Local Council for information on local sporting and recreational clubs, family and children's activities, arts, crafts and music clubs and any local events that may be of interest.

Getting involved can provide meaningful engagements with members of the community and also give you the satisfaction of contributing to something larger than yourself.

Volunteering can also be a great way to meet people and find a place in your new community. See Section 3 for a factsheet on Preparing to Volunteer.

Taking up studying is another excellent way to meet a diverse range of new people and find new interests and pursuits in which you can get involved. Researching the educational opportunities that might be available to you – be they for future employment or meaningful engagement goals – is a great way to get prepared for post-transition life. See Section 10 for more information on accessing educational programs.

If you have children, post-transition life may also offer you the opportunity to get more involved in their school community. This is another great way to meet other people from the local area and get involved in activities that give back to the community.

If you are a person of faith, getting in touch with the local congregation can help you to find your feet and settle in to a new area, or a new life after transition.

Opportunities for social connectivity may also present themselves in civilian work environments where there can be social clubs and after hours activities where you can get to know your new workmates. These activities can help you to adjust to civilian norms and may provide opportunities to get involved in other after-work or community activities. You do not necessarily need to get involved in everything but take your time to find the level of engagement that works for you.

And finally, you may want to research the Ex-Service Organisations (ESOs) that are operating in your local area. Getting involved with ESOs can help you through your transition to civilian life by helping to maintain a strong connection to the Defence community. Getting involved with an ESO will also put you in touch with other veterans who have already been down the transition path and who may have valuable advice to offer from their own experiences about social connectivity and other elements off your transition.

There is a lot that you can do to prepare for the social connectivity aspect of your transition. Try to keep an open mind at the beginning of your transition journey and be patient – it will likely get easier as time goes by.

Of course, you may already have good connections in the community. You may only need some of these strategies to help you prepare, or you may not need any of them at all. Either way, Defence is committed to supporting you as you move through your transition and start making connections in your local civilian community.

Talk to a Transition Coach about the strategies that might work for you to support post-transition social connectivity.

Stages of change

Most people pass through a similar progression of stages when presented with change. Having knowledge of these stages may help you cope and provide reassurance if you feel challenged by the pace or extent of the change.

Many accounts of change through the transition journey have three core stages as are shown in Diagram 1.

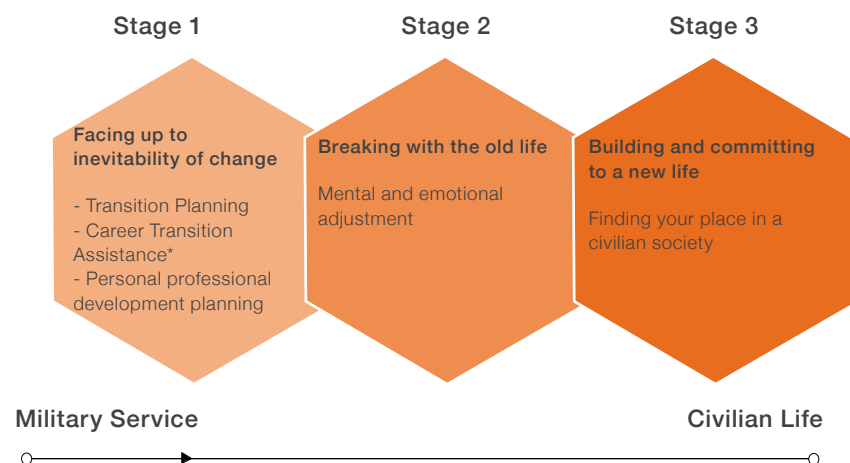


Diagram 1: "3 Stages of Change" showing the requirements for a smooth emotional transition from the military to civilian life.

**NZDF Transition Seminar, Resettlement Study Assistance and Career Transition Management Scheme. (Adapted from Information Sheet, British Army Welfare Support.)*

Understanding the process of change that you are going through, and identifying your progress through the different stages, can help you to plan your approach to building social connectivity.

As in all aspects of transition, it is important that you do things at your own pace and in a way that makes you feel comfortable and supported.

If you have any concerns about the way in which you are managing these changes, please contact the 24-hour Defence Member and Family Helpline

Phone: 1800 624 609

Email: memberandfamilyhelpline@defence.gov.au

Also remember to talk to your Transition Coach about your strategies for managing change through your transition.

Building your identity and social network

It is important to maintain your existing friendships within the ADF and beyond. There are many opportunities for the camaraderie of shared service experience post-transition. It is recommended that you continue to engage with your network, and the broader ADF community after your transition. By doing this you can better manage the changes you are going through by gradually shifting your focus from your connection to Defence to your connections in the civilian world.

It is also recommended that you identify and build other parts of your identity beyond the ADF before you transition. This can be done by applying the social connectivity preparedness strategies detailed at the start of this Section. These relationships and networks are likely to assist you through your transition - you may benefit from having some of these strategies in place before your transition date.

Chaplaincy support

Chaplains provide holistic spiritual, pastoral and religious care and support to members and their families as they work through a range of life issues, especially those particular to military service, such as:

- marriage & relationships
- money
- relocation on posting
- being posted unaccompanied
- deployments
- practising faith
- leaving the ADF.

As authorised religious/spiritual leaders of particular faith groups, every Chaplain has the privilege of serving the members and their families of their particular faith group, facilitating for others, and caring for all. Chaplains can support members and their families up to 12 months after a member's transition.

Military Chaplains are connected to all Ships, Units and Bases around Australia and on Operations. They can provide all-hours support and appropriate referrals.

You can access Defence Chaplaincy support by calling the following number and asking to speak to the Duty Chaplain from your area and service.

Phone: 1300 DEFENCE (1300 333 362)

Taking care of yourself

Transition involves significant change which can challenge your resilience and impact your overall health. Taking care of yourself will help you to manage your transition and also, if applicable, continue to support the people around you.

Keep an eye on how you are tracking and the potential impact transition may be having on your behaviour, what you are thinking, and how you are feeling. Consider your mood, performance, sleep patterns, physical health and social interaction and activities.



Do:

- take time to reflect on the change you are going through, and talk with your partner/family about the changes ahead
- start planning early, and keep planning as you move through your transition journey
- accept that new ways of thinking and behaving may be required as well as learning new skills
- look after you and your partner/family's health and wellbeing
- seek financial advice so that you are financially prepared for civilian life
- engage with a Transition Coach to find out what support is available to you and your family to assist you through your transition. For details of the ADF Transition Centre nearest to you refer to Section 17.



Don't:

- avoid change
- put things off
- assume your partner/family will cope with your transition with no difficulty
- assume there will be no challenges on your transition journey
- over-commit yourself financially during and post-transition
- stop talking with your family and friends
- underestimate the change you will go through during your transition.

Ex-Service Organisations

Ex-Service Organisations (ESOs) provide support to current and former ADF members, and in some cases their families.

ESO services may include:

- lobbying to promote improved conditions and entitlements for the serving and veteran community
- advocacy support, particularly if you are seeking support and services from Defence or DVA
- welfare support for current and former members and their families
- help with seeking financial assistance from ESOs
- home and hospital visits, and aged care support
- employment and vocation guidance
- social activities to provide mutual support and networking opportunities.

Most ESOs have Welfare Officers who can provide you with information about community and government services available to veterans, their dependants, war widows and former serving members.

For more information on Ex-Service Organisations visit:

Web: www.dva.gov.au/contact/ex-service-organisations

Staying connected

Transition from the ADF can be less stressful when you use social supports and share with others what you are doing or going through. It is important to stay connected where possible with your ADF colleagues and Unit. The mateship and identity formed in the ADF does not need to end when you transition.

Stay connected through:

- Service publications: Navy, Army, Air Force Newspapers, Defence Magazine and the Defence Family Matters magazine
- Service/Unit associations: these continue your connection to the ADF Units you served in. They can also provide good resources for networking and connecting with people and opportunities
- ForceNet
(see Section 5 of this Guide for instructions on establishing a ForceNet account)
- DVA
- ADF related social groups found across the country
- ADF related social media pages/groups.



SECTION 7 SUMMARY

- Post-transition housing security helps promote wellbeing.
- Planning and preparation will help ensure continuity of housing security.
- You will need to conclude any housing arrangements with Defence.
- Defence housing supports such as Rent Allowance will cease at transition.
- Contact Toll Transitions before your transition date to confirm your removal entitlements (if required).
- Consider your partner/spouse, children, caring responsibilities and pets when looking for housing.
- Consider location, proximity to friends and family, proximity to work or study, local schools (if you have children) when looking for housing.
- Consider the features you require and what your budget is when looking for housing.
- DHOAS subsidies may continue if you are transferring to a Reserve Service Category (providing the minimum service days quota is met).

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TRANSITION STORY

After over 40 years service John transitioned to retirement and civilian life.

“I joined the Australian Defence Force because my grandfather, father, uncles and two brothers had all served in the Army.”

“I found the transition process very helpful. I was engaging with people who always had my best interests at heart and nothing was ever too much trouble.”

John completed a variety of the Defence Force Transition Programs that provided him with the skills to aid his transition. He also found his personal Transition Coach both reassuring and informative.



His advice to other members considering transition is to use your time wisely and not to leave it to the last minute, so that you are mentally prepared for the day when you are no longer a sailor, soldier, or aviator.

“The key take away is that while the Transition Coach is there to guide and help you, they do not do the work for you. You must decide what you want and then take ownership of your own transition, for it to be successful.”

And finally, “...although some soldiers find transitioning pretty daunting, I’d like to say, don’t fear moving on from Defence and remember that as a soldier you have a lot of skill sets that you can put to great use in the civilian world.”

Housing and Accommodation

When you transition from the ADF it will be up to you to manage several aspects of your life that Defence may previously have supported. Your housing and accommodation is one of these aspects.

Ensuring your housing security post-transition is a good way to support your general wellbeing by avoiding any stress related to accommodation.

Whether you are remaining in the same locality as the base from which you are transitioning, or you are re-locating following your transition, having certainty about your living arrangements will support peace-of-mind and give you a base from which you can engage with civilian employment and the civilian community.

You may also have family considerations that will impact your housing and accommodation needs.

As with all aspects of your transition, Defence recommends that you plan and prepare for any changes that may be occurring in your housing and accommodation circumstances or needs.

Prior to transitioning, there are a number of things you can do to prepare for your post-transition housing or accommodation.

You can access support and assistance from:

Defence All Hours Support Line: 1800 628 036

Defence Member and Family Helpline: 1800 624 608

Open Arms: 1800 011 046

Housing and accommodation preparedness

Transition preparedness is consistently shown to be a key driver of positive post-transition outcomes. The more prepared you are, the more easily you will be able to navigate the sometimes challenging waters of your transition journey.

Preparing for your housing and accommodation circumstances to change is an important element of your transition.

Concluding your Defence housing and accommodation arrangements, and preparing for these needs post-transition, can give you substantial peace-of-mind. After all, housing security – knowing where you are living, that your possessions are secure, and that you have continuity of accommodation – is a fundamental human need.

The following pages provide information on what you need to do to conclude your Defence housing and accommodation arrangements, how to access any removal entitlements that may be available, and some suggested strategies to help you prepare for the steps you may take as part of your transition journey.

Housing and accommodation preparedness strategies

If you know the location where you will be living after you transition there are a number of things you can do to start preparing for your housing and accommodation needs.

If you do not yet know your post-transition location, you can apply these strategies after you have transitioned when you have more certainty about where you will be located.

First, it may be useful to make some notes about your housing and accommodation needs. Will you be transiting and need temporary accommodation along the way? Will you be looking to rent or buy? What type of property will suit you – an apartment, a townhouse, or maybe a house? How many bedrooms and bathrooms? Will you need off-street parking, a lock-up garage or a shed? Do you have pets? Are there special features that you will be looking for like proximity to schools, number of bathrooms, or even a swimming pool? Do you or your partner need to be near a particular employer? Do you want to be close to family and/or friends?

Having a clear picture of your needs and preferences will help you to narrow your search and save time.

Once you have given some thought to the type of housing and accommodation you will need and the features you would prefer, researching the housing market in the locality where you will be living is a good next step.

You can visit local real-estate agents in person or view their online content. You can also review sites that cover all listings in particular areas.

You can also access real estate data and analytics online for the locality you are looking at that can give you insights into prices and demographics in your chosen area.

More information on the local area can be sourced from the area's Local Council website. Accessing this type of resource can yield useful information about things such as local amenities, schools, hospitals, places of worship, public transport and parking.

Undertaking research well in advance of your transition date will mean that when it comes time to move (either off base, or to a new locality) you will already have a clear picture of what you are looking for, and what is available in your chosen area and in your price range.

If you have been living on-base you will not have had to think about the services and 'utilities' (gas, electricity, etc) required to keep your home running.

You will need to consider connecting electricity, gas, phone and internet, and any other services that you require or prefer to have available in your new home.

Defence recommends that you reach out as early as possible to these providers as there can be waiting periods before having services connected. Again, once you know where you will be living post-transition you will be in a position to commence setting up accounts with these providers.

A simple Google search for 'electricity provider', 'gas provider' or 'internet service provider' alongside the locality you will be living in will take you to useful resources.

You can also contact state and/or local government customer service centres for information on utility providers in your local area.

Having this kind of information before you need it, about something as important as your housing and accommodation security, will help you to approach this part of your transition with confidence and calm.

There is much that you can do to prepare for the housing and accommodation aspects of your transition.

Talk to a Transition Coach about the strategies that might work for you to support your post-transition housing and accommodation goals.

The next pages focus on the administrative aspects of housing and accommodation as it relates to transition.

Service Residence and Members Choice Accommodation (MCA)

If you live in a Defence property you must inform DHA of your intention to leave once you know your transition date.

Requests for an extension of tenancy are only considered for compassionate reasons or unforeseen circumstances. You cannot use personal or financial convenience as a reason for an extension.

To request an extension, you must seek written approval from DHA at least 28 days before your transition date.

Your application should provide information on:

- your intentions
- your number of dependants and their ages
- details of compassionate, medical, education or other extenuating circumstances.

DHA will consider the future requirement for the property and its condition at the pre-vacation inspection when assessing your application.

If your extension is approved, you will pay the market rent and a bond through a nominated real estate agent. Market rent is the rent charged to Defence by DHA.

For more information call or visit:

Phone: 139 342

Web: www.dha.gov.au

Living-in-accommodation

You must seek approval from your base or Unit Chain of Command to live on base after your transition date. You will also need to arrange a base pass.

Contact DHA or access your online services account to request a transit room for the extended period as ADF/APS non-work-related. Higher contribution rates apply and are payable by invoice.

For more information call or visit:

Phone: 139 342

Web: www.dha.gov.au

Private rent payments

As soon as you know you are going to vacate a property, contact your real estate company to avoid lease break costs.

If you receive Rent Allowance, your payments will stop on the date of your removal. You will need a final rent receipt if you are asking for reimbursement of rent paid after removal. If bond and rent paid in advance is being recovered from your pay, outstanding amounts will be calculated and recovered at the time of transition.

For more information call or visit:

Phone: 139 342

Web: www.dha.gov.au

Removal entitlements

Removal entitlements vary according to your circumstances. Contact Toll Transitions before your transition date to determine your removal entitlement. Any applications for removal must be approved before your transition date.

You are entitled to removal services if you:

- have completed the period of service you were engaged to serve
- retire upon reaching Compulsory Retirement Age - 60 years (SERCATs 6 & 7) or 65 years (SERCATs 2 to 5)
- are made redundant (unless you are a Reserve Force member rendering CFTS)
- have compassionate reasons where CDF is satisfied
- are a trainee and transition during the COVID-19 pandemic.

You'll be moved to your nominated home location. If travel for you and your family has also been requested, it is only to this same nominated location. If you are relocating overseas, you'll be moved to the closest Australian capital city to travel to your destination.

You may defer your removal entitlement for up to 24 months from the day of ceasing continuous full-time service. You need to apply in writing to Toll Transitions before transitioning.

For more information call or visit:

Email: ttcsc@tollgroup.com

Web: www.defence.gov.au/payandconditions/adf

Storage of effects entitlements

You'll need to pay for all storage charges and related insurance costs from the date your belongings are delivered to the Commonwealth's removalist's store. You will be invoiced directly by Toll Transitions.

For more information call or visit:

Web: www.defence.gov.au/payandconditions/adf

Toll Transitions

Toll Transitions has been appointed by Defence to provide ADF members and their families with a relocation service when a member is posted or relocates.

A Toll Transitions case manager will assist you and your family with organising all your relocation requirements, including:

- arranging removal(s) and storage
- booking travel and temporary accommodation
- calculating and arranging payments of relocation allowance and entitlements.

For more information call or visit:

Phone: 1800 819 167

Web: tw.s.defenceuniform.movemaestro.com

Defence Home Ownership Assistance Scheme (DHOAS)

The DHOAS helps ADF members and their families achieve home ownership through a subsidy payment. You will need to meet certain conditions to join the scheme.

To apply for a subsidised home loan, you will need a DHOAS Subsidy Certificate as proof of your eligibility. You need a new certificate for each home loan granted.

Your subsidised home loan can be taken out with one of the following banks:

- Australian Military Bank
- Defence Bank
- National Australia Bank.

Transitioning from the ADF changes your DHOAS entitlement in regards to accruing service credit, accessing additional subsidy certificates, and your eligible tier level.

You are encouraged to apply for a DHOAS Subsidy Certificate before transitioning because you can only apply for one last certificate through DVA after your transition date. You must use your certificate within 12 months from the date of issue. Reservists are eligible for DHOAS if you complete your minimum service requirements each financial year (usually 20 days).

Transferability

In the event of your death, any residual entitlement to the DHOAS may be fully transferable to your partner. No Fringe Benefit Tax (FBT) or Reportable Fringe Benefits Amount (RFBA) should be incurred by your partner. There are eligibility requirements and conditions, so please refer to the website for further details:

Web: www.dhoas.gov.au

Fringe Benefits Tax

Loan subsidy payments through the DHOAS may be considered a reportable fringe benefit under the Fringe Benefits Tax Assessment Act 1986. Defence may be required to pay Fringe Benefit Tax (FBT) on your DHOAS loan subsidy for up to 28 years after you separate from Defence. Payment of FBT by Defence may result in the grossed-up value, known as a Reportable Fringe Benefits Amount (RFBA) being reported on a MyGov Income Statement to the Australian Taxation Office for inclusion in your annual tax assessment.

For further detailed information on FBT consequences for DHOAS loan subsidies, please refer to the website:

Web: www.dhoas.gov.au/fringe-benefits-tax.html

Future rental of property receiving DHOAS loan subsidy

There are situations where a DHOAS loan subsidy may not be considered reportable for FBT purposes and therefore may no longer generate a RFBA. The most common situation is when the property to which the DHOAS loan subsidy relates is rented. If you rent your property, Defence should be made aware of this by submitting a Loan Subsidy Declaration form.

The Defence Tax Management Office will send out emails to relevant personnel with instruction to complete the Loan Subsidy Declaration form.

Once you have met the scheme conditions, renting out your property will not impact the amount of subsidy paid by Defence to your bank, but it may result in Defence not having to pay FBT. This may result in no RFBA being reported to the Australian Taxation Office on an Income Statement.

To ensure applicable FBT and RFBA reductions are applied, it is important to keep your contact details up to date with Defence to ensure final Income Statements and Loan Subsidy Declaration forms can be sent to you after transitioning from Defence.

You can keep your contact details up to date by emailing:

Email: dfg.accessmgt@defence.gov.au

For more information on DHOAS:

Phone: 1300 4 DHOAS (1300 434 627)

Email: dhoas@dva.gov.au

Web: www.dhoas.gov.au

Defence Services Home Scheme

The Defence Service Homes (DSH) Scheme provides housing benefits to eligible veterans, ADF members and their partners. The benefits include:

- subsidised housing loans
- home support loans
- insurances.

For more information on the Defence Services Home Scheme

Phone: 1800 722 000

Email: dshlending@dva.gov.au

Web: www.dsh.gov.au

Defence Service Home Insurance Scheme

Defence Service Homes (DSH) Insurance offers competitive premiums on home building insurance tailored specifically for ADF members and veterans who have one day of service, including Reservists, widows, and widowers of those ADF members.

Government owned and administered by the Department of Veterans' Affairs (DVA), DSH Insurance's home building insurance covers your building, including permanent fixtures and fittings, from a range of damaging events. Unlike other insurers, DSH Insurance doesn't charge excess on claims.

Key benefits include:

- full flood cover at no additional cost
- accidental damage (up to \$5,000)
- no excess (other than for earthquake damage and some accidental damage)
- temporary accommodation should your home become unfit to live in
- fusion of electric motors that are part of your home regardless of age of the motor
- tailored claims process supported by a broad network of loss adjusters and contractors
- flexible payment options at no extra cost.

With over a hundred years of Defence insurance expertise, DSH Insurance focuses on individual needs and requirements, making the insurance journey an easy one – from getting an insurance quote through to making a claim.

For more information:

Phone: 1300 552 662

Email: dsh@dva.gov.au

Web: www.dsh.gov.au

Home Purchase or Sale Expenses Allowance

Subject to certain eligibility provisions, you may be entitled to Home Purchase or Sale Expense Allowance (HPSEA) on the sale of your home if you have previously received HPSEA for a purchase or a payment under the Home Purchase Assistance Scheme (HPAS).

You must have been living in the home in your final posting location and move from the final posting location to another location when you transition. The date of contract for sale must be within 12 months before or after your transition.

Reimbursement of costs associated with an approved HPSEA sale application will be paid after you have moved out of the posting location.

For more information contact the Defence Service Centre on:

Phone: 1800 DEFENCE (1800 333 362)

If Defence Customer Service are unable to assist you, your query will be raised with ADF Delegations.

Web: www.defence.gov.au/payandconditions/adf

Please see *PACMAN Chapter 7 Part 3* for additional information.

What is Fringe Benefits Tax? How does it impact you?

Fringe Benefits Tax (FBT) is a tax payable by Defence based on certain benefits provided to current, future and former employees.

Benefits may be classed as reportable or non-reportable benefits. Where the value of reportable benefits exceeds \$2,000, a Reportable Fringe Benefits Amount (RFBA) may be reported on an annual income statement provided directly to the Australian Taxation Office.

A RFBA does not make up part of your taxable income for the purposes of paying income tax.

However, a RFBA can affect:

- obligations such as child support payments or HELP payments. For these purposes, your income is assessed as including the RFBA amount, which may result in increased child support payments or increased HELP repayments
- eligibility for Government allowances such as Family Tax Benefits A and B, Newstart Allowance and Age Pensions (or Part-Pension). For these purposes, your income is assessed as including the RFBA amount, which may result in decreased Government Allowances.

A RFBA is a grossed-up value and is reflective of the benefit value. Your RFBA represents the amount of pre-tax salary you would have had to earn to pay for the benefit with your post-tax salary.

Things to consider when looking for post-transition housing

If you are looking for post-transition accommodation, you and your family may like to consider:

- What state or city you would like to live in?
- Do you know anyone (friends, family etc.) in that area?
- Are the services that you and your family require available in that area?
- Do you have a support network in the area that could assist in an emergency?
- Will your spouse/partner be able to find work?
- Can you afford to buy a house or will you need to rent?
- Have you started a conversation with your partner about post-transition housing?
- What features do you need in a house? (single level, bedrooms, bathrooms etc.)
- Based on your financial situation can you afford to live comfortably in this new home?
- Will this home meet your children's needs?
- Are there good reasons to want to live in this community?



SECTION 8 SUMMARY

- Post-transition transport security helps promote wellbeing.
- Planning and preparation will help ensure continuity of transport security.
- Important to know how you will be getting to and from job interviews, work or to and from classes (if you are studying).
- Important family considerations around transport such as kids pick-ups and drops-offs, partner/spouse work/leisure needs and transport where you have carer responsibilities.
- Distances, particularly in regional areas, may be a factor.
- Awareness of public transport services in your new area may be helpful to mitigate traffic, parking, emergency and vehicle break-down situations – details available on state and territory transport websites.
- Transfer of driving licences and vehicle registrations if moving interstate should be done quickly to avoid fines – details available on state and territory transport websites.

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TRANSITION STORY

Christian 'Boo' Boucousis always dreamed of becoming a fighter pilot.

"My time in the ADF flying F/A-18 Hornets, and on exchange flying Tornados in the UK, was, to this day, the most rewarding time in my life."

Since he medically transitioned, Christian has founded the humanitarian project company CTG Global, built the world's tallest pre-fabricated hotel in Perth, converted the *Australian Aviation* magazine from print to digital format and has taken over the Australasian chapter of Afterburner.



Christian's advice for other members transitioning is to take your time, "From my experience all major transitions take about three years, so give yourself some time and don't stress if you don't know exactly what to do next."

"It is also important to find something purposeful to do. Do this by trying different things until you find something that is both hard and enjoyable – because then you know it is purposeful."

Christian's final message to veterans is "Don't fear change and transition. You're trained to deal with it. You need to learn a new playbook. Do your research and be pragmatic about your entry point into a new field. You'll naturally grow and evolve faster than those around you thanks to your training."

Transport

When you transition from the ADF it is important to have some certainty around your transport needs.

You may need to get around to job interviews or to work. You may need transport to get to and from any classes you may be taking.

If you have a partner you may need to consider their transport needs for work and study. If you have a family, transport to and from school and other activities may be required.

If you are relocating to a different state when you transition you may have to transfer your and your partner's driving licences and vehicle registrations. If you are moving to a different suburb or town you may need to familiarise yourself and your family with different public transport routes.

Ensuring your transport security post-transition is a good way to support your general wellbeing by avoiding any stress related to how you and your family are going to manage day-to-day tasks and responsibilities.

As with all aspects of your transition, Defence recommends that you plan and prepare for any changes that may be occurring in your transport circumstances or needs.

Prior to transitioning, there are a number of things you can do to prepare for your post-transition transport.

You can access support and assistance from:

Defence All Hours Support Line: 1800 628 036

Defence Member and Family Helpline: 1800 624 608

Open Arms: 1800 011 046

Transport preparedness

Transition preparedness is consistently shown to be a key driver of positive post-transition outcomes. The more prepared you are, the more easily you will be able to navigate the sometimes challenging waters of your transition journey.

Preparing for your transport needs is an important element of your transition.

Having a sense of security and certainty about how you and your family will get around post-transition can help to provide some peace-of-mind. Meeting your transport needs will help to ensure you have one of the basic arrangements in place to support you and/or your family to thrive post-transition.

Transport preparedness strategies

Looking at your current transport circumstances is a good place to start.

Do you have a reliable vehicle? Does your partner? Will your current mode of transport be sufficient to support your post-transition goals? Will it support you to get to job interviews, get to and from work or to and from any classes you might be taking?

If something happened to your vehicle are you in a position to replace it? And if you do not currently have a vehicle, are you in a position to afford one when you transition? Would you be buying new or used? What would be your price range?

If you need to obtain a vehicle, or replace one that you already have, researching the vehicles that are available in your price range, in the area where you be located post-transition, may be a useful activity.

Vehicles for sale are listed on a number of websites that offer location and price filters so you should be able to narrow your search with ease.

If you have a reliable vehicle but are re-locating interstate following your transition you should look into the licence and registration transfer requirements for that state or territory. States and territories provide detailed information online about their requirements for these transfers and the costs involved. Obtaining this information in advance will mean you are ready to make the necessary arrangement within the timeframes prescribed by each state and territory. Remember, some will require a certificate of roadworthiness to complete the transfer so you may also need to research licensed mechanics in your chosen area.

More details about each state and territory's websites can be found at the end of this Section.

If you are currently using a Defence driver's licence you will need to make arrangements to transfer it to a civilian driver's licence (see 'Civilian Driver's Licences' in this Section and/or refer to Section 5).

Informing yourself about the public transport options available in your post-transition location can also help you to have a broad sense of comfort about your transport arrangements. Knowing what public transport is available will give you useful options if issues like traffic and parking impact your decision to drive. Knowing the local public transport network can also be of help if you have an emergency or a vehicle breakdown that impacts your ability to drive.

More information on the transport options available in the local area can be sourced from the area's Local Council website. Accessing this type of resource can yield useful information about things such as special bus services for the elderly and people with disabilities. This information can be very useful if you are a carer for someone in your family.

Undertaking research well in advance of your transition date will mean that when it comes time to move (either off base, or to a new locality) you will already have a clear picture of what your transport circumstances are and how you will go about satisfying your needs post-transition.

Having this kind of information before you need it, about something as important as your transport security, will help you to approach this part of your transition with confidence and calm.

There is much that you can do to prepare for transport aspects of your transition.

Talk to a Transition Coach about the strategies that might work for you to support your post-transition transport needs and goals.

Civilian driving licence

In order to maintain your ability to drive particular vehicles legally after your transition date, you must arrange to transfer your ADF driver licence to a civilian driver licence. You must submit your request to transfer your ADF licence at least 60 days before you transition through your Service Chief Driving Instructor. Your ADF driver licence cannot be transferred to a state or territory civilian driver licence once you have transitioned or no longer hold a current ADF driver licence.

For more information on ADF driver licences see Section 5.

For more information on state and territory licencing requirements visit:

ACT: www.accesscanberra.act.gov.au

NSW: www.service.nsw.gov.au/services/driving-and-transport

VIC: www.vicroads.vic.gov.au/licences

QLD: www.qld.gov.au/transport/licensing

SA: www.sa.gov.au

NT: www.nt.gov.au/driving

WA: www.transport.wa.gov.au/licensing/my-drivers-licence.asp

TAS: www.service.tas.gov.au/services/transport

Vehicle registrations

The same state and territory authorities that manage civilian driving licences also handle vehicle registrations.

For more information on state and territory vehicle registration visit:

ACT: www.accesscanberra.act.gov.au/s/transport

NSW: www.service.nsw.gov.au/services/driving-and-transport

VIC: www.vicroads.vic.gov.au/registration

QLD: www.qld.gov.au/transport/registration

SA: www.sa.gov.au

NT: www.nt.gov.au/driving

WA: www.transport.wa.gov.au/index.asp

TAS: www.transport.tas.gov.au/registration

Public transport

Each state and territory operates their own public transport network. When you transition your access to public transport may change if you are moving from Defence accommodation to civilian accommodation. You and your family may need to identify new public transport routes to take when travelling to work or school and will need to register for a new public transport network if you have moved interstate post-transition. Most public transport networks now require an 'access' card (such as the 'Myki' in Melbourne or the 'Opal' in Sydney). The websites listed below provide information about how to obtain these cards.

For more information on state and territory public transport visit:

ACT: www.transport.act.gov.au/home

NSW: www.transportnsw.info

VIC: www.ptv.vic.gov.au

QLD: www.qld.gov.au/transport/public

SA: www.adelaidemetro.com.au

NT: www.nt.gov.au/driving/public-transport-cycling

WA: www.pta.wa.gov.au/

TAS: www.transport.tas.gov.au

Notes



09



HEALTH

SECTION 9 SUMMARY

- Post-transition healthcare security helps promote wellbeing.
- Planning and preparation will help ensure continuity of healthcare.
- Defence healthcare support will cease on your transition date. After this time it will be up to you to source and pay for your healthcare needs.
- The Department of Veterans' Affairs may support some of your healthcare needs post-transition.
- You will complete a Transition Health Examination and a Transition Dental Examination prior to your transition.
- Finding a civilian General Practitioner (GP), and establishing this important healthcare relationship, is a priority.
- Enrolling in Medicare and establishing a myGov account will equip you to manage some of your civilian healthcare arrangements.
- Think about the types of healthcare support you and your family may need following your transition.
- Research healthcare providers in the locality where you are intending to live post-transition.
- Obtain private health insurance and ambulance cover.
- Look after your physical health and wellbeing – ask for help if you need it.
- Look after your mental health – ask for help if you need it.

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TRANSITION STORY

Leading Seaman Medic Carly always had a passion for healthcare but as an 18 year old school leaver she didn't feel ready for university. So instead she decided to join the Navy as a Communication and Information Systems sailor.

For three years, Carly studied nursing while working full-time, including two deployments, and also being a mum to two small children.

She transitioned from permanent service and took on a role as a civilian registered nurse.

"This role will allow me to use my military experience and my clinical skills to continue to support ADF members while having a more balanced lifestyle for myself and my family."



Her advice for other families considering transition is to sit down together and write out your goals for the next five years and see if the ADF can help achieve those goals.

"If not, investigate your next step. Find somewhere you want to live, find work, a good school and your type of housing. These are all important considerations to make, to help your transition go smoothly."

Health

Your physical and mental health are fundamental to your wellbeing during service, through your transition journey and into your post-transition life.

During your ADF service career Defence will have supported your health and wellbeing with a range of medical, dental and, if required, mental health services. After you transition, however, and depending on your circumstances, you may need to make these arrangements for yourself.

Your eligibility for ADF healthcare continues only up to your transition date (in the case of Separation from the ADF), unless there are exceptional circumstances as outlined in the *Defence Health Manual VOL 1 Part 4 Chapter 1 Eligibility for Defence Health Care*.

Ensuring that you have some certainty around your post-transition healthcare needs is a good way to support your general wellbeing by avoiding any stress related to accessing professional medical, dental and mental health services.

You may also have family health considerations that will impact your needs, and the services you may want to access, following transition.

Post-transition you may be supported by DVA for the provision of some healthcare services. More information about the supports available through DVA, and how to apply for these supports, can be found in Section 13.

Further information is also available from DVA:

Web: <https://www.dva.gov.au/health-and-treatment/injury-or-health-treatments>

As with all aspects of your transition, Defence recommends that you plan and prepare early for any changes that may be occurring in your health and wellbeing circumstances. You are encouraged to plan for how you will go about accessing the services and supports you will need post-transition.

Prior to transitioning, there are a number of things you can do to prepare for your post-transition health and wellbeing needs.

You can also talk to a Transition Coach about preparing for your post-transition healthcare needs.

You can access support and assistance from:

Defence All Hours Support Line: 1800 628 036

Defence Member and Family Helpline: 1800 624 608

Open Arms: 1800 011 046

Health and wellbeing preparedness

The more prepared you are, the more easily you will be able to navigate the sometimes challenging waters of your transition journey.

One aspect of transition preparation that impacts all members to some degree is your post-transition access to healthcare.

From regular GP check-ups to specialist professional services such as dental and physiotherapy, following transition it may be up to you to locate, access and pay for these services.

As already mentioned, you may be eligible to have some of your healthcare treatments funded by DVA under Non-Liability Health Care. DVA pays for treatment for certain mental and physical health conditions without the need for the conditions to be accepted as related to service.

Further information is also available from DVA:

Web: www.dva.gov.au/health-and-treatment/injury-or-health-treatments

For those members who are not accessing support through DVA there are a number of things you can do to prepare to meet your health and wellbeing needs post-transition.

You should aim to arrange your post-transition healthcare supports before your transition date.

You can nominate a civilian GP, a general dentist, and specialists (if required) before your Transition Health Examination and Transition Dental Examination (see details later in this Section). This will support you to have a smooth transition to civilian health care.

If you need help finding a civilian health provider, visit:

Web: www.healthdirect.gov.au

Depending on your circumstances, after your transition date you will be in the care of your nominated civilian health provider and you will be responsible for funding your health care.

You must be enrolled in Medicare to access civilian health benefits. Your Transition Coach will discuss Medicare applications with you at your Transition Planning Session.

It may also be useful for you to set up a MyGov account to help manage your healthcare needs. More information on Medicare is provided later in this Section and information on MyGov can be found in Section 15.

Managing your and your family's post-transition healthcare needs can involve a steep learning curve so your preparedness for these changes is important.

Talk to a Transition Coach to get a better idea of what your healthcare responsibilities will be after you transition.

Defence recommends that you consider some of the following strategies to help you prepare for your post-transition healthcare needs. These strategies are general in nature – your individual healthcare needs and eligibility for ongoing healthcare supports will be assessed when you commence your transition journey.

Health and wellbeing preparedness strategies

When transitioning from the ADF you will need to establish connections with civilian health professionals to take over from your ADF health services. Part of this will involve selecting suitable doctors, allied health professionals, and appropriate healthcare cover (health insurance) for your individual needs and, if applicable, the needs of your family.

You will need to take some time to consider the healthcare supports that you and/or your family will require following your transition date.

Once you have a good idea of the types of supports you will need, you can start to research the providers who are available in the locality where you and your family will be living following your transition.

Remember that your relationships with your healthcare providers, particularly your GP, can be among the most important and enduring relationships you have outside of your family. When choosing healthcare providers it is important to find out as much as possible about them to help you understand if they are a good fit for your needs.

A productive relationship with your healthcare providers requires trust so it is important that you take the time to do your research and select professionals with whom you feel comfortable.

You should also be aware that the costs associated with healthcare in the civilian world are not standardised – different providers may charge different rates for the same type of service so you might want to make some enquires about the fee schedules of the providers you are considering.

An online search of medical practitioners in your chosen locality will give you a good starting point. Once you have the names of some conveniently-located medical practices you can start reviewing their websites. Most medical practice websites will include profiles of individual doctors that detail their experience and areas of specialty (for example neo-natal, skin health, sports medicine, etc.).

Once you have selected a civilian GP you can make contact with their practice and schedule an appointment. This will give you an opportunity to speak with them about any specialist services you may require. The GP you have chosen will be aware of the specialists in that area, and of their specific areas of practice, so will be able to provide you with informed referrals.

If you need help finding a civilian health provider, visit:

Web: www.healthdirect.gov.au

To maintain the type of healthcare coverage that has been provided to you during your ADF career, Defence recommends that you consider obtaining private health insurance. Private health insurance, depending on the level of cover you select, may help you to meet the cost of specialist services and, if required, hospital admissions.

You should also consider Ambulance cover. Ambulance cover is not provided under Medicare but may be provided by your nominated private health fund.

More information on ambulance cover and private health insurance is provided later in this Section.

Talk to a Transition Coach about the strategies that might work for you to support your post-transition healthcare needs, and if applicable those of your family too.

Medicare

Medicare looks after the health of Australians through programs such as the Pharmaceutical Benefits Scheme, the Australian Childhood Immunisation Register and Australian Organ Donor Register.

Medicare helps Australians with the cost of health care.

Medicare makes some medicines more affordable and helps with the cost of necessary healthcare through programs such as the Medicare Benefits Scheme, Pharmaceutical Benefits Scheme, and the Australian Immunisation Register.

You must be enrolled in Medicare to access health benefits. Find out how to enrol at:

Web: www.servicesaustralia.gov.au/enrolmedicare

Once you're enrolled, you can do most of your Medicare business using your Medicare online account or the Express Plus Medicare mobile app.

For more information about Medicare visit:

Web: www.servicesaustralia.gov.au/medicare

Ambulance cover

Medicare doesn't cover the cost of emergency transport. If ambulance cover is not included in your private health insurance or you do not want to purchase private health insurance, you can just purchase ambulance cover.

You can arrange ambulance cover through a private health fund or from some state and territory ambulance authorities. Check with your health fund or contact your local ambulance organisation.

Private health insurance

Before you transition, you should consider your health insurance needs. Medicare covers most Australian residents for health care but it does not cover everything. You can choose to take out private health insurance to give yourself a wider range of options and more comprehensive cover.

There are two types of health insurance, hospital and general treatment (extras). You can buy them separately or most funds offer combined policies.

The Government offers a range of health insurance initiatives. The Private Health Insurance Rebate is a Government subsidy for the cost of insurance. Lifetime Health Cover rules are designed to encourage people to purchase private health cover earlier and stay covered. The Medicare Levy Surcharge is a tax that affects people earning above a certain threshold who do not hold private hospital cover.

For more information visit:

Web: www.privatehealth.gov.au

As a permanent member of the ADF you are considered to have had private hospital cover while serving. If you do not take out hospital cover after you transition, you have up to 1094 days before you may attract a loading on your premiums under the Lifetime Health Cover rules. If you never take out private hospital cover, you will not be affected.

If you start a private health insurance policy the day after your transition, no waiting periods for benefits should apply. Your Transition Coach can provide a health insurance letter confirming the provision of full medical and dental health care during your service. You can use this letter when you are exploring your post-transition health care options.

For more information contact:

Phone: 1300 737 299

Web: www.privatehealth.gov.au/contactus.htm

Finding a civilian GP

A good GP can be one of the most important people in your life, particularly if you have ongoing health concerns.

To find a new GP you can:

- ask your current doctor for advice
- ask your family, friends and neighbours for recommendations
- ask a local pharmacist or other medical professionals who have dealings with doctors in the area
- search for a GP on Health Direct.

Web: www.healthdirect.gov.au

When you find a doctor, make sure the practice meets your financial needs including whether they provide services to veterans through DVA (if applicable).

My Health Record

My Health Record is the national electronic health record, a secure digital platform that can bring together health information from you, your health care providers and Medicare. Your Defence electronic health record can't be transferred across to My Health Record.

With your consent, health care providers including GPs, specialists and pharmacists can add clinical documents about your health to your record, such as:

- an overview of your health and your medical conditions
- hospital discharge summaries
- reports from tests and scans, e.g. blood tests
- medications you are taking
- allergies.

You or your authorised representative can control your My Health Record and who has access to your My Health Record:

- you can nominate a friend, family member or carer to help you manage your record
- you can review your own health information and add additional information such as an advance care plan, emergency contact details, Indigenous status, and Veterans' or ADF status
- you can decide which health care organisations can access your record
- you can restrict access to specific information within your record.

In a medical emergency, health care providers can access your My Health Record to see information such as allergies, medicines and immunisations so they can provide you with the best possible treatment.

For more information on My Health Record visit:

Web: www.myhealthrecord.gov.au

Pre-transition medical and dental information

If you are still serving, you can request a copy of your health records at any time.

To request your records, fill out a Web Form PM615 *Consent for the Disclosure of Health Information* and send this from your Defence email address to:

Email: jhc.healthrecords@defence.gov.au

If you do not have access to your Defence email address, send Web Form PM615 with proof of identity. Proof of identity must be a photo ID that includes your signature, such as your driver licence or passport. Defence ID will not suffice.

If you are preparing to transition, you can send your request any time prior to your transition date. It is recommended that you submit your request as soon as possible after you submit your Web Form AC853 *Application to Transfer Within or Separate from the ADF* to allow sufficient time to receive your health records prior to your transition date.

If you have already transitioned, you can send a request to Defence Archives.

For more information on requesting copies of your health documents after you transition visit:

Web: www.defence.gov.au/adf-members-families/service-records/former-members

Transition health examination

You must have a final medical examination within six months of transition. This Transition Health Examination (formerly known as the Separation Health Exam) will be conducted by your local Health Centre. At the examination, your Defence Medical Officer will prepare a handover of information about your current medical conditions and significant previous medical conditions to your nominated civilian GP. If possible, you should provide the name and contact details of your new GP.

Your Military Employment Classification (MEC) will be reviewed at this appointment to make sure it still reflects your level of function.

There is no particular medical standard that you must meet to transition from the ADF, and you don't have to complete all your treatment before transition. This can be handed over to your new health care providers.

If your health needs are complex, the Defence Medical Officer may contact your civilian GP or specialist directly.

After the examination, you will receive a:

- letter summarising your medical history and ongoing healthcare needs
- copy of your separation transition health statement
- copy of your separation transition health examination
- copy of any relevant reports or investigations
- vaccination summary.

To assist with the handover of your healthcare to the civilian health system, Defence will book and fund your first civilian GP appointment. This appointment will usually be organised during your Separation Health Examination process.

If you are transitioning for medical reasons, your Medical Officer will complete the Web Form DM042 *Medical Transition from the Defence Force CSC Certificate of Capacity* at your examination. This form helps Commonwealth Superannuation Corporation (CSC) determine your level of incapacity and corresponding superannuation benefit. You will also need to apply to CSC for invalidity benefits.

The forms you need to complete depend on which superannuation scheme you are in. Details are available on the CSC website at:

Web: www.csc.gov.au

Transition dental examination

You should have a final periodic dental examination within six months of transition. Undergoing an examination early means any necessary dental treatment can be identified and potentially addressed before your transition date.

The longer the period between your final periodic dental examination and your transition date, the greater the chance that any identified conditions will be treated before you transition.

Complex dental treatment plans may not be able to be completed before your transition.

You should discuss with your treating dentist whether treatment of extant conditions can be started while you are still serving then handed over to civilian dentists on transition or if treatment needs to be delayed until after transition.

Mental health support

ADF members can receive mental health support from their local Defence health facility by contacting the Mental Health team via phone or email, or presenting in person during business hours. Contact details can be found by visiting the ADF Mental Health Services webpage.

Web: www.defence.gov.au/adf-members-families/health-well-being/garrison/adf-mental-health-services

Members can also contact the Defence Member and Family Helpline on:

Phone: 1800 624 608

If you are receiving mental health treatment while serving in the ADF, a transfer of care to DVA's Open Arms can be arranged. If you need support after your transition from service, Open Arms can provide free psychological and mental health support as well as a range of mental health training and literacy programs.

Alternatively, you can discuss your mental health needs with your GP who may refer you under the Better Access initiative. This Federal Government initiative gives Medicare rebates to help people access mental health professionals and care, regardless of where they live.

To find out more visit:

Web: www.health.gov.au/initiatives-and-programs/better-access-initiative

You may elect to use the services of a private mental health provider which will result in some out of pocket expenses.

Mental health screening

As part of your Transition Health Examination, you will complete a number of brief mental health questionnaires. Based on your responses and a discussion with your Medical Officer, a referral for mental health services may occur prior to your transition.

ADF Rehabilitation Program

If you become injured or ill during your service, Defence will support your occupational rehabilitation through the ADF Rehabilitation Program (ADFRP), regardless of whether your illness or injury is service-related.

JHC manage the program, which offers:

- a dedicated rehabilitation consultant to support workplace-based rehabilitation and coordinate care arrangements
- non-clinical aids and appliances to support serious and complex rehabilitation needs.

Depending on your circumstances, the ADFRP may facilitate a Vocational and/or a Functional Assessment to help you determine an appropriate vocation after transitioning. Your Rehabilitation Consultant will work closely with Transition Coaching and Support and DVA (if required) to determine your funding and training requirements. The ADFRP will also liaise with Member Support Coordinators appointed by Command to ensure you are supported through your transition.

Please note: Reservists, other than those on SERVOP C, may be eligible for assistance under the Rehab for Reservist (R4R) program. Eligibility should be confirmed with their chain of Command or Regional Rehabilitation Manager.

Injury claims

If you have sustained an injury or contracted a disease which you believe is related to your ADF service, you are encouraged to lodge any claims for compensation before your transition date.

The DVA Veteran Support Officers (VSOs) can:

- teach you and your family how to submit claims on DVA's MyService online platform
- provide advice on what supporting documents will assist in the claim processing (e.g. medical evidence)
- provide information on support and entitlements available through DVA.

To make an on-base appointment with a VSO:

Email: vso@dva.gov.au

For more information on support and services available from DVA refer to Section 13.

Support services

The Veteran Health Check

The annual Veteran Health Check is an opportunity for you to gain access to a fully funded comprehensive health check designed specifically for veterans that can be accessed through your community or family GP. Early intervention and targeted referrals can help veterans enjoy better health outcomes and manage their health during and after transition to civilian life.

Your GP – Veteran Health Check

Even if you are feeling healthy, it's good to develop a relationship with a GP so that they can get to know you and work with you to manage your health over the years.

If you separated from the ADF or transferred to a Reserve Service Category from 1 July 2019 you can gain access to have a fully funded comprehensive annual Veteran Health Check for the first five years post-transition. All former serving ADF members can gain access to a comprehensive one-off Veteran Health Check at any time (a Medicare rebate is available).

The aim of the Veterans' Health Check is to assist you to optimise your health and to assist you in your transition to civilian life.

Talk to your GP, tell them you have served in the ADF and ask them about the annual Veteran Health Check. It's important to know that at these health checks you can take a support person such as a family member, friend or someone else you trust if you want to.

The Veteran Health Check is a DVA initiative. To find out more visit:

Web: www.dva.gov.au/veteranhealthcheck

ADF Mental Health Programs

Defence recognises that mental health is not solely related to diagnosable mental disorders but encompasses a broad range of lifestyle, mental wellbeing and job performance factors.

JHC delivers a range of mental health programs including health promotion, mental health literacy training, prevention, and early identification.

For a full list of policies, training and programs, visit:

Web: www.defence.gov.au/health

HeadStrength

HeadStrength is an app that has been purpose-built for the ADF community. It provides you with the ability to anonymously self-check and explore a range of tools and resources that are relevant and specific to your current level of wellbeing.

The app is accessible to any member of the ADF community who is eligible or enrolled to use ForceNet. This platform was used to host the HeadStrength app to maintain anonymity of information.

Sign up or log into ForceNet and download the app through the Useful Links tab. If you have trouble installing the app from ForceNet please call:

Phone: 1800 DEFENCE (1800 333 362)

Web: www.forcenet.gov.au

Web: www.defence.gov.au/health/healthportalHeadStrength

ADF Health and Wellbeing portal

The JHC ADF Health and Wellbeing Portal 'Fighting Fit' will direct you to Defence resources, apps and websites for ADF health (including mental health). The portal includes information for Commanders, Reservists, ADF members preparing for deployment, family members and veterans who are transitioning from the ADF, and health professionals.

Web: www.defence.gov.au/adf-members-families/health-well-being

Alcohol, Tobacco and Other Drugs Program

The Alcohol, Tobacco and Other Drugs Program provides evidence-based prevention, early intervention and health promotion initiatives and education that helps members to minimise harm related to alcohol, tobacco and other drug use. If you are concerned about your own or someone else's alcohol or other drug use, you are encouraged to talk to a health professional or your Chain of Command.

For more information visit:

App: www.defence.gov.au/adf-members-families/health-well-being/mental-health-programs/alcohol-program

DVA's Right Mix app also provides tips, tools and strategies that can reduce the impact of alcohol.

Web: www.openarms.gov.au

All-hours Support Line

The All-hours Support Line (ASL) is a 24/7 confidential telephone service for ADF members and their families seeking assistance for current serving members. The service is designed as a triage line to help members and their families to access ADF or civilian mental health services.

This includes psychology, medical, social work, and chaplain services. When calling the ASL, you can expect to speak to a qualified health professional who has an understanding of support available to you.

Phone: 1800 628 036

Your General Practitioner

In many cases, the first step in accessing services for treatment of anxiety, depression, or related conditions will be a consultation with your GP. Your GP can work with you to write a Mental Health Treatment Plan and refer you to a mental health specialist such as a psychologist, social worker, occupational therapist, or psychiatrist.

Just like the other health checks you can, if you want to, take a support person such as a family member or friend.

You can also access a health assessment from your GP. A Medicare rebate is available for this assessment.

Health hotline

1800 IMSICK is a national 24-hour call service for full-time members providing nurse triage and health support for ADF members within Australia. Use the service if you become ill or injured after hours, or are not in close proximity to an on-base health facility. The service is available to Reserve members during Reserve service days.

It is not an emergency number; in an emergency dial 000.

Phone: IMSICK (1800 467 42)

Beyond Blue

Beyond Blue provides information and support to help everyone in Australia achieve their best possible mental health, whatever their age and wherever they live.

Beyond Blue is independent from Defence and can support you and your family if you are experiencing anxiety, depression, or suicide risk.

Web: www.beyondblue.org.au

Open Arms – Veterans and Families Counselling

In many cases, the first step in accessing services for treatment of anxiety, Open Arms is a nationally accredited mental health service that provides 24-hour free and confidential nationwide counselling and mental health and wellbeing support services.

Open Arms services are available to all current or ex-serving ADF members who have completed at least one day of continuous full-time service, and their immediate families. Former partners are also eligible within five years of relationship breakdown, or while co-parenting a child under the age of 18 years. Where there has been a death of a service person, parents and siblings can access the service.

Open Arms counsellors and staff understand veteran and military culture. This assists them to deliver specialised support and care to members of this community.

Open Arms services include:

- counselling for individuals, couples and families
- case management for clients with more complex needs
- group programs to develop skills and enhance support
- lived experience veteran and family peer workers
- after-hours 24/7 telephone counselling
- suicide prevention training
- mental health literacy and awareness training
- information, education and self-help support resources on the 'Living Well' website
- referrals to other services or specialist treatment programs, as needed.

Phone: 1800 011 046

Web: www.openarms.gov.au

Web: www.openarms.gov.au/living-well

Spiritual Health

Spiritual health provides part of the whole of life health of a person. In the ADF spiritual health comes under the care of the ADF Chaplaincy. Within the ADF, spirituality is a broad concept that is often confused with religion. While spirituality can be part of a religious practice, it can also be independent of religion.

Spirituality connects us to our state of mind, being and place, and gives us a sense of belonging and purpose. Some people explore their spirituality through a relationship with a higher force, such as God, while others develop their spirituality through a self-directed relationship with their inner self.

Chaplains are Spiritual Health Professionals within the ADF and are well equipped to assist you or facilitate for you to work through your spiritual issues.

To access Defence Chaplaincy support and to speak to a Duty Chaplain from your area and service, call:

Phone: 1300 333 362



10



EDUCATION

SECTION 10 SUMMARY

- Transitioning from ADF service to a more civilian-based career path may be an opportunity to re-invent your career.
- Going back to study may open up new and exciting career opportunities.
- Going back to study can give you a sense of purpose and confidence as you move into the civilian world.
- Think about any education commitment you are considering and its potential impact on your personal and household expenses.
- Defence is committed to developing ADF members.
- Defence Assisted Study Scheme provides access to education during ADF service.
- The Defence Force Transition Program (Section 3) includes a module on Preparing to Study.
- The Defence Force Transition Program includes up to \$5,320 in funding support for vocational and/or educational training that goes to your post-transition employment and/or meaningful engagement goals.
- The Defence Force Transition Program includes up to 23 days of Approved Absence for full-time members to undertake vocational and/or educational training.
- Veteran education programs are available across Australia, some delivered through the State Government, others are institution-specific.
- Some veteran education programs provide for fee-free Certificate, Diploma and University Degree courses.

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TRANSITION STORY

Aaron did not consider the option of higher education while serving as an ADF member. Through transition support, he was able to explore his passion in learning and now holds a certificate in Clinical Exercise Rehabilitation and is halfway through his Master in Business Administration.

Although he had always thought he would stay in the Army for life, Aaron made the decision to voluntarily transition after a deployment.

Aaron's focus on his fitness and development led to him enrolling in a Bachelor of Exercise and Sports Science.

By 2017 he was married, had a child and was studying full-time. It was around this time that Aaron's mental health began to deteriorate.

"I connected with Open Arms and was admitted to hospital where I was diagnosed with post-traumatic stress disorder and major depression."

"Somehow I got through that difficult time and in my last year of my degree I travelled to Timor-Leste delivering exercise packages to schools."

Aaron's advice for anyone looking at transitioning is to utilise the support that's available and to be prepared for challenges.

"Community is key and staying connected with mates from Defence is really important, as is developing new connections outside of the ADF."

With lived experience of transitioning to civilian life, and then into study, Aaron is passionate about the opportunities available to veterans in higher education. "I truly feel privileged to be able to give back to my peers and help support them as they transition into higher education."



Education

Undertaking further education is a great way to broaden your options both within the Services and following transition.

Programs such as the Defence Assisted Study Scheme (DASS) provide serving ADF members with access to a range of skills and educational development activities.

Defence is committed to supporting members in the development of their skills, attributes and characteristics.

Choosing to educate yourself further will optimise the opportunities that are available to you within Defence. It can also open doors across the three Services if you are looking to develop your career and try something new.

Pursuing education opportunities when you transition will also support employment and meaningful engagement goals.

Going back to further study can also provide you with a greater sense of purpose and self-confidence as you move from military service into the civilian world.

Undertaking educational courses is also a great way to meet new people and establish meaningful connections in the civilian community.

If it has been some time since you last undertook formal education you might be feeling a little apprehensive about getting back into the classroom. The good news is that Defence will support you through these endeavours.

The Career Transition Coaching program, part of the Defence Force Transition Program, includes a Preparing to Study module to support you through this part of your transition (see Section 3).

Talk to a Transition Coach about the educational opportunities that might be available to you.

You can access support and assistance from:

Defence All Hours Support Line: 1800 628 036

Defence Member and Family Helpline: 1800 624 608

Open Arms: 1800 011 046

Education preparedness

If you are thinking about returning to study when you transition then you are already doing something meaningful and productive to prepare for your transition: you are identifying the benefits of up-skilling.

Transitioning from ADF service to a more civilian-based career path may be an opportunity to re-invent your career.

If ever there was a time to start looking at alternatives and considering new things, it is now! You even have the opportunity to re-focus on a goal you may previously have put aside because circumstances took you in another direction.

Talk to your loved ones, your family, your friends and colleagues about your career aspirations and the study you might undertake to help you get there. They may have some ideas and insights that will help you get a better understanding of what is possible.

You will also need to give some thought to how you will manage the education commitment you are considering. If you are considering full-time tertiary education, for example, there may be some funding supports available to you through state and territory governments (more information on these supports can be found later in this Section). You should be aware, however, that these supports do not extend to household and personal expenses. You will need to work out how you will support yourself through this period of study and maintain the lifestyle you would like to enjoy.

Considerations around expenses are also important if you have a family. Your family are going through a transition of their own and are likely to be your main source of support through your transition journey.

Open and effective communication is important around all aspects of your transition but may be particularly important if you are going to return to study. Returning to study may impact household income, household expenses, division of responsibilities and roles within the house, childcare responsibilities and a range of other things. One of the best strategies for managing these challenges is to be prepared for them – to have already discussed them and come up with a plan that supports everyone's needs. Remember, communication is key.

Education preparedness strategies

To help you prepare to return to study, either full-time or part-time, Defence encourages you to talk to a Transition Coach about your options. A Transition Coach may refer you to the 'Preparing to Study' module of the Career Transition Coaching program (for more information see Section 3).

In the Preparing to Study module a Transition Coach will take you through key education preparedness activities including:

- an overview of growth industries and occupation trends that may factor into your study considerations
- identifying your interests, aspirations and long-term goals and determine the most suitable qualification(s) to bring them to life
- discussing university options, expectations, gateways, and military academic pathway programs
- helping you to understand time and financial costs, degree fee structures and loans, concessions, and exceptions, VET fee help and how to apply
- discussing paid traineeship options, timelines, short-term expectations, and long-term outcomes
- helping you identify relevant and existing skills sets aligned with your study choice and secure recognition of prior learning credits
- providing you with links, tools, and support mechanisms to help you with the application process
- providing you with hints and tips for garnering study support, connecting with other veterans, preparing for remote study, managing your time, building a network and maintaining a positive mindset to set yourself up for success
- building a succinct action plan using SMEAC (situation, mission, execution, administration, command), supported by SMART (specific, measurable, attainable, relevant, timeline) goals.

Defence Assisted Study Scheme

Defence Assisted Study Scheme (DASS) encourages ADF members to undertake professional training and education throughout their military career by supporting access to approved study and professional development programs at external Secondary and Higher Education Institutions and Registered Training Organisations. All ADF rank levels, regardless of seniority and employment group are eligible to apply for DASS.

To be eligible for DASS, you must meet the following criteria:

- SERCAT 6 and SERCAT 7 members
- SERCAT 3, 4 or 5 members on SERVOP C.

Participation in this scheme is voluntary and must be initiated by the member. If this is the scheme for you, read the *Applicant Guide for your Service* and submit your DASS Application form by the submission dates.

For further and more detailed information, please read the applicable Applicant Guide on the Defence Intranet:

Web: <http://drnet/People/Learning-and-Development/Pages/DASS.aspx>

Australian Defence College

The Australian Defence College (ADC) was established to provide education and training to the ADF. It plays a pivotal role in contributing to building ADF capability.

The following centres form part of ADC:

- Australian Defence Force Academy
- Australian Defence Force Training Centre
- Australian Defence Force Peace Operations Training Centre
- Australian Defence Force Warfare Training Centre
- Defence Force School of Languages

- Defence International Training Centre
- Australian Defence Force Transition and Civil Recognition Project
- Australian War College
- Centre for Defence Research
- Defence Learning Technologies Environment
- Wargaming and Simulation Centre.

ADC promotes learning and growth of leaders and managers who have professional interest in national and international defence and security issues.

The College manages the Defence Registered Training Organisation (DRTTO), which is responsible for providing nationally accredited training for current and transitioned ADF members through recognition of prior learning.

Web: www.defence.gov.au/education-training/education-providers/australian-defence-college

Recognition of Prior Learning

Defence offers Recognition of Prior Learning (RPL) assessments on a select range of valued transferable skills sets and qualifications on the Defence Registered Training Organisation (RTO) Scope of Registration, available to all transitioning members. All competencies and qualifications provided are based on national legislated standards regulated by the Australian Standards Qualification Authority and the Australian Qualifications Framework and are applicable across industry sectors. They represent the range of skills by rank that are developed during military service, which are transferable to civilian employment across industries or education pathways.

A website has been developed to provide information about civil accreditation of training and skills gained through military service.

This web site also hosts many resources developed to assist veterans and employers in understanding the transferable skills held by transitioning members.

Web: www.defence.gov.au/adc/adftcr/

ADFA Postgraduate

The Australian Defence Force Academy – Postgraduate (ADFA-PG) study scheme encourages ADF members to gain high level (postgraduate) training and education during their military career. This is achieved by offering Defence-funded postgraduate places run by UNSW at ADFA. The applicants, and the selected study, must meet certain eligibility criteria before approval can be granted.

Applicants do not necessarily need to have an undergraduate degree, as work experience and other educational qualifications will be taken into account when applying.

Participation in the scheme is voluntary and therefore initiated by the applicant. The onus for providing evidence of eligibility is on the applicant. The applicant is expected to be fully conversant with the ADFA-PG policy and guidelines and is responsible for applying, obtaining supervisor support, liaising and enrolling with UNSW (ADFA).

Members must display a genuine willingness to conduct the study in their own time and to use their own resources for successful completion.

Australian War College Australian Command and Staff Course

Australian Command and Staff Course (ACSC) is a course that fully integrates both vocational and academic learning to prepare students for future leadership roles within the Australian Department of Defence.

ACSC aims to produce Defence leaders who can fulfil command and staff appointments in single-service, joint, multi-national and inter-agency environments.

Graduates of ACSC possess a strong analytical foundation for comprehending the strategic, defence and security challenges facing Australia; along with a deeper understanding of the theory, historical development and practice of national power in general.

Career Transition Training

The Career Transition Training (CTT) program is part of the Defence Force Transition Program and provides up to \$5,320 in funding towards educational and/or vocational training that supports your post-transition employment and/or meaningful engagement goals.

Talk to a Transition Coach about the funding that is available, and about the 23 days Approved Absence that may be available to help you complete training and/or study prior to your transition date.

For more information refer to Section 3.

Veteran Education Supports

The state and territory governments offering veteran-specific education supports are listed below. These supports differ for each state or territory.

You will see from the list below that some states and territories are not listed. Some veteran education supports are available in these locations but are provided by individual institutions, not by the state or territory government.

To find out more, simply search online for 'veteran education' and the state or territory of your choice. You will find multiple sites that describe the veteran education supports on offer.

ACT: www.act.gov.au/veterans/education-and-training

NSW: www.education.nsw.gov.au/skills-nsw/skills-initiatives/veterans

QLD: www.qld.gov.au/community/getting-support-health-social-issue/veterans



EMPLOYMENT & MEANINGFUL ENGAGEMENT

SECTION 11 SUMMARY

- Defence supports ADF members to prepare for post-transition employment and meaningful engagement.
- Meaningful engagement can include studying, volunteering, participation in clubs, etc.
- The Defence Force Transition Program (Section 3) includes an extensive range of job-readiness courses.
- The Defence Force Transition Program includes modules on Preparing to Study, Volunteering and Social Connectivity.
- Consider your job preferences – industry, full-time or part-time, small business, etc.
- Consider your workplace motivators - people, flexibility, security, and salary.
- Market yourself.
- Manage your ‘personal brand’ on social media.
- Defence provides recognition and accreditation of your ADF skills.
- Make use of online resources and Veteran-focused programs.
- Talk to your family and friends about your plans.
- Talk to a Transition Coach about your plans.

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TRANSITION STORY

Aimee transitioned from military to civilian life in 2021.

12 months on from sharing her transition journey, Aimee has experienced new changes, including a new employment role with ACT Health.

“My new role is awesome! I’m a Public Health Officer with ACT Health, Health Protection Services and Environmental Health team. It’s the civilian equivalent to what I was doing in the Air Force - an Environmental Health Officer.”

Her advice to people transitioning or thinking of transitioning is “See a financial planner! I didn’t need to, but it can be a shock to the system if it’s been a while since you’ve earned civilian wages, especially as a casual without leave entitlements and without rent assistance.”

“If you don’t have jobs lined up, or want to know what is out there, register with recruitment. It is their job to find people for jobs and you never know what offers you might get as I have had some random opportunities offered without an interview.”

“Be prepared, patient and accept that it’s okay to do a few different jobs before you find what is right for you. This is my fourth different job since transition. Each job has had its pros and cons and I just take those experiences as another feather in the cap.”



Employment and Meaningful Engagement

Changing your job or career is a significant step and one that will benefit from planning and preparation.

Job security and income security will provide you with peace-of-mind that you can meet your expenses moving forward and that you can build the lifestyle that you and your loved ones want to enjoy.

If you are planning on moving from your ADF role into a civilian job, or going on to further education, or even retiring and looking for some activities to get involved in, it is important that you prepare for these changes.

Defence provides ADF members with a comprehensive suite of job-readiness programs as part of the Defence Force Transition Program (DFTP). For more information about the DFTP see Section 3.

You can access support and assistance from:

Defence All Hours Support Line: 1800 628 036

Defence Member and Family Helpline: 1800 624 608

Open Arms: 1800 011 046

Employment and Meaningful Engagement preparation

At any stage during your ADF career, planning for your future career is important. A Transition Coach can help you with developing this plan.

Below are a few questions to help you think about possible career options:

- How prepared are you for a work-life change?
- What motivates you to work?

- How do your personal values influence the kind of work you are interested in?
- Do you know what kind of work you would like to do when you transition?
- When employers speak about skills and abilities, do you know what yours are?
- Do you know how to translate your ADF employment skills into language a civilian employer would understand?
- Do you know what pay rate or salary you should be aiming for in the civilian job market?
- Do you have a current Curriculum Vitae/Résumé?
- Are there jobs available in your post-transition location? Or do you need to move?

What work style would suit you?

- Semi-retired?
- Self-employed?
- Employed by an organisation or company in a full-time, part-time, casual or contract position?
- Studying, part-time or full-time?
- Consulting or contracting?
- Adult apprenticeships?
- Volunteering?

Questions to consider - If you're retiring:

- Do you really want to retire, or are you going to have a break for a few months, or be semi-retired?

Questions to consider - If you're self-employed:

- Do you want to work full-time or part-time?
- Are you planning to buy a franchise, or create a business?
- Have you got the emotional, physical, financial ability, and commitment to do this?
- What do you know about business?
- What do you know about risk?
- Are you good at making decisions?
- Have you got the management skills to manage a company or even yourself?
- Will you be able to avoid burnout?

Questions to consider - If you're employed by an organisation:

- What type of contract would you prefer?
- Do you want to work for someone else?
- How many hours per week do you want to work?
- What sort of company do you want to work for?
- Do you want to work in the private or public sector?
- Is shift work required?

Questions to consider - If you're planning to study:

- Is now the right time to study for the qualification you've always wanted?
- Can you afford to study full-time? If not, do you qualify for a student loan and financial assistance?
- Can your partner, spouse or family member support you financially?
- Have you got a career plan that will use this qualification?
- What institutions offer the qualification you want?

- Can you study by distance?
- Do you need to move cities to complete this qualification?

Workplace likes and dislikes - What motivates you to come to work?

It is important to consider and understand what is important to you about your work/career and what motivates you to come to work every day.

Work can account for up to one third of your life, so you want to make sure you enjoy it. Some workplace motivators to consider are:

- Is it the people you work with?
- Is it close to home?
- Is it the salary?
- Is it the sense of security?
- Is work-life balance important to you? If so, will your future workplace support this?
- Do you need or want to work flexibly?
- Do you need to see the immediate reward or benefit in what you are doing to feel satisfied?
- Do you need a strong sense of autonomy? Or are you happy to work in a close-knit team?
- What impact will your family's needs and circumstances have on your employment choices?

Workplace likes and dislikes - Workplace motivators

Your workplace motivations as they are today, are likely to stay true for several years, so take them into account as you consider your career. Pursuing a job or career that you do not really enjoy just because you want the financial reward may not actually provide a satisfactory result.

It is also important to keep in mind that while some motivations will stay the same, some are likely to change as you get older and others may change with changes in life circumstances. Consider your personal values and how you would like these to align with your work:

- What are you passionate about?
- What things really annoy or enervise you?
- What does this information tell you about what you value?

The following matrix of workplace motivators is a useful guide to help you start considering your priorities when thinking about post-transition employment.

Understanding the things that are important to you about a job will help you to narrow your job search to roles that will fulfil as many of your needs as possible.

Security – Does the position offer a great deal of security in terms of predictable salary, benefits, and future employment?

Lifestyle – Does the position allow ample time to pursue other important aspects of my lifestyle (family, leisure activities, etc.)?

Variety – Does the position offer a great deal of variety in the nature of the work performed?

Affiliation – Does the position offer a setting with enjoyable colleagues, with whom I feel a sense of belonging?

Intellectual challenge – Does the position offers consistent intellectual challenge?

Leading People – Does the position offer the opportunity to manage and lead other people?

Prestige – Is the position with an organisation that is prestigious in its field?

Autonomy – Does the position offer considerable autonomy and independence?

Career advancement – Does the position offer experience and access to people and opportunities that will position me well for my next career move?

Recognition – Is the position in an environment where individual accomplishments are recognised with praise from peers and superiors?

Altruism – Is the position customer-focused and does the position offer the satisfaction of regularly helping others with their individual or business concerns?

Power and influence – Does the position offer the opportunity to exercise power and influence (to be an influential leader and decision-maker)?

Financial gain – Does the position pay very well?

Personal brand

Often referred to as your ‘elevator pitch,’ developing your personal brand requires deciphering who you really are (e.g. values, skills and personality), who you want to work for and how you differ from others.

This is basically your answer to the typical interview question, “Tell me about yourself?”

Think about these three factors to help shape your personal brand:

1. Your outlook on the world - your outlook has led you to your chosen profession and has helped you develop your talents
2. Your individual goals - what are your career goals? How do you want to make a difference to the world?
3. Your attributes and professional history.

Think of three words that would describe you as a professional. Then develop some sentences that sum up your professional history in relation to those attributes.

Also be aware of your brand on social media (see Social Media later in this Section).

Personal presentation

It is important to be mindful of your personal presentation and the environment in which you are representing yourself. You should familiarise yourself with the standard of presentation for the profession, industry and location that you are looking for employment or meaningful engagement in and present yourself according.

For example applying for a job at a metropolitan bank, starting work at a regional local council, and turning up for a shift at a mine site are situations that call for very different types of dress. Put some thought into what is appropriate for the setting in which you will be operating.

Speak to a Transition Coach for advice about personal presentation.

Sell yourself with a “secret sales weapon”

Instead of saying what you’ve done, sell yourself by using quotes from your superiors. You could also ask your colleagues to write you a recommendation on LinkedIn.

Believe in yourself and have a positive attitude.

It is important to have belief in yourself, in your abilities, and in the positive contribution you can make in a civilian job. A humble but reasonable confidence in your own abilities will help you to sell yourself in a genuine and convincing manner.

Job search

Recruitment agencies, online job search platforms, social media and your own networks are all potential employment opportunities. You need to think about:

- What types of jobs are available?
- Where are jobs located?
- What industries provide the best opportunities?
- What are salaries or remuneration packages like?
- What are employers’ expectations of their staff?

Workforce Australia and APS Jobs are two of the popular job seeking sites in Australia, however LinkedIn also posts and recommends employment opportunities based on your profile and experience.

APSJobs website

APS Jobs will help you to discover the many career paths the APS has to offer by linking you to vacancies available in the APS, the Parliamentary Service and many other Australian Government agencies.

APS Jobs publishes vacancies every weekday in a range of job categories, from entry level positions through to senior leadership roles.

For more information visit:

Web: www.apsjobs.gov.au

Workforce Australia website

The Department of Jobs and Small Business Workforce Australia website provides comprehensive support tools and information specifically for veterans seeking employment. You can find:

- employment opportunities
- labour market advice.

For more information visit:

Web: www.workforceaustralia.gov.au/individuals/coaching/assistance/veterans

Employers

What are employers looking for in potential employees?

- candidates with a stable employment history
- part-time, full-time, apprenticeships, casual, contractors, flexible
- positive can-do attitude
- being able to use a range of software such as word processing, spreadsheets, and databases

- ability to manage work tasks effectively and meet deadlines
- the ability to work within a team environment, and work with others to deliver projects
- candidates able to determine priorities and achieve deadlines.

Social Media

Social media can be a great tool for boosting job search opportunities. However, you need to be mindful about the type of information you are posting and your privacy settings.

Facebook

Prospective employers may search for you on Facebook and see what information you have publicly available. Ensure that any photos, posts or content you do not want a prospective employer to see, are set to “private” in your Facebook settings.

LinkedIn

LinkedIn is a social network that focuses on professional networking and career development. You can use LinkedIn to display your resume, search for jobs, and enhance your professional reputation by posting updates and interacting with other people.

LinkedIn is free, but a subscription version called LinkedIn Premium offers additional features like online classes and seminars, as well as insights into who’s searching for and viewing your profile.

Civil Recognition (ADF TCR)

Defence recognises the professional mastery, intellectual edge, unique skills and broad experience transitioning veterans bring to civilian employers. The Civil Recognition team at the Australian Defence College helps members understand the unique skills gained from military service and how to articulate these transferable skills to a future employer.

Members are provided with an opportunity to gain relevant civilian accreditation of transferable skills gained during service via a Recognition of Prior Learning (RPL) process. This process maps existing skills against national qualifications recognised by civilian employers.

Defence Training & Skills (T&S) guides compare like-for-like training and skills at rank across the Services. The T&S guides are written in civilian language and provide a foundation on which to build your resume and can assist with preparing job applications.

T&S guides for rank levels up to Level 06 can be downloaded at:

Web: www.defence.gov.au/adf/adfctr/ADF_transition.asp

For further information or to request an RPL assessment or Vocational Education and Training advice:

Email: adf.civilrecognition@defence.gov.au

Defence Australia Public Service recruitment

As a transitioning ADF member, you may wish to continue to be part of the Defence community in addition to or instead of Reserve Service. This could mean working in the Department of Defence as an Australian Public Servant (APS), or working for one of our Defence partner organisations, such as Defence Industry or academic organisations who provide valuable research for Defence.

Retaining your specialist Defence skills and experience in the Defence community, not only supports Defence capability but also contributes to Defence supporting the Prime Minister's Veteran Commitment initiative.

You can register your interest in potential future non-ongoing opportunities in the APS via the Defence non-ongoing register which can be found at the APS Jobs website under 'Temporary Employment Register'.

Another way is to complete a survey to register your interest. ADF members who are transitioning will be offered the option of completing this survey with a Transition Coach. Registering your interest may result in you being notified of suitable opportunities.

Further information about Defence APS Recruitment can be found at:

Web: www.defence.gov.au/jobs-careers

Professional memberships

Officers and Senior Non-Commissioned Officers may be eligible for membership of various professional institutions and associations because of their training and experience. These memberships can help you find civilian employment appropriate to your training and qualifications. You should contact the particular institution relevant to your specialty for further information.

Prime Minister's Veteran Employment Program

The Prime Minister's Veterans' Employment Program aims to increase employment opportunities for veterans by raising awareness across industry of the unique skills and experience that veterans bring to the civilian workplace.

The Program website includes practical information to assist ADF members with their transition to civilian employment, as well as the details of many organisations of all sizes and industries that have publicly committed to recognising the skills and experience of veterans, and improving their employment outcomes.

Web: www.veteransemployment.gov.au

Notes

Lined area for notes.



12



FINANCES

SECTION 12 SUMMARY

- Post-transition financial health helps promote wellbeing.
- Planning and preparation will support post-transition financial wellbeing.
- The Defence Force Transition Program (Section 3) provides up to \$1,000 towards professional financial advice for transitioning members.
- The ADF Financial Services Consumer Centre can help you and your family achieve greater financial security during your career and throughout your transition.
- The Moneysmart website contains free tools, tips and guidance on personal financial matters.
- The Department of Veterans' Affairs (Section 13) can provide financial support to members and their families after their transition to civilian life.
- Seek professional and accredited advice and assistance when it comes to your finances.
- Talk to your family about your situation and goals.
- Talk to colleagues about their experiences.
- Contact the Commonwealth Superannuation Scheme about your superannuation.

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TRANSITION STORY

David transitioned from the Army and is working for With You With Me.

“The Transition Centre in North Queensland answered so many of the questions I had and helped me get a lot of things much clearer in my mind.”

“I know a lot of people get overwhelmed by the number of processes you have to go through to leave the ADF but my Transition Coach helped me to break down the tasks into doable batches which made it easier to manage.”

David’s Transition Coach also helped with planning for his next career step. On hearing that David wanted to keep using his technical skills, she recommended how he could tap into opportunities in that industry.

“I had always wanted a tech-based job, so I took advantage of the training provided so I could eventually move home to South Australia.”

“I’m really enjoying my new role and the supportive, professional and relaxed culture. A lot of the staff are veterans so it’s an easy place to transition into.”



Finances

Being on top of your finances is an important part of your transition. The ADF Financial Services Consumer Centre and the MoneySmart website provide a source of reliable, impartial information, useful tools and other resources to guide you in understanding your post-transition financial decisions.

You can access support and assistance from:

Defence All Hours Support Line: 1800 628 036

Defence Member and Family Helpline: 1800 624 608

Open Arms: 1800 011 046

Defence Force Transition Program –Financial Advice

Through the Defence Force Transition Program, you may be able to access a financial contribution of up to \$1,000 towards professional financial advice to assist you and your family in planning for your financial security after transition (for more information see Section 3). Talk to your Transition Coach for more information.

ADF Financial Services Consumer Centre

The ADF Financial Services Consumer Centre (ADF Consumer) is an independent financial and consumer education service for ADF members.

ADF Consumer can help you and your family achieve greater financial security during your career and throughout your transition. Their transition guide is a good place to start and is available at:

Web: www.adfconsumer.gov.au/transition/

For access to the Program, educational resources, and links to information on military superannuation, saving, budgeting, and investing, visit:

Web: www.adfconsumer.gov.au/

Moneysmart

Moneysmart is a Federal Government website, managed by the Australian Securities and Investments Commission (ASIC), the corporate, markets, financial services and consumer credit regulator in Australia.

Moneysmart provides Australians with free tools, tips and guidance to help people of all ages, backgrounds and incomes to be in control of their financial lives.

Moneysmart provides information and resources to help with:

- managing your money
- reducing your debt
- planning for your future
- growing your wealth.

To access Moneysmart's tools, tips and calculators visit the Moneysmart website:

Web: www.moneysmart.gov.au

Final pay, leave and termination payouts

When you transition from the ADF you will cease being paid by Defence. You will receive your final pay from Defence on the next scheduled pay day following transition.

Your final payment is calculated on:

- salary
- allowances/deductions
- pay in lieu of recreation leave and LSL accruals (where entitled)
- reconciliation of any underpayments and overpayments
- applicable taxes
- payments of debts.

If you transition under a Command Initiated Transfer to Reserves or a redundancy provision, you may be eligible for a termination payment.

For more information on your Final Pay, Leave and Termination Payments see Section 5 of this Guide.

Department of Veteran's Affairs financial supports

The Department of Veterans' Affairs (DVA) can provide financial support to members and their families after their transition to civilian life. These financial supports range from income support payments and incapacity payments to claims for health conditions you believe have been caused by your service. The financial support offered by DVA is based on each individual's unique circumstances.

For more information on DVA financial supports see Section 13.

Financial distress

When you transition from the ADF there will be changes to your income and expenses. You may have a new job that pays differently to your role in the ADF or you may have new expenses that you did not have whilst serving in the ADF. There may be times where you experience financial distress or hardship as you adapt to these changes in income and expenses.

It is important to understand that there is support available during these times and that the best way to manage this is to be proactive in managing your finances.

The ADF Financial Services Consumer Centre and Moneysmart provide information to help you manage your finances during periods of financial distress and hardship.

Web: www.adfconsumer.gov.au

Web: www.moneysmart.gov.au

Financial counsellors

A financial counsellor is a qualified professional who can provide you with information, advice and advocacy if you are experiencing financial difficulty. It is a free service that is non-judgmental, independent and confidential. They will listen and provide emotional support. Financial counsellors do not sell products.

Financial counsellors are often based in community organisations, charities and local government agencies throughout Australia. If you are in debt or are unable to meet your ongoing expenses, a financial counsellor may be able to help you:

- prioritise your debts and deal with your current crisis
- negotiate with creditors
- access dispute resolution services
- develop a budget and put systems in place so you are less likely to fall into financial difficulty again in the future
- access grants or concessions
- understand your rights and access legal help if necessary.

You can find a financial counsellor near you for a face-to-face appointment by contacting the ADF Financial Services Consumer Centre for a referral.

Please note: Financial counsellors are not the same as financial planners or financial advisers, who provide financial planning and investment advice for people with money to invest.

Not-for-profit services

There are also not-for-profit services that you can access to obtain assistance with managing your finances.

The National Debt Helpline is a not-for-profit service that helps people tackle their debt problems. The National Debt Helpline offer a free, independent and confidential service through their professional financial counsellors.

Web: www.ndh.org.au

Bravery Trust is a not-for-profit service that helps eligible serving ADF members and veterans during times of financial distress or hardship. Bravery Trust helps veterans or their family members with financial assistance, financial counselling and connecting them with other services that they may need.

Web: www.braverytrust.org.au

Superannuation

When leaving the ADF, it is important to be aware of your superannuation fund and what options you have available for your super.

If you are starting a new job and don't choose a super fund with your new employer, your employer may contact the Australian Taxation Office (ATO) to request details of an existing super account of yours to pay your super into (known as a stapled super fund).

This simply means your super fund can follow you when you change jobs, helping to reduce the likelihood of you having multiple funds and paying multiple fees. Note this does not apply to the defined benefit schemes MSBS and DFRDB, please contact Commonwealth Superannuation Corporation (CSC) to discuss your options if you are a member of either of these funds.

Your superannuation entitlements are dependent on your individual circumstances, and you will need to seek financial advice tailored to your individual circumstances. Information about authorised financial advisors can be found on the ADF Financial Services Consumer Centre website.

Web: www.adfconsumer.gov.au



**DEPARTMENT
OF VETERANS'
AFFAIRS**

TRANSITION STORY

Jeremy joined the Army to get a trade and thought it was an added bonus that he got to run everywhere, every day and play rugby.

Jeremy began thinking about transitioning from the Army, in order to start a new career outside of his trade.

“I didn’t leave immediately though. I took my time to make sure I looked at every aspect including what job I wanted to do and what courses or certifications I needed.”

Jeremy’s Transition Coach was a great help. She made sure the transition process was as clear as possible and that he utilised all the resources and supports available.

“I cannot express enough how much my career coach helped me. She really opened my eyes to what the civilian world of looking for work was like.

My advice for other members considering transitioning is to really take the time to make sure it is what you want to do.

Most importantly, engage with the transition team early. They will help you and reduce your chances of making a rash decision.”



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Department of Veterans' Affairs

The Department of Veterans' Affairs (DVA) supports the wellbeing of those who serve or have served in the defence of our nation, and their families.

Wellbeing is at the centre of everything DVA does. DVA is focused on improving the physical, mental and social health and wellbeing of veterans and their families on their whole-of-life journey—serving well, living well, to ageing well.

DVA is continually striving to deliver a better system of support and to find new and improved ways of assisting the veteran community. Acknowledging the current claims processing backlog, and with the support of the Australian Government, DVA is delivering more resources to cut waiting times while continuing to modernise technology to drive efficiencies and improve the veteran experience.

DVA provides comprehensive services for the veteran community. Veterans and families continue to benefit from a wide range of wellbeing supports to ensure they have access to opportunities to thrive and contribute to their communities after their military service.

You can access support and assistance from:

Defence All Hours Support Line: 1800 628 036

Defence Member and Family Helpline: 1800 624 608

Open Arms: 1800 011 046

How can the Department of Veterans' Affairs help?

DVA understands that making the transition from the military to civilian life can be a big change for you and your family. DVA is here to support you during your transition journey and beyond.

DVA can help you as you transition with:

- regular health checks and health treatment, including free mental health treatment
- mental health and wellness resources
- individual and family counselling
- rehabilitation support based on your needs and circumstances
- employment programs and resources.

DVA can provide financial support to help you improve or maintain your quality of life if you are injured or have a health condition because of your service. Certain DVA payments and benefits are subject to eligibility requirements.

You do not need to wait until after you leave the ADF - DVA can help you now. MyService is DVA's online platform enabling you to connect with DVA services online. Go to the below website to find out what you can do in MyService, and start managing your DVA business online.

Web: www.dva.gov.au/myservice

You can also speak to a DVA Veteran Support Officer (VSO) located on Defence bases around Australia. VSOs tailor advice for your individual circumstances and can help you understand what DVA supports and services are available.

If you are feeling worried or overwhelmed, you can access mental health support through Open Arms – Veterans & Families Counselling. Open Arms provides free and confidential counselling to current and former ADF members, along with their partners and families. Open Arms can be contacted 24 hours a day, 7 days a week. In addition, Open Arms mental health and wellbeing resources are available to everyone:

Phone: 1800 011 046

Web: www.openarms.gov.au

It is important to remember:

- transition never really stops. Whether it is three months, one year, or many years after leaving military service, DVA can help
- if you need mental health support, contact Open Arms on 1800 011 046

- to submit claim/s for any service-related injury or disease through MyService as soon as possible
- DVA provides free mental health care for veterans and counselling and support for families.

Contact DVA

Phone	1800 VETERAN (1800 838 372)
Email	GeneralEnquiries@dva.gov.au
Web	www.dva.gov.au
Facebook	www.facebook.com.au/DVAAus
YouTube	www.youtube.com/DVATVAus
Register for MyService	
Web	www.dva.gov.au/myservice

Department of Veterans' Affairs Transition support

DVA understands that transitioning from military to civilian life can be a big change for you and your family. DVA can help you at any stage of your transition journey with:

- mental health services and wellness resources
- health treatment (post-transition)
- individual and family counselling (Open Arms – Veterans & Families Counselling)
- information, advice and assistance pre and during transition – see a VSO
- employment resources and targeted support to find work
- accessing your entitlements
- rehabilitation support based on your needs and circumstances.

You don't need to wait until after you leave the ADF, DVA can help you and your family now. Remember if you are feeling overwhelmed with where to start, DVA can talk to someone else on your behalf once you have given them permission.

Things to do:

- sign up to DVA's online portal MyService or visit a VSO and a member of the team will assist you with registration
- submit a claim for any service-related injury or disease through MyService as soon as possible
- find a GP and book in a Veteran Health Check 9-12 months after transition to ensure you continue to live well
- allow a nominated representative such as a family member or organisation to speak or act on your behalf.

Phone: 1800 VETERAN (1800 838 372)

Email: GeneralEnquiries@dva.org.au

Web: www.dva.gov.au/myservice

Web: www.dva.gov.au/civilian-life/nominate-someone-act-your-behalf

Veteran Covenant

The Australian Defence Veterans' Covenant encourages Australians to recognise and acknowledge the unique nature of military service and the contribution of veterans and their families.

The Veterans' Recognition Program underpins the Covenant aims.

If you have completed at least one day of continuous full-time service, you are eligible for the Veteran Card, Lapel Pin and copy of the Covenant Oath. If you are a Reservist without CFTS you will be eligible for all or some of these items depending on your service.

The Veteran Card provides access to specific health treatment services. The Lapel Pin is another way to show you have served if not in uniform or wearing your medals or badges. The Oath is a declaration on behalf of the Australian people to give enduring and formal recognition of veterans and their families.

You can apply online for Covenant recognition through your MyService account or contact:

Phone: 1800 VETERAN (1800 838 372)

Please also refer to Veteran Concessions section below.

Web: 1800 VETERAN (1800 838 372)

Web: www.recognition.dva.gov.au

Veteran Benefits Program

In addition to providing access to health treatment services, the Veteran Card also gives you access to the Veteran Benefits Program.

If you have a Veteran Card, you or your spouse can register for a free account with Australian Partners of Defence (APOD) for discounts and offers from participating businesses across Australia.

Registration is via the APOD website using your Veteran Card number:

Web: www.apod.com.au/register

Veteran Concessions

DVA issues cards such as the Pensioner Concession Cards or health cards including the Veteran Gold Card or Veteran White Card. These may be used by state and territory governments to provide concessions or discounts for goods and services. This may include public transport, household bills (for example, water rates) and vehicle registration.

Concession eligibility is a state and territory government responsibility, therefore veterans and their families may see differences in concessions depending on which state or territory they are in.

Further concessions information can be found by visiting the relevant state and territory governments' agencies websites.

For more information visit the DVA website:

Web: www.dva.gov.au/financial-support/discounts-and-concessions

Veteran Support Officers

DVA's VSOs provide:

- personalised information and advice about DVA programs
- help for you and your family to gain access to DVA health and wellbeing support
- help to use DVA's online services, such as making a claim using MyService.

VSOs visit around 56 ADF bases nationally and can also provide remote service delivery support to serving veterans where environmental factors require it.

To make an appointment with a VSO please email the address below and provide the following:

- your full name and date of birth
- your PMKeys number
- preferred telephone contact number
- the name of your base
- the state or territory where you live.

A member of the VSO team will then be in touch to confirm an appointment.

Email: vso@dva.org.au/VSO

Web: www.dva.gov.au/VSO

DVA Transitioning Members Case Management Program

Medically and administratively transitioning ADF members with vulnerabilities or complex conditions may access a case manager. Case managers provide a primary point of contact to assist with submission of claims and accessing DVA entitlements, as well as psychosocial supports from external services.

Case managers are available by email and telephone only. This service is available through a referral from the VSO team prior to transition date or by a self-referral to:

Email: triageandconnect@dva.gov.au

Phone: 1800 VETERAN (1800 838 372)

MyService

MyService is DVA's online platform enabling veterans and their families to manage their business with DVA and connect with DVA services online. All veterans (including serving and transitioning members) and their families can have a MyService account to manage their DVA business.

MyService is the portal where you can carry out and manage most of your DVA business online and includes:

- claiming and manage income support payments
- applying for support transitioning into the civilian workforce

- requesting a DVA official letter for third parties (about payments and concession eligibilities, and Income and Assets statements)
- booking transport and claim expenses for approved medical treatment
- requesting a review of a DVA decision
- nominating a representative to help you with your DVA business
- upload supporting documentation.

MyService is continually adding more services to make it easier for you and your family to access DVA online. A VSO can sign you up and teach you how to use MyService.

For more information about MyService or to register visit:

Web: www.dva.gov.au/myservice

Get support for mental health

DVA can pay for treatment of any mental health condition regardless of whether it is service related if you have completed at least one day of continuous full-time service. This is called Non-Liability Mental Health Care.

Reservists who have not completed a period of SERVOP C (CFTS) who participated in disaster relief, border protection operations or who were involved in a serious service-related training accident may also be eligible. You can access this through your White Card.

If you already have a White Card, you can access mental health treatment straight away. If you do not have a White Card call DVA on:

Phone: 1800 VETERAN (1800 838 372)

DVA will pay for all necessary mental health costs for eligible veterans. These include:

- GPs
- psychiatrists
- allied mental health providers, including psychologists, mental health social workers and mental health occupational therapists
- pharmaceuticals
- inpatient and outpatient hospital treatment
- community-based treatment programs.

To find out more visit the free mental healthcare DVA webpage:

Web: www.dva.gov.au/health-and-treatment/injury-or-health-treatments/mental-health-care

Open Arms

Open Arms provides 24-hour free and confidential counselling and support services with an understanding of military culture and experience.

Any ADF member with one day of continuous full-time service can access Open Arms services, as can their partners and children.

Open Arms services include:

- counselling for individuals, couples and families
- coordinated care for clients with complex needs
- group programs to develop skills and enhance support
- lived experience mental health peer support services
- 24/7 telephone counselling
- suicide prevention and mental health training

- mental health literacy and awareness training
- information, education and self-help resources
- referral pathways to specialist treatment.

Web: www.openarms.gov.au

Phone: 1800 011 046

The 'Living Well' section of the Open Arms website provides information, education and digital self-help tools to maintain the mental health and wellbeing of veterans and their families.

Resources available for veterans and their families cover topics including: thriving in civilian life, drinking responsibly, exercise and rewarding activities, eating and sleeping well, managing finances, building healthy relationships, and managing pain and injury.

Web: www.openarms.gov.au/living-well

Phone: 1800 011 046

Safe Zone Support is a free and anonymous counselling line for veterans and their families. This service is available 24/7 and provides access to specialised counsellors, with an understanding of military culture and experience. The service offers care without the need for individuals to identify themselves or be concerned that their call will be recorded.

To access this support:

Phone: 1800 011 046

Psychiatric Assistance Dog Program

If you have a diagnosis of post-traumatic stress disorder (PTSD), the Psychiatric Assistance Dog Program aims to help you meet your clinical recovery goals. This includes detecting signs of distress and performing tasks to help alleviate the symptoms. It could be such things as:

- waking you if you are having a night terror
- nuzzling you to distract you from emotionally disabling symptoms
- moving you out of stressful situations.

Web: www.dva.gov.au/health-and-treatment/injury-or-health-treatments/mental-health-care/our-psychiatric-assistance-dog

Accessing your entitlements

DVA funds a range of health services to treat your accepted health conditions or mental health conditions under non-liability mental healthcare arrangements, and Non-Liability Health Care for Cancer and Pulmonary Tuberculosis.

For more information visit:

Web: www.dva.gov.au/health-and-treatment

Web: www.dva.gov.au/health-and-treatment/injury-or-health-treatments/health-services/health-services-veteran-community

Claims

It is best to lodge a claim through MyService as soon as possible for any health conditions you believe have been caused by your service, from minor to serious injuries and illnesses. Lodge a claim online with MyService, and if accepted you can gain access to benefits.

DVA can help with claims

On base VSOs can help you with information about the claim process and how to lodge your injury/illness claims with DVA online through MyService.

VSOs will provide you and your family with expert advice and support tailored to your personal circumstances. They are not advocates but will advise if you should consider advocacy support. Where an advocate is engaged, VSOs can work with your advocate to ensure your DVA business is in order.

Ex-Service Organisation Advocates are also trained to assist with claims under the *Veterans' Entitlements Act 1986*, *Safety, Rehabilitation and Compensation (Defence-related claims) Act 1988* and the *Military Rehabilitation and Compensation Act 2004* as well as assistance to access other DVA and community services. For more information visit:

Web: www.dva.gov.au/civilian-life

Web: www.advocateregister.org.au

Health and wellbeing support

Heart Health Program

The Heart Health Program aims to help you increase your physical health and wellbeing through practical exercise, nutrition and lifestyle management support. The program runs for 52 weeks and includes regular physical activity sessions tailored to your needs and fitness level and 12 health education modules.

The program covers a range of topics including; setting healthy goals, nutrition and healthy eating, physical activity, chronic conditions, quitting smoking, responsible alcohol consumption, back care, stress management and maintaining a healthy heart.

The Heart Health Program can help eligible veterans with operational or peacekeeping service and eligible ADF fire fighters. The program is offered in two formats – the Heart Health Group Program and the Heart Health Individual Program. To find out if you are eligible for this program visit the website or call Corporate Health Management.

Phone: 1300 246 262

Web: www.dva.gov.au/health-and-treatment/work-and-social-life-programs

Web: www.veteranshearthealth.com.au

Rehabilitation support and services

Rehabilitation support and services are important if you are unable to continue your ADF duties because of your injury or disease. While you are undertaking permanent or Reserve service, rehabilitation assistance is provided by the ADF. While still serving, you may also be able to access specific support services from DVA, such as assistance with domestic tasks around your home, if reasonably required due to a service injury or disease.

DVA provides rehabilitation assistance to eligible former ADF members and cadets.

No two people are the same and that is why each rehabilitation plan is tailored to suit the individual. A DVA rehabilitation program helps you:

- focus on recovery
- set a direction and goals for the future
- find suitable employment
- develop effective life and health management skills
- build connections to a new community.

DVA's whole-of-person approach ensures that you have access to clear information about your options so you can make informed choices to progress your rehabilitation goals, improve your wellbeing and adapt to, or recover from, any injury or illness related to your ADF service.

There are three types of rehabilitation that can be included in a DVA rehabilitation plan:

1. Medical Management can provide assistance to find appropriate services and health professionals to assist in managing your conditions and may help you to coordinate and attend health appointments specifically aimed at treating your conditions.
2. Psychosocial will support you with strategies to engage in the community, build resilience, find purpose, and to effectively adapt to your health conditions.
3. Vocational service will support you to translate your skills and qualifications into the civilian context, learn effective job seeking skills, and help build a meaningful career beyond the ADF.

If you have been receiving support through the ADF Rehabilitation Program, DVA will work closely with Defence to transition your rehabilitation program to a civilian context.

Web: www.dva.gov.au/health-and-treatment/injury-or-health-treatments/rehabilitation

Household services

Veterans may be eligible for domestic assistance if their service injury or disease means they are unable to manage household tasks.

Web: www.dva.gov.au/household-services

Attendant Care

Attendant care may be available if a veteran is unable to manage personal care needs due to their service injury or disease.

Web: www.dva.gov.au/attendant-care

Veterans' Home Care Program

The Veterans' Home Care (VHC) Program provides a small amount of practical help at home so you can continue to live independently. It is not designed to meet complex or high-level care needs.

Eligible veterans may be able to receive domestic help, personal care, respite care, and/or safety-related home and garden maintenance.

Web: www.dva.gov.au/vhc

Community Nursing

Nursing and personal care services provided in your home by qualified nurses and support staff. Services can include help with medication, wound care, hygiene, showering and dressing.

You may be able to receive Community Nursing if you have an assessed need for care at home and a:

- Veteran Gold Card; or
- Veteran White Card and you need this service for an accepted service-related condition.

Web: www.dva.gov.au/cn

Home Modifications

Home Modifications aim to help eligible veterans to stay independent and mobile in their home. These modifications may be provided through a Rehabilitation Plan or the Rehabilitation Appliances Program.

Rehabilitation Appliance Program (RAP)

RAP supplies items that can improve the quality of your everyday life. There is a wide range of aids, equipment and modifications available.

Web: www.dva.gov.au/rap

Family Support

DVA has a range of financial supports and services for veteran families including children. Find out more by visiting:

Web: www.dva.gov.au/financial-support/support-families

Travel for Approved Medical Treatment

All clients with Veteran Cards (Gold or White) have access to transport assistance when travelling for approved treatment within Australia. Gold Card holders have access for treatment of all conditions, while White Card holders must be travelling to receive treatment for an accepted service-related condition or for treatment of a specific condition covered under Non-liability Health Care (NLHC). How transport assistance can be accessed depends on what legislation the clients' eligibility falls under.

Web: www.dva.gov.au/health-and-treatment/local-or-overseas-medical-care

Defence, Veterans' and Families' Acute Support Package

This package provides further support for veteran families undergoing crisis, a widowed partner or a former partner of a veteran. The Defence, Veterans' and Families' Acute Support Package can help families in their time of need with child care, counselling, household assistance, services to build capacity, academic, health and wellbeing support for children, and transport to attend activities.

It will allow greater choice and flexibility to fund services that meet the specifics needs of each unique family who are accessing the package.

Web: www.dva.gov.au/financial-support/support-families/defence-veterans-and-families-acute-support-package

Education schemes

Eligible children of current and former ADF members who have either died or been severely injured as a result of their service can access support to help them with their full-time education or career training needs.

Benefits include financial assistance through an Education Allowance, as well as Additional Tuition and Special Assistance funding. Educational guidance and mental health counselling may also be facilitated for a student eligible under the Scheme.

To find out more including eligibility and the types of assistance available visit the DVA Education Schemes webpage.

Web: www.dva.gov.au/education-schemes

Respite Care

DVA provides respite care to give carers a break from caring duties. This support is available through the Veterans' Home Care program.

For more information regarding respite care and carer assistance visit:

Web: www.dva.gov.au/health-and-treatment/care-home-or-aged-care/services-support-you-home/respice-care

Income support and interim financial support

DVA provides a range of financial support to help veterans and their families. This includes payments like the Partner Service Pension and Veteran Payment for partners.

For further information regarding financial support visit:

Web: www.dva.gov.au/financial-support/income-support

Compensation

Families of a veteran may receive compensation in the event of the death of the veteran if it is related to service or if their injuries/diseases were assessed at/or above certain thresholds.

Open Arms

Open Arms is a national mental health service that provides 24-hour free and confidential counselling, group programs and suicide prevention training for current and ex-serving ADF members and their families, including partners and children.

Former partners are also eligible within five years of a relationship breakdown, or while co-parenting a child under the age of 18 years.

Open Arms counselling takes a tailored approach to work with clients to enhance mental health and wellbeing through individual, couples and family counselling to provide help and support for:

- relationship and family issues
- transitioning to civilian life
- anxiety
- depression.

Web: www.openarms.gov.au

Programs

Open Arms programs include therapeutic treatment groups, lifestyle and relationship programs, ADF transition, and suicide awareness and prevention. Programs generally involve a small group of veterans led by 1-2 experienced facilitators with an extensive understanding of veteran issues and focuses on improving mental health and wellbeing.

- **Recovery from Trauma** – A program to help understand and manage the impact of trauma on you and your family
- **Sleeping Better** – A program to help you manage disturbed sleep
- **Understanding Anxiety** – A program that teaches you strategies and skills for managing anxiety

- **Transition** – A workshop that examines the civilian transition process in both practical and emotional terms (Stepping Out)
- **Building Better Relationships** – A program to help you rediscover what's important in your relationship and to rebuild a relationship with your partner
- **Relaxation and Stress Management** – Practical skills that can be used in everyday life to de-stress
- **Managing Anger** – A program to help you understand anger and aggression (doing anger differently).

Peers

The Open Arms Community and Peer Program is delivered by Peer Workers who bring a dual 'lived experience' of military service/military life and mental health recovery. Our Peers are representatives of the Navy, Army and Air Force ex-Service communities and Defence families.

Peer Workers work collaboratively with clinicians to support a comprehensive, holistic and wrap-around 'roadmap' for recovery driven by the needs of the veteran or family member.

Open Arms Peers are trained as Mental Health Peer Workers. They have an excellent understanding of the local support services and work collaboratively with veteran and family supports, services and networks and community agencies.

Peers can also provide linkages and referrals to other activities and services, including Open Arms counselling and group programs.

Peers can assist with:

- navigating transition and post-service identity for both veterans and families
- personal relationships and family dynamics, including managing change
- building connections and engaging with what's important
- identifying education and employment goals and navigating finances

- improving physical health
- making sense of mental health and creating a pathway to recovery, acknowledging that a mental health diagnosis does not restrict your ability to lead a whole and fulfilling life
- understanding and managing stress and distress, including thoughts of suicide
- taking care of yourself as you care for others.

To get support or to find out more, call or visit:

Phone: 1800 011 046

Web: www.openarms.gov.au

Compensation for injuries

Incapacity benefits – are payments for economic loss due to the inability (or reduced ability) to work because of an injury or disease that has been accepted as service related. Incapacity benefits represent the difference between your normal earnings (the amount you were earning prior to the injury or incapacity) and your actual earnings at the time you are incapacitated for service or work.

Web: www.dva.gov.au/financial-support/income-support/support-when-you-cannot-work/what-are-incapacity-payments-and-how

For an accepted condition under the Veterans' Entitlements Act 1986 (VEA) visit:

Web: www.dva.gov.au/financial-support/compensation-claims/claims-if-you-were-injured-1-july-2004/vea

Permanent Impairment compensation – paid in respect of any permanent physical and/or mental impairment in combination with any lifestyle restrictions resulting from your accepted conditions.

For an accepted condition under the Military Rehabilitation and Compensation Act (MRCA) visit:

Web: www.dva.gov.au/financial-support/compensation-claims/claims-if-you-were-injured-after-30-june-2004/benefits-if-you

For an accepted condition under the Safety, Rehabilitation and Compensation Act 1988 (Defence-Related Claims) (DRCA) visit:

Web: www.dva.gov.au/financial-support/compensation-claims/claims-if-you-served-1-july-2004/drca/support-under-drca/

If you receive more than one type of compensation for the same injury or disease, offsetting provisions may apply.

Your dependants may receive compensation in the event of your death if it is related to your service or if your injuries/diseases were assessed at/or above certain thresholds.

Motor Vehicle Compensation Scheme – you may be eligible for assistance toward the cost of necessary motor vehicle modifications due to your accepted service condition or a suitable and clinically required motor vehicle in certain limited circumstances. This scheme is available to clients with claims accepted under the MRCA.

Web: www.dva.gov.au/health-and-treatment/help-cover-healthcare-costs/help-your-vehicle-costs/motor-vehicle-compensation

For veterans with eligibility under the VEA - the Vehicle Assistance Scheme can help with a car and car costs if a service-related injury has severely reduced an eligible veteran's mobility.

Web: www.dva.gov.au/financial-support/help-your-vehicle-costs/vehicle-assistance-scheme

Income support

Means tested income support payments and benefits are available to eligible veterans and their partners. Dependants may also be eligible for a service pension.

For more information regarding Qualifying Service visit:

Web: www.dva.gov.au/qualifying-service

For the Service Pension overview visit:

Web: www.dva.gov.au/financial-support/income-support/service-pension

An Income Support Supplement is also payable to certain war widows and wholly dependent partners.

An Income Support Allowance is available for certain DVA disability pensioners eligible for income support from Centrelink.

For Income Support information visit:

Web: www.dva.gov.au/financial-support/income-support

Some veterans and their partners who receive a Disability Pension from DVA can have their Age Pension paid by DVA.

For Social Security Age Pension overview visit:

Web: www.dva.gov.au/financial-support/income-support/support-when-you-cannot-work/pensions/social-security-age-pension

Interim financial support

The Veteran Payment provides interim financial support to eligible current and former members of the ADF who lodge a claim for a mental health condition. Partners may also be eligible.

For more information visit:

Web: www.dva.gov.au/veteran-payment-overview

You can claim and manage your veteran payment through MyService:

Web: www.dva.gov.au/myservice

Employment resources

DVA can also help you transition to civilian employment with resources and practical information.

The Prime Minister's Veterans' Employment Program website provides links to funded programs to assist you and in some circumstances, your partner, to gain employment or explore business ownership and information to help you with:

- transitioning into the civilian workforce
- translating your skills
- identifying businesses that support the employment of veterans.

Web: www.veteranemployment.gov.au

Reserve Service and DVA

Reservists can also access support and services from DVA.

If you have Reserve service since 1 July 2004, for more information and advice visit:

Web: www.dva.gov.au/financial-support/compensation-claims/claims-reservists

If you have Reserve service prior to 1 July 2004, for more information and advice visit:

Web: www.dva.gov.au/financial-support/compensation-claims

Contact DVA

Phone	1800 VETERAN (1800 838 372)
Email	GeneralEnquiries@dva.gov.au
Facebook	www.facebook.com.au/DVAAus

Go online

Web	www.dva.gov.au
Web	www.openarms.gov.au
Web	www.veteranemployment.gov.au
Web	www.dva.gov.au/transition

Make an appointment on base with a Veteran Support Officer

Email	VSO@dva.gov.au
Web	www.dva.gov.au/VSO

Visit a DVA office

Web	www.dva.gov.au/locations
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Stay updated

Keep your details updated in MyService so DVA can contact you and provide you with the best support.

Register now at:

Web	www.dva.gov.au/myservice
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**COMMONWEALTH
SUPERANNUATION
CORPORATION**

TRANSITION STORY

Leading Seaman Roger joined the Royal Australian Navy in July 1968 to experience life outside of Alice Springs and to travel the world. Over 50 years later he has retired from permanent service and is enjoying the transition to civilian life.

“Mine has been a gradual and smooth transition from military to civilian life and I have been very well supported by the Navy and the ADF. They were so good and quick to act to ensure I was medically fit and healthy before I transitioned.”

Roger encourages other ADF members to take advantage of the ADF Member and Family Transition seminars.

“You should actually look to attend a couple of Seminars over your career — one earlier on and then again as part of your transition. They provide insight into what support and assistance is available to you.”



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Commonwealth Superannuation Corporation

Commonwealth Superannuation Corporation (CSC) is the Trustee for the Military Superannuation and Benefits Scheme (MilitarySuper) and ADFSUPER and administrator of the Defence Force Retirement and Death Benefits Scheme (DFRDB) and ADFCover.

Your Superannuation

It is important to know your superannuation options throughout your career as well as when you are transitioning. In general, these will vary based on:

- your personal circumstances
- your scheme
- life events
- your mode of transition.

CSC has services for members and families designed to help you navigate your options, including webinars, seminars and member consultations at select locations across the country. Member consultations are in high demand and limited so we always suggest calling for any help.

For more information on these services, visit the CSC website at:

Web: www.csc.gov.au

Resignation and retirement

For members planning to transition from the ADF, your first action should be to contact the CSC Engagement team for your scheme. The CSC Engagement team will be able to provide you with an estimate of your resignation or retirement benefit to assist you in making decisions impacting your future. The team will be able to provide you with information during your initial call or at a time that suits you in the future.

Information on your benefit and scheme rules can be found via factsheets, education content and forms available from the CSC website:

Web: www.csc.gov.au/Members/Advice-and-resources

Medical transition

If you have had a Military Employment Classification Review Board (MECRB) decision to separate from the ADF under medical grounds, our CSC team will be able to support you with the CSC component of the medical transition process.

You will be assigned a dedicated case manager once CSC receives notification of your transition date from Defence. This usually occurs 3-4 months prior to transition. Your case manager is there to support you through the process and will facilitate an in-depth one-on-one consultation, detail the classification process and explain any applicable payments you may be entitled to as a result of your medical transition.

If your transition date is outside of the 3-4 month window, visit the CSC website at:

Web: www.csc.gov.au/Members/Advice-and-resources/ADF-Medical-Transition/

Member Services Online

Your Member Services Online (MSO) account provides you with access to the i-estimator tool and your annual statements that will help you understand your superannuation as you approach your transition.

For those who want to get started and access MSO, visit the CSC website and click on 'Login' at the top right of the website.

Web: www.csc.gov.au

Contributing to your superannuation post-transition

DFRDB and MilitarySuper members are only able to contribute to their superannuation scheme whilst undertaking active service. Once you have transitioned from full-time service you will not be able to make contributions to DFRDB or MilitarySuper.

ADFSuper members can keep ADFSuper as your fund of choice even after you have transitioned as long as you have at least 12 months continuous service.

For more information visit the CSC website at:

Web: www.csc.gov.au/Members/Superannuation/Changing-jobs

Vets Hub

The Vets Hub is an online community dedicated to improving financial wellbeing for Australian veterans and military families. The Vets Hub provides a collaborative network of services that are easy to navigate, allowing veterans and families to access the right support and information for them during various stages of their lives.

For more information on the Vets Hub, visit the CSC website at:

Web: www.csc.gov.au/Members/Advice-and-resources/Vets-Hub

CSC Financial Planners

If you want to get into the detail of your personal circumstance and are looking for advice on your options and your financial future, you may wish to speak to one of CSC's authorised financial planners.

Find out more information about CSC Financial Planning at:

Web: www.csc.gov.au/Members/Advice-and-resources/Financial-planning

CSC's authorised financial planners are authorised to provide advice by Guideway Financial Services. (ABN 46 156 498 538, AFSL 420367). Guideway is a licensed financial services business providing CSC financial planners with support to provide members with specialist advice, education and strategies.

Useful contacts

You can call the CSC customer contact centre on the numbers listed below.

MilitarySuper	
Phone	1300 006 727
Email	members.adf@contact.csc.gov.au
Defence Force Retirement and Death Benefits Scheme	
Phone	1300 001 677
Email	members.adf@contact.csc.gov.au
ADF Super	
Phone	1300 203 439
Email	members@adfsuper.gov.au
Financial Advice	
Phone	1300 277 777

Notes

Lined area for notes.



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SERVICES
AUSTRALIA

TRANSITION STORY

When Phillip transitioned from permanent service in January 2001, the process was very different to the one that he now assists ADF members to navigate.

“The Defence Force Transition Program has gone through a huge transformation. We have moved from providing purely administrative assistance to providing each transitioning member with a qualified career development coach.

This means we can now provide the tools transitioning members and their families need to reach their post-transition goals.

Members and their families need to give themselves enough time to experience the full transition process. The more you can do while you are still in the ADF, the easier you will find your transition when the time comes.

I love my job and I love helping current members transition to civilian life. One of the best feelings I get as a coach is when a transitioned member expresses their gratitude for the coaching and guidance they have received during this sometimes nerve-wracking time in their life.”



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Services Australia

Services Australia provides services to almost every Australian at some point in their lives. They are committed to delivering simple, helpful, respectful and transparent services to their customers, and using customer insights to design and improve the Services Australians experience.

As the government's primary service delivery agency, Services Australia delivers high-quality, accessible services and payments on behalf of government.

Services Australia is responsible for:

- the Centrelink, Medicare and Child Support programs
- 318 service centres around Australia. This includes 16 remote service centres and 3 mobile service centres.
- 576 Agents and Access Points
- one of the largest call operations in the Southern Hemisphere.

In the 2021-22 financial year, Services Australia:

- provided payments totaling \$226.7 billion
- provided emergency pandemic payments totaling \$14.8 billion
- processed over 517 million claims
- handled 416 million customer interactions, including phone calls, service centre visits and self-serve interactions
- facilitated Child Support payments of \$1.8 billion.

For information about the payments and services available and to consider your eligibility, visit:

Web: www.servicesaustralia.gov.au

Services Australia also delivers and operates myGov.

myGov is an online digital service, available as a website and a mobile app. It provides you with a simple and easy way to access online government services all in one place.

Web: my.gov.au

Centrelink

Centrelink delivers payments and services for:

- job seekers
- older Australians
- families
- students, trainees and apprentices, carers
- people with disability
- Indigenous Australians
- people from culturally and linguistically diverse backgrounds.

Centrelink also provides special assistance at times of crisis. You need to keep your information and circumstances up to date. If your circumstances change, you need to tell Services Australia as soon as possible to make sure payments are correct. You can do this using your Centrelink online account or the Express Plus Centrelink mobile app.

For more information about Centrelink visit:

Web: www.servicesaustralia.gov.au/centrelink

Child support

Child support helps separated parents to ensure their children are supported through the Child Support Scheme.

You can contact Services Australia to discuss how your transition may affect your child support assessment and your options. This may include a change of location, income, employer deductions or your care arrangements. You need to keep your information and circumstances up to date. If your circumstances change, you need to tell Services Australia as soon as possible to make sure payments are correct. You can do this using your Child Support online account or the Express Plus Child Support mobile app.

For more information about Child Support visit:

Web: www.servicesaustralia.gov.au/childsupport

Concession and health care cards

Concession and health care cards help you access cheaper health care services and medicines. The cards also provide some discounts from state and local government authorities and private businesses.

Not all card types get the same type and amount of concessions. Depending on your circumstances, your concession or health care card may also cover your partner and your children.

For more information:

Web: www.servicesaustralia.gov.au/concession-and-health-care-cards

Medicare

Medicare helps Australians with the cost of health care. Medicare makes some medicines more affordable and helps with the cost of necessary healthcare through programs such as the Medicare Benefits Scheme, Pharmaceutical Benefits Scheme, and the Australian Immunisation Register.

You must be enrolled in Medicare to access health benefits. Find out how to enrol at:

Web: www.servicesaustralia.gov.au/enrolmedicare

Once you're enrolled, you can do most of your Medicare business using your Medicare online account or the Express Plus Medicare mobile app.

For more information about Medicare, visit:

Web: www.servicesaustralia.gov.au/medicare

myGov

myGov is a simple, secure way to access government online services in one place. myGov can also help you find information about government payments and services relevant to your situation.

You can use your myGov account to link and access government services including:

- Medicare
- Australian Taxation Office
- Centrelink
- Child Support
- National Disability Insurance Scheme
- Individual Healthcare Identifiers Service

- Workforce Australia
- My Aged Care
- My Health Record
- Department of Veterans' Affairs
- National Redress Scheme
- National Cancer Screening Register
- Housing Vic online services
- State Revenue Office Victoria
- Department of Health applications portal.

To create a myGov account and link your services visit:

Web: www.my.gov.au

myGov app

The myGov app is a secure and convenient option to access myGov on your mobile. It's simpler to sign in, easier to view your myGov inbox and quicker to access your services.

The app has a digital wallet where you can securely store some government digital cards and certificates.

To find out more and download the app, go to:

Web: my.gov.au/app

Notes



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**ONGOING
SUPPORT**

TRANSITION STORY

Lieutenant Commander Errika was just 13 when she went to an Australian submarine open day with her father. From that moment, she knew she wanted to join the Royal Australian Navy.

“After 12 years of service I transitioned to the Reserves. Since then I’ve worked in the Defence industry specialising in the design and production of military logistic systems and support equipment”.

Errika’s advice to other transitioning members is to seek connection with local community, and consider Reserve service.

“It’s been such an honour to return at this point in my life and offer my experience to the next generation of Royal Australian Navy members. The Total Workforce System allows flexibility, with short and longer term roles all over Australia.”



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Ongoing Support

Transitioned members can access transition support through their local ADF Transition Centre for up to 24 months post-transition. Details of the ADF Transition Centre nearest to you can be found in Section 17.

Outside of this timeframe, and for any immediate concerns during or post-transition, you can contact the Defence Member and Family Helpline:

Phone: 1800 624 608

Email: memberandfamilyhelpline@defence.gov.au

Chaplaincy support

Pastoral, spiritual, religious or links to welfare support can be provided or facilitated through Defence Chaplaincy.

Chaplains provide care to members and their families. Chaplains are available 24/7 through an on-call system.

To speak to a Chaplain in your area call:

Phone: 1800 333 362

Veterans' and Families' Hubs

Veterans' and Families' Hubs offer a one-stop shop for local veteran services, which may include physical and mental health services, wellbeing support, advocacy, employment and housing advice, and social connection.

The hubs provide a space for veteran service and advocacy organisations to co-exist, and deliver integrated support in partnership with ex-service, veteran focused, community and other organisations, and services provided by state and territory governments. The services at hubs are available to all current and former serving ADF members, including Reservists, and families.

Web: www.dva.gov.au/vfhubs

Feedback

Do you have any feedback on this guide? We're keen to hear your thoughts.

- Have we missed any information you needed during transition?
- Is any of our content wrong?
- What did you find useful about the guide?

Please email your feedback to:

Email: transition.support@defence.gov.au

We look forward to receiving your feedback and wish you a successful transition.



USEFUL INFORMATION

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ADF Transition Centres

NEW SOUTH WALES

Defence Plaza, Sydney

Phone 02 8440 0754

Email transition.syd@defence.gov.au

Holsworthy Barracks

Phone 02 8108 2337

Email transition.liverpool@defence.gov.au

RAAF Richmond

Phone 02 8440 0754

Email transition.richmond@defence.gov.au

RAAF Williamtown

Phone 02 4078 4778

Email transition.wlm@defence.gov.au

Shoalhaven (HMAS Albatross)

Phone 02 8108 2337

Email transition.shoalhaven@defence.gov.au

Riverina (Kapooka)

Phone 02 5942 9513

Email transition.rmv@defence.gov.au

Bandiana

Phone 02 6053 1410

Email transition.rmv@defence.gov.au

ADF Transition Centres

AUSTRALIAN CAPITAL TERRITORY

JTA Deakin, Canberra

Phone 02 6265 8806

Email transition.cbr@defence.gov.au

Reserve Transition Centre

Phone 02 6265 8806

Email transition.reserve@defence.gov.au

VICTORIA / TASMANIA

Defence Plaza, Melbourne

Phone 03 9200 0171

Email transition.victas@defence.gov.au

QUEENSLAND

Gallipoli Barracks

Phone 07 3320 2404

Email transition.sthqld@defence.gov.au

Lavarack Barracks

Phone 07 4411 7963

Email transition.nthqld@defence.gov.au

Amberley

Phone 07 3320 2404

Email transition.amb@defence.gov.au

ADF Transition Centres

NORTHERN TERRITORY

Robertson Barracks

Phone 08 7971 6840

Email transition.nt@defence.gov.au

SOUTH AUSTRALIA

Edinburgh Park

Phone 08 8288 4328

Email transition.sa@defence.gov.au

WESTERN AUSTRALIA

Leeuwin Barracks

Phone 08 9580 4584

Email transition.wa@defence.gov.au

RAAF Base Pearce

Phone 08 9580 4584

Email transition.wa@defence.gov.au

HMAS Stirling

Phone 08 9580 4584

Email transition.wa@defence.gov.au

ADF Member and Family Transition Seminar Schedule

Canberra Seminar	Tuesday	14 February 2023
Virtual Live Seminar	Wednesday	22 February 2023
Brisbane Seminar	Tuesday	28 February 2023
Sydney Seminar	Thursday	09 March 2023
Virtual Live Seminar	Thursday	16 March 2023
Adelaide Seminar	Wednesday	22 March 2023
Virtual Live Seminar	Wednesday	05 April 2023
Darwin Seminar	Wednesday	19 April 2023
Virtual Live Seminar	Wednesday	10 May 2023
Wagga Wagga Seminar	Wednesday	17 May 2023
Perth Seminar	Wednesday	24 May 2023
Townsville Seminar	Wednesday	31 May 2023
Melbourne Seminar	Wednesday	07 June 2023
Virtual Live Seminar	Thursday	15 June 2023
Ipswich Seminar	Wednesday	21 June 2023
Newcastle Seminar	Wednesday	28 June 2023
Sale Seminar	Wednesday	12 July 2023
Shoalhaven Seminar	Wednesday	19 July 2023
Virtual Live Seminar	Wednesday	26 July 2023

ADF Member and Family Transition Seminar Schedule

Cairns Seminar	Thursday	03 August 2023
Albury Seminar	Wednesday	16 August 2023
Virtual Live Seminar	Thursday	17 August 2023
Canberra Seminar	Tuesday	22 August 2023
Tindal Seminar	Wednesday	30 August 2023
Virtual Live Seminar	Thursday	07 September 2023
Adelaide Seminar	Wednesday	13 September 2023
Hobart Seminar	Wednesday	20 September 2023
Melbourne Seminar	Thursday	12 October 2023
Virtual Live Seminar	Wednesday	18 October 2023
Brisbane Seminar	Tuesday	31 October 2023
Virtual Live Seminar	Wednesday	15 November 2023
Sydney Seminar	Wednesday	22 November 2023
Virtual Live Seminar	Wednesday	06 December 2023

List of Web Forms

The following forms are referenced in this guide:

- *AC853 Application to Transfer Within or Separate from the ADF*
- *AC853-2 ADF Transition Clearance*
- *AC853-3 Defence Force Transition Program Application*
- *AE380 Tri Service Notification of ADF Reserve Service*
- *AE427 Service Category Form*
- *AE785 Statement of Service and Transfer of Leave Liability*
- *AE916 Conflict of Interest Declaration*
- *AE918 Notification of Post Separation Employment*
- *AE959 Reserve Service Day Allocation*
- *AF103 Request for Prior Service Details (ADF Members, ASD and APS Employees)*
- *DM042 Invalidity Retirement from the Defence Force Medical Information*
- *PM615 Consent for the Disclosure of Health Information.*

Acronyms

AA	Approved Absence
ADF	Australian Defence Force
ADFFSCC	ADF Financial Services Consumer Centre
ADFTC	ADF Transition Centre
ADFTCR	ADF Transition and Civil Recognition
ADFRP	ADF Rehabilitation Program
AIRN	Army Individual Ready Notice
APOD	Australian Partners of Defence
APS	Australian Public Service
ASL	All-hours Support Line
ATO	Australian Tax Office
CAG	Career Advisory Group
CFTS	Continuous Full-time Service (SERVOP C)
CMA	Career Management Agency
CMS	Card Management System
CSC	Commonwealth Superannuation Corporation
CTC	Career Transition Coaching
CTT	Career Transition Training
DCAC	Defence Common Access Card
DFA	Defence Families of Australia
DFRDB	Defence Force Retirement and Death Benefits Scheme

DFTP	Defence Force Transition Program
DHA	Defence Housing Australia
DHOAS	Defence Home Ownership Assistance Scheme
DMFS	Defence Member and Family Support
DPC	Defence Purchasing Card
DRES	Defence Reserves and Employer Support
DSH	Defence Services Homes
DSNSG	Defence Special Needs Support Group
DVA	Department of Veterans' Affairs
EDLO	Education Liaison Officer
ESO	Ex-Service Organisation
ESPS	Employer Support Payment Scheme
ESSP	Employer Support and Service Protection
FBT	Fringe Benefits Tax
GP	General Practitioner
HADR	Humanitarian Assistance and Disaster Relief
HPAS	Home Purchase Assistance Scheme
HPSEA	Home Purchase or Sale Expense Allowance
IR	Individual Readiness
JHC	Joint Health Command
JRWG	Joint Reserves Working Group
JSSD	Joint Support Services Division
JSP	Job Search Preparation

JTA	Joint Transition Authority
LSL	Long Service Leave
MCA	Members' Choice Accommodation
MEC	Military Employment Classification
MSBS	Military Superannuation and Benefits Scheme (MilitarySuper)
NPCMA	Navy People Career Management Agency
NPP	National Priority and Planning
OJE	On-the-job Experience
P&IE	Policy and International Engagement
PEAP	Partner Employment Assistance Program
PCEP	Personalised Career and Employment Program
PHE	Periodic Health Exam
PMKeys	Personal Member Identification and Management System
PSS	PMKeyS Self Service
RAP	Reserve Assistance Program
RE	Regional Engagement
RFBA	Reportable Fringe Benefits Amount
RPL	Recognised Prior Learning
RSD	Reserve Service Day
SERCAT	Service Category
SERVOP	Service Option
STRP	Short Term Reserve Position

Notes



Australian Government
Defence



**WHAT'S YOUR
GAME PLAN?**

TALK TO A
TRANSITION COACH

