



Australian Government

Defence

ADF MEMBER AND FAMILY TRANSITION GUIDE



2024-25

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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For enquiries about obtaining copies of this publication, contact your local Transition Centre : www.defence.gov.au/transition

Do you have any feedback on this guide? The Joint Transition Authority is keen to hear your thoughts. Please email your feedback to:

jta.engagement@defence.gov.au.

We look forward to receiving your feedback and wish you a successful transition.

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FOREWORD

As the Chief of Personnel, I have the responsibility and privilege of managing Australian Defence Force (ADF) personnel throughout their career lifecycle. This includes enabling health, wellbeing, education and support services for our people and their families.

Transition from ADF service may be a life changing event for you and your family, and I recognise for some it can be challenging. The ADF Member and Family Transition Guide (the Guide) has been developed to help you and your family navigate the range of supports and assistance available.

Defence has been working to find more ways to support our people and their families across a range of areas. Our program of supports and assistance span areas including health, finance, education and employment, and are designed to enable transitioning personnel to develop a new sense of purpose. This purpose can assist in navigating and integrating into the civilian community.

The Guide is intended to be informative, to help you and your family take the steps towards a successful transition into civilian life. It is a ready reference to guide you through the administrative processes, advise you what is available, and where to go for different aspects of the transition journey.

As you transition from military ways of life, I would like to take the opportunity to thank you for your service and all you have done to contribute to our nation.

We couldn't do what we do without the commitment and dedication of you and your families. Whether you decide to continue your connection with the ADF in another Service Category or as part of our wider Defence community, you remain important to Defence.

Thank you for all that you do to support Defence and best wishes on your transition, please reach out to your Transition Coach should you need further assistance.

Lieutenant General Natasha Fox AO, CSC
Chief of Personnel





INTRODUCTION

INTRODUCTION TO TRANSITION

Transition from military to civilian life is a journey every ADF member will one day take.

Transition might be for a change of career, due to changes in personal circumstances, following a Service decision or due to retirement.

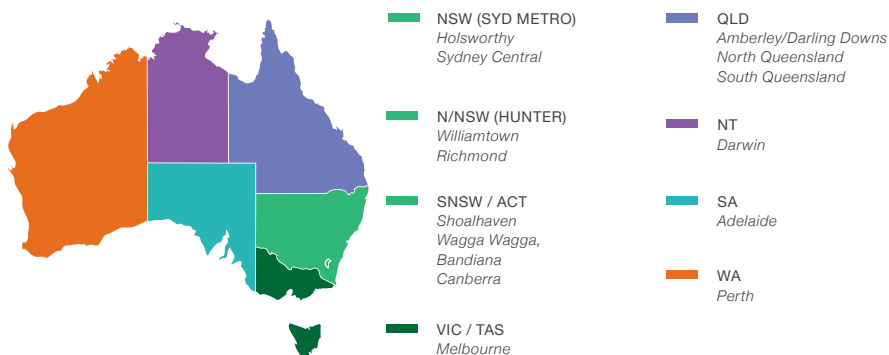
Every transition story is unique.

The good news is that Defence provides a wide range of supports to help you thrive through your transition journey and into your future.

These supports are available during service and for up to 24 months following your transition date (the date of your separation from the ADF or transfer to another Service Category).

Whatever the reason for your transition, Defence's support programs are available to all members with more than one day of service.

These support programs, known collectively as the 'Defence Force Transition Program (DFTP)' (see Section 3), are delivered by Joint Transition Authority (JTA) Transition Coaches through a national network of 15 ADF Transition Centres.



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

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

This is a reference book and is not meant to be read cover-to-cover.

You can use the section tabs to locate the content that is useful to you.

This Guide will provide you with information about the DFTP, the administrative and other requirements of transition, the personal, family and lifestyle matters you may need to consider and details of the supports provided by other Commonwealth agencies (Department of Veterans' Affairs, Commonwealth Superannuation Corporation and Services Australia).

The most important thing to remember is that you are not alone: A Transition Coach will help you navigate Defence's comprehensive range of supports and programs that will help you prepare for your transition journey.



PREPARING FOR YOUR TRANSITION

The more prepared you are, the easier it will be to navigate any challenges you encounter on your transition journey.

Consulting this Guide is a great first step toward preparedness. Other things you can do include:

- visiting the transition website (www.defence.gov.au/transition)
- attending an ADF Member and Family Transition Seminar (the 2024 schedule can be found in Section 15)
- researching the DFTP (Section 3)
- reaching out to your local Transition Centre and arranging 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. A Transition Coach can assist you with this.

You will also be asked to complete a Transition Preparedness Questionnaire. Your answers to the Transition Preparedness Questionnaire 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 and allow your Chain of Command to support you.

YOUR FAMILY

There are many things to think about when you transition, but one of the most important considerations is how your transition impacts your family.

'Family' can mean your partner, spouse, parents, children, extended family, carers and/or support people.

Your family will be among your primary supports throughout your transition journey.

It is important to recognise, however, that they will be going through their own transition too. Your family's lives, and their sense of identity, purpose and community, may be impacted just as much as yours when you transition.

Planning together and supporting each other throughout transition, is a good foundation for your post-transition life.

Some things to consider include:

- transition may mean finding a new home, new responsibilities and changes in schools, jobs and friends
- families may feel a loss of identity
- families may find relief in the decision, seeing opportunities for more time together
- there may be a need to renegotiate family roles and responsibilities
- the importance of clear communication
- it is beneficial to include your family in your transition coaching and planning sessions



SUPPORT

If you have questions or concerns about the transition from ADF to civilian life, or need assistance with some of the practical aspects, you should never hesitate to reach out to someone you trust for help and advice.

You may want to speak to:

- a friend
- a family member
- a Transition Coach
- a co-worker
- a Chaplain
- a Psychologist or Social Worker
- your Chain of Command

You can also 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

Do:

- take time to reflect on the changes you are considering, and investigate your options
- talk with your partner/family about the changes you are considering
- 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 family's health and wellbeing
- engage with a Transition Coach early to assist you through your transition
- seek financial advice when preparing for civilian life

Don't:

- assume there will be no challenges on your transition journey
- just let things happen – have a plan
- assume your partner/family will transition with no difficulty
- over-commit yourself financially during and post-transition

Notes



01

**TRANSITION
CHECKLIST**

TRANSITION CHECKLIST

The Transition Checklist on the following pages shows possible actions you may take to investigate, prepare for and then undertake your transition.

Every transition journey is unique and, depending on your circumstances, you will likely not need to complete every listed task.

Talking to a Transition Coach and/or your Chain of Command will help you to understand the administrative tasks required in your personal situation.

The Transition Checklist will also help you understand the steps/stages of the transition process.

If you have decided to transition, it is also a practical tool that you can follow to ensure you are aware of the necessary steps.

The Checklist is broken down into a generalised timeline for a member's transition:

- the things you should do throughout your career
- the things you should do if you are considering transition
- the things you should do if/when you have made the decision to separate or transfer

There is also a section on things to do after your transition date.



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 15 or visit www.defence.gov.au/transition.
- ☐ 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: 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.
- ☐ 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: www.defence.gov.au/adcf/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: 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: 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: 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 transfer to SERCAT 6 (permanent part-time) or transfer to a Reserve SERCAT.
- ☐ Consider if a Service transfer or trade transfer could be an option for you.
- ☐ Contact your local ADF Transition Centre to discuss transition with a Transition Coach.
- ☐ 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 15 or visit www.defence.gov.au/transition.
- ☐ 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.
- ☐ Consider where your post-transition home location will be. Contact Toll Transitions for information about any removal assistance to which you may be entitled: 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, allow time to ensure you have an up to date Will when leaving the ADF.

DECIDED TO TRANSITION

- ☐ Book your transition planning and coaching sessions with a Transition Coach.

Transition Administration

- ☐ If transitioning voluntarily, complete Form AC853 - *ADF Application to Transition*. When completing the form, you will be asked to complete the Transition Preparedness Questionnaire.
- ☐ Engage with a Transition Coach.
- ☐ 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 Defence-sponsored passports.
- ☐ 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.
- ☐ Cancel and destroy your Defence Purchasing Card (DPC) after processing any outstanding transactions.
- ☐ Return your Defence laptop, phone and other any Defence assets to your Unit.
- ☐ Submit all leave requests.
- ☐ Apply to transfer leave entitlements if you are moving to a Commonwealth Government employer (Form AE785).
- ☐ Arrange to transfer your ADF drivers licence to a civilian licence in the state you are going to live.
- ☐ Download a copy of your service record from PMKeyS.
- ☐ Complete Form PM615 to request your medical records through Joint Health Command.

- ☐ Contact Defence Honours and Awards to claim your full medal entitlement: www.defence.gov.au/medals.
- ☐ Ensure that your Chain of Command have closed off/managed all outstanding events in Sentinel.
- ☐ Arrange your Security Off-Boarding Brief with your Unit Security Officer and complete Form XP101 - *Declaration of Secrecy on Cessation of Duties*.
- ☐ Return all public-issued clothing and equipment.
- ☐ Ensure your Will is up to date.

Reserves

- ☐ Talk to your Unit and family about what Reserve SERCAT and option will suit your circumstances.
- ☐ Create a ForceNet account: www.forcenet.gov.au.

Career Development and Civil Recognition

- ☐ 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
- ☐ Contact ADF Civil Recognition to have your Defence skills translated into civilian qualifications: www.defence.gov.au/adca/adfcr.
- ☐ 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 15 or visit www.defence.gov.au/transition.
- ☐ If applicable, acquire an appropriate wardrobe for your post-transition employment.
- ☐ Create a professional social media profile e.g. LinkedIn profile.
- ☐ Visit Workforce Australia: www.workforceaustralia.gov.au.
- ☐ Visit Veterans Temporary Employment Register: www.defence.gov.au/jobs-careers.
- ☐ Visit APSJobs: 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: 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: my.gov.au.
- ☐ Submit any Commonwealth Superannuation Corporation (CSC) invalidity forms, if applicable.
- ☐ Consider private health insurance.
- ☐ Request a health insurance letter from your Transition Coach.

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.
- ☐ Decide if you will buy or rent.
- ☐ Inform Defence Housing Australia (DHA) of your intent to transition from the ADF: www.dha.gov.au.
- ☐ Submit request for accommodation extension (if required): www.dha.gov.au.
- ☐ Seek approval to live on base after your transition (if required).
- ☐ Contact Toll Transitions to determine your removal entitlement: tws.defenceuniform.movemaestro.com.

- ☐ Contact your local Defence Relocation and Housing Management team if you need assistance: SEGDRHM@defence.gov.au.
- ☐ If you are buying a house, enquire about the Defence Home Ownership Assistance Scheme (DHOAS) and get a DHOAS Subsidy Certificate: 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: www.defence.gov.au/transition.
- ☐ Visit the Defence website for information about the programs and services available to your partner and family: 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 can 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: my.gov.au.
- ☐ Apply for a Medicare card if you don't already have one: www.servicesaustralia.gov.au.
- ☐ Talk to a Transition Coach about requesting a Centrelink Employment Separation Certificate.
- ☐ Update your details with Services Australia (Medicare, Centrelink, Child Support): www.servicesaustralia.gov.au.
- ☐ Talk to a Transition Coach about accessing DVA Services.
- ☐ Apply for a DVA White Card: 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.
- ☐ Complete the Post-transition Questionnaire which you will receive 6 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 you require assistance, contact the Defence Member and Family Helpline: 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

Notes



02

TRANSITION
ADMINISTRATION

SUMMARY

- Transition Coaches at an ADF Transition Centre will assist you to understand and meet your transition administration requirements.
- Transition administration is undertaken by all members, regardless of the length of your ADF career, or your mode of transition.
- You will be required to complete transition clearances including a Security Off-Boarding brief and a declaration of Secrecy.
- Your ID (DCAC), Defence Travel Cards (DTCs), Defence Purchasing Cards (DPCs), ADF ICT equipment, public-issued combat clothing, official and diplomatic passports must all be returned.
- Your final pay, including leave balances, will be calculated per your transition date.
- Your Annual Leave and Long Service Leave can be transferred to Commonwealth employers.
- You will need to ensure that you have all Honours and Awards you are entitled to, and apply for any that are outstanding.
- You will receive some form of recognition of your service before you leave.
- You will be required to take ownership of your ADF Will.

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MODES OF TRANSITION

For the purpose of this Guide, a member transitions when they:

- transfer from the Permanent Force to the Reserves
- transfer within the Reserves, from SERCAT 3, 4 or 5 to SERCAT 2
- cease SERVOP C (Continuous Full-Time Service)
- separate (cease all forms of Service)

Members transition via voluntary or involuntary modes.

All members who serve one day of Service, regardless of their mode of transition, are eligible to access support under the Defence Force Transition Program for up to 24 months post-transition.

Transition Modes are:

- **Voluntary.** Voluntary transitions refer to all approved member-initiated transfers or separations. Voluntary transitions generally feature good preparedness, with time to plan according to the requested time frame.
- **Involuntary.** Involuntary transitions refers to all Service-initiated transfers or separations. Triggers for an involuntary transition include the following modes: medical, disciplinary action, reaching the end of a period of service (including reaching retirement age), redundancy, Command-Initiated Transfer to the Reserves, or administrative, where a member's retention is not in Defence's interest.
- **Command-Initiated Transfer to Reserves (CITR).** This type of transfer refers to a Service decision to transfer a member to a Reserve Service Category. This mode of transition can provide members with substantial notice that supports transition planning.
- **Multi-mode.** Where more than one involuntary reason for transition is indicated this is called a 'multi-mode' transition. An example is 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 example, administrative and/or medical transitions may be referred into the Transition for Employment program which provides intensive support and engagement for members with complex circumstances.

Talk to your Unit Command and to a Transition Coach about the administrative responsibilities relevant to your mode of transition.

APPLYING TO TRANSITION FROM THE ADF

STEP 01

- Consider your options within the Service Spectrum
- Have a chat with your Chain of Command/CMA
- Still decided to transition? Complete Form AC853 *ADF Application to Transition*.



STEP 02

Your completed form will be submitted to your supervisor and also sent to the Joint Transition Authority - Transition Coaching and Support.



STEP 03

Transition Coaching and Support will assign you a Transition Coach who will be in contact to arrange your first transition coaching session.



02. ADMINISTRATION

TRANSITION FORMS

Form **AC853 ADF Application to Transition**

The AC853 is used by ADF members (through Service Connect) to voluntarily request to:

- transfer from the Permanent Force to the Reserves
- transfer within the Reserves, from SERCAT 3, 4 or 5 to SERCAT 2
- separate (cease all forms of ADF Service)

Form **AC853-2 ADF Transition Clearance**

The AC853-2 is to be completed and returned to a Transition Coach at the Transition Clearance session.

Form **AC853-3 Defence Force Transition Program Application**

The AC853-3 is to be completed when applying to access Defence Force Transition Program activities. Talk to your Transition Coach for further information.

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

NOTICE PERIODS

Voluntary transitions

As Defence is required to maintain an operationally capable force, Permanent members are required to give a minimum of at least three months notification of their intention to separate or transfer to the Reserve. However, members are encouraged to submit their request to separate or transfer as early as possible to enable the necessary administrative and career management action to be undertaken. The notice period commences from the date you submit your AC853 to your supervisor.

You should be aware that there are circumstances where your Service may require you to complete your period of service prior to your separation or transfer taking effect.

Members who believe they have sufficiently compelling reasons to justify a reduced notification period can outline the relevant circumstances in their application.

Involuntary transitions

If your transition is involuntary, you will be issued with a Separation Notice and will be invited to provide a written response. The separation will not take effect until you provide a written response, or the period for providing a written response concludes.

Notice periods for involuntary transitions can vary.

A notice period of 120 days will be considered in the case of a medical transition, following Military Employment Classification Review Board (MECRB) determination. Delegates may bring this date forward in some cases, ensuring that adequate time is provided for the completion of mandatory transition administration.

For other types of involuntary separation, a notice period of up to 90 days is applied from the date the member is notified by their Commander of the separation decision.

In the case of Administrative transitions resulting from breaches of the Defence Force Discipline Act 1982, separation notice periods may be considered on a case-by-case basis.

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.

SECURITY REQUIREMENTS

Members applying to separate or transfer continue to have security obligations, regardless of whether they separate or transfer to SERCAT 2.

Even after separating from Defence, members have an ongoing responsibility to protect Defence's official information, assets and intellectual property. Members are not to print, publish or communicate Defence's information in any form after separation, unless disclosure is for official purposes.

Prior to separation or transfer, members are to receive a Security Off-Boarding Brief and be advised of their ongoing obligations under the Crimes Act 1914, Criminal Code and other relevant legislation.

Members are to acknowledge that they have been made aware of the relevant laws via Form XP101 *Declaration of Secrecy on Cessation of Duties* prior to or on their last day.

Members are to uphold their responsibilities as a Security Clearance Holder in accordance with *Defence Security Principles Framework* Control 40.1 Personnel Security Clearance and MILPERSMAN Part 2 Chapter 11—Personnel Security Clearances in the Australian Defence Force.

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 members to consider a career in the wider Defence workforce and does not seek 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.

Members considering taking up post-transition employment with private sector organisations must consider whether there will be the potential for a real or perceived conflict of interest as result of such employment. Members have an obligation to prevent conflicts of interest, real or perceived, and must take appropriate action in accordance with Defence Instruction Administrative Policy (DI ADMINPOL) Annex C, AG5—Conflicts of interest and declarations of interest.

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 Form AF220 *Defence Conflict of Interest Declarations Form* available through Service Connect.

For more information, please refer to the:

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

Service Connect:

www.defence.gov.au/about/staff-resources/serviceconnect



SAFEGUARDING AUSTRALIA'S MILITARY SECRETS LEGISLATION

The Defence Amendment (Safeguarding Australia's Military Secrets) Bill was introduced into Parliament in September 2023. The purpose of the Bill is to implement a scheme whereby it is an offence for a person with knowledge of Defence practices to take employment with a foreign military organisation without authorisation.

Any Australian who has been exposed to Defence practices, either through formal training or experience, has an obligation not to disclose the nature of such information beyond their employment with, or their engagement with, the Commonwealth. This is an enduring obligation. Violation of this obligation could be considered a serious criminal act with penalties of up to twenty years imprisonment.

Former Defence personnel who work for companies directly tasked by the Australian Government are excluded from the legislation.

Former Defence personnel who work for companies directly tasked by the United States Government, the British Government, the Canadian Government and the New Zealand Government are also excluded from this legislation as long as the task does not include a third country that is not part of the 'Five-Eyes' security community.

All former ADF and Defence Australian Public Servants (APS) will need to seek authorisation to work for a foreign military organisation or foreign government body. This will prevent and discourage post-Defence employment with hostile foreign militaries.

The application process can be commenced by emailing:

Email: securityobligations@defence.gov.au

Individuals and/or organisations will be required to notify Defence of their current employment or intended employment overseas and seek approval before proceeding.

The legislation is expected to pass in early 2024.

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 see Section 4.

To register visit:

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 ADF service or they are no longer recognised as family.

Note: If a member is transferring to SERCAT 3 to 5 they can retain their Purple Series ADF Security Cleared DCAC, noting that any non-general access not required must be removed.

If transitioning to SERCAT 3 to 5, 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). You may not need to maintain a high-level clearance in your new reserve role.



Grey Series Card

The grey series retired ADF identification may be issued to transitioning members who have completed 18 or more years of service, depending on their location. Members who transition on medical grounds may also be entitled to this card 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 found on the Defence Protected Network.

DEFENCE TRAVEL AND PURCHASING CARD

Permanent members transferring to SERCAT 3, 4 or 5 are entitled to retain their Defence Travel Card (DTC) for official Defence travel, however the Defence Purchasing Card (DPC) should be cancelled unless required for their reserve role. Members transferring to SERCAT 2 or separating are not entitled to retain their DTC or DPC.

Prior to transition you must:

- ensure all outstanding credit card transactions have been fully acquitted in the Card Management System (CMS)

NOTE: If unable to acquit, assign 'additional Account Holder authority' to another CMS User via the self-service function in CMS.

- if transferring to SERCAT 3,4 or 5, change your CMS Supervisor, Admin Centre, Cost Centre etc to your new unit via the self-service functions in your CMS Profile page
- request cancellation of your card/s if required. If you are proceeding on a period of leave prior to your transfer/separation date ensure this is requested prior to your last day. Ensure to provide the following:
 1. your full name
 2. PMKeyS Number/Employee ID
 3. card type. i.e. Defence Travel Cards or Defence Purchasing Card.
 4. last four digits of the credit card number/s
 5. reason for cancelling
 6. confirmation that your card has been cut through the chip and magnetic strip and disposed of

For further guidance or to request cancellation of your cards:

Phone: 1800 DEFENCE (1800 333 362)

Email: yourcustomer.service@defence.gov.au

For members that are separating from the ADF, the card system will automatically cancel your cards approximately five business days after your separation date.

SPONSORED PASSPORTS

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

For 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 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*.

CLOTHING

You must return all your public-issued clothing and equipment, which includes individual combat equipment, protective clothing and field clothing, such as MMPUs, AMCUs and GPUs. Through Personal Inventory Management System (PIMS) you can view your Personal Electronic Clothing Card (PECC), which will list items that have been issued to you. You do not need to return any body-contact clothing, such as underwear, hats, socks, gloves and footwear. If you are transferring to the Reserves you may be permitted to retain some items, depending on your circumstances. Your local Clothing Store/Q Store can assist you further.

TRANSPORT

When you transition from the ADF it is important to have some certainty around your transport needs.

You or your partner may need transport to job interviews, work or 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 driving licences and vehicle registrations. If you are moving to a different suburb or town you may need to familiarise yourself with different public transport routes. Most public transport networks now require an 'access' card (such as the 'Myki' in Melbourne or the 'Opal' in Sydney). Visit your state or territory's website for further information.

Ensuring you plan for your transport needs post-transition is a good way to avoid any stress related to how you and your family are going to manage day-to-day tasks and responsibilities.

CIVILIAN DRIVING LICENCES AND VEHICLE REGISTRATION

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.

There are different processes for each Service:

Navy

Chief Driving Inspector: ta-mlhdmpt-n.queries@defence.gov.au

Army

Chief Driving Instructor: cdi.defence@defence.gov.au

Air Force

Chief Driving Instructor: cdi.af@defence.gov.au

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.

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.

The same state and territory authorities that manage civilian driving licences also handle vehicle registrations.

LEAVE ENTITLEMENTS AND VERIFICATION

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.

The Pay and Administrative Centre NSW (PAC-NSW) will do a leave verification prior to your transition date.

LONG SERVICE LEAVE AND TRANSFER OF ENTITLEMENT

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

Payment of pro-rata LSL is dependent on eligibility requirements e.g. medical transitions with a minimum of 12 months of continuous service.

To transfer a LSL liability or defer a LSL payment, 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. You can also submit an AE785 to obtain a Statement of Service for state or local government employers.

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

Transfer LSL entitlement to a new employer

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.

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 and have an entitlement to LSL (i.e. completed ten years effective service), your balance will be paid upon separation and you may request a Statement of Service for the gaining agency to recognise your prior service for continuity purposes.

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

Defer payment of your LSL

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.

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.

Phone: 1800 DEFENCE (1800 333 362)

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 visit: see PACMAN 5.4.44 and 5.4.44A:

[www.pay-conditions.defence.gov.au/pacman/
chapter-5/part-4/div-8](http://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, Form AE785 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.

If there is a break of a working day between your last day with Defence and first day of gaining Commonwealth employer, your recreation leave will be paid out on separation.

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

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.

Phone: 1800 DEFENCE (1800 333 362)

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



PERSONAL LEAVE AND TRANSFER OF CREDITS

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

If you are commencing employment with another eligible government employer, an AE785 *Statement of Service and Transfer of Leave Liability* may be submitted. New employers may use this 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 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: F1.7 and F1.8

For support contact: 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. If there is a break of a working day between your last day with Defence and first day of gaining Commonwealth employer, your recreation leave will be paid out on separation.

To transfer your recreation leave, complete 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 visit:

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



RECOGNITION OF PRIOR SERVICE FOR LONG SERVICE LEAVE

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 Form AF103 *Request for Prior Service Details* 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 Form AF103. A Certified Statement of Service will also be accepted.

If you are transitioning to Reserves with the possibility of a SERVOP C contract in the future, you can maintain continuity of accrual of long service leave if you serve at least one full day within every twelve months (not calendar or financial year but exactly twelve months) with no break in service; i.e. Less than twelve months between two full days of service. Upon return to either SERVOP C or permanent service you should submit Form AF103 to have any Reserve service assessed for prior service recognition.

For more information visit:

[www.pay-conditions.defence.gov.au/pacman/
chapter-5/part-5/div-3](http://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:

www.defence.gov.au/medals



For more information:

Phone: 1800 DEFENCE (1800 333 362)

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

For members who have served for a period of greater than twelve months, you will receive a Certificate of Service from CM-N at your nominated mailing address provided in PMKeyS personal data around six to twelve weeks after your transition date.

For members who have served for a period of less than twelve months, you will receive a Statement of Service from CM-N at your nominated mailing address provided in PMKeyS personal data around six to twelve weeks after your transition date.

Email: navy.separations@defence.gov.au

Army

Army has a current policy that members receive an AD117 - *Chief of Army Appreciation of Service* Certificate on behalf of the Chief of Army before you transition. Your Unit should present this to you prior to your transition. Your local Army Personnel Support Unit - Transfer and Transition Detachment is responsible for raising the AD117 in a timely manner to meet your transition timeline. Senior Officer Management – Army is responsible for certificates for Brigadier and above. If you transitioning administratively, Army will not issue an *Chief of Army Appreciation of Service* Certificate.

Air Force

Certificates of Service for SERCAT 7 members are drafted when a member's transition is approved by Directorate of Personnel - Air Force (DP-AF). The draft will be sent to you by DP-AF for review of your posting history and Honours and Awards received. Once confirmed, the certificate will be signed by the appropriate signatory.

If the member's Unit wishes to present the certificate to their departing member before their transfer/separation date, this requires nine to twelve weeks' notice.

SERCAT 2-5 members can request a Certificate of Service by sending an email to the Transitions Cell Certificates of Service group mailbox, upon approval to cease all forms of ADF service and once the transition has been transacted in the HR database within Directorate of Personnel - Air Force (DP-AF).

Caveat to the above process are members separating on medical terms; whereby a Certificate of Service will not be initiated until the separation has taken effect, due to the potential for separation dates to change.

Email: dp-af-tw.certificatesofservice@defence.gov.au

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 Pay and Administration NSW (PAC-NSW) or by emailing a request to:

Email: adf.payandadministration@defence.gov.au

Please ensure you include:

- Employee ID
- transfer/separation 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 Services Australia within 10 days of your request or your final payment, whichever is the latter.

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:

www.smartsalary.com.au



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:

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.

SEPARATION / TRANSFER PAYMENTS

If you transition under a Command Initiated Transfer to Reserves or a redundancy provision, you may be eligible for a 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 request funding for the payment of professional financial advice under the Defence Force Transition Program prior to seeking financial advice.

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

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:

Phone: 1800 DEFENCE (1800 333 362)

For information on managing your finances see Section 11.

RECOGNITION OF SERVICE

ADF service requires members and their families to make personal sacrifices. While all transitioning members 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 chain of 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 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 when your financial circumstance change. 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 and other legal instruments, please visit the Defence Legal Division website: 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 members and SERVOP C Reservists. If you have previously lodged an ADF Will it will be returned to you post-transition.

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 Employee ID, full name and postal address in your request.

Email: ADF.Wills@defence.gov.au

YOUR SAY EXIT SURVEY

Defence wants to understand what has influenced your decision to transition 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 20 minutes and you can complete it on your own computer, smartphone or tablet.

Invitations to participate in the survey will be sent to your Defence email. If you haven't received an invitation and would like to participate, please email the research team and include YourSay Exit survey in the subject line.

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

Email: Your.Say@defence.gov.au

Open Arms: 1800 011 046



03

**DEFENCE FORCE
TRANSITION PROGRAM**

SUMMARY

- Defence provides a wide range of supports to members and their families at transition.
- 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.
- The Transition Preparedness Questionnaire will assist you and your Transition Coach to tailor your transition supports.
- 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 on the Defence Force Transition Program can be found at www.defence.gov.au/transition.

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DEFENCE FORCE TRANSITION PROGRAM

On behalf of Defence, the Joint Transition Authority (JTA) provides transitioning members and their families with a broad range of programs to support transition to civilian life.

These supports are collectively known as the 'Defence Force Transition Program' or 'DFTP' and are available for up to 24 months after your transition date.

Access to the DFTP is provided by Transition Coaches through Defence's national network of 15 ADF Transition Centres.

The DFTP offers one-on-one coaching. A Transition Coach will consult closely with you and your family to develop a Transition Plan and a program of supports designed just for you.

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 may be available to you:

- ADF Member and Family Transition 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)

- Access to leave for transition activities
- On The Job Experience (OJE)
- Financial advice
- Partner Employment Assistance Program (PEAP)

For factsheets on the Defence Force Transition Program visit:

www.defence.gov.au/transition



ACCESSING THE DEFENCE FORCE TRANSITION PROGRAM

All members will be allocated a Transition Coach once their transition process begins – this applies to both voluntary transitions and those that are due to a Service decision.

Your Transition Coach will help formulate your transition plan and facilitate access to the programs and supports that are right for you.

You can seek advice from a Transition Coach at any time in your career.

The first step you should take when considering transition is to get in touch with your local ADF Transition Centre (Section 15) and complete a Transition Preparedness Questionnaire.

TRANSITION PREPAREDNESS QUESTIONNAIRE

The Transition Preparedness Questionnaire (TPQ) is designed to support your preparedness to transition. The questionnaire will ask you about your current circumstances and future plans in relation to employment and meaningful engagement, education, finance, housing, health, social connectedness and transport. Your responses to the TPQ will be provided to your Transition Coach and assist them to develop your individual transition plan, which will help you set and achieve your post-transition goals.

TRANSITION COACHING

A Transition Coach will provide you with individualised needs-based coaching, transition information, referral into specialist programs and mentoring to you and your family throughout your transition.

Transition Coaches work with you to set post-transition goals based on your unique skills, interests and aspirations, and assist you to develop a plan for meeting these goals.

A member of your family or a support person can participate in your transition coaching sessions.

All transitioning members must undertake the transition process and engage with a Transition Coach.

Even if you have chosen to transition and have already secured post-transition employment, it is still mandatory to engage with a Transition Coach through an ADF Transition Centre.



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

- guidance on civilian social connectivity
- preparing for civilian employment
- preparing for retirement (where applicable)
- guidance on obtaining private health insurance
- determining future accommodation arrangements and investigating removal entitlements
- 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 PMKeyS
- 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 your 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.

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

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 Services Consumer Centre, ADF Reserves, Education providers and Ex-Service Organisations (ESOs).

For the 2024 ADF Member and Family Transition Seminar schedule and to register visit:

www.defence.gov.au/transition



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 can also access 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
- ability to provide feedback on the seminars to improve information and future programs
- access to range of stakeholders.

Estimated program time

- Face-to-face: 8:30am – 5pm, lunch and refreshments included
- Virtual Live Day Interactive: 9am – 4:30pm AEDT/AEST
- Virtual Non-Interactive: open monthly, access 24/7 from anywhere in the world

Registration

All Members, family and support persons can register through the Defence website: www.defence.gov.au/transition.

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

Seminar registration assistance or questions can be directed to the Joint Transition Authority Events Team at transition.seminar@defence.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.

Defence maintains contact with you in the following 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** – If you consent, 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 or, if required, to request further support from your Transition Coach. Your de-identified responses to the survey are also used to improve the transition programs.
- **Post-transition Questionnaire (PTQ)** – you will receive a PTQ six months after your transition. This is the final Transition Preparedness Questionnaire (you will have completed one when your transition decision was made, and another two weeks prior to your transition date). Your responses to the third and final questionnaire will be compared with your first two to identify if you require any further support. Your Transition Coach will contact you if there are any areas of concern and work with you to build strategies to assist with your post-transition goals.

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, including contact details, can be found in Section 15.



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



04

CONTINUING TO
SERVE

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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CONTINUING TO SERVE

The transition supports detailed in this Guide are among the many beneficial employment conditions 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 after they transition.

When you start to consider transition, you may also discover other opportunities within the Services that you would like to pursue. These opportunities may be in a permanent or 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).

YOUR POST-TRANSITION DEFENCE CAREER

When you transition from 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.

You can also pursue opportunities across the three Services that you may not have previously considered.

Talk to a Transition Coach about ADF career mobility and the options you can explore across the three Services.

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 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) relevant to ADF personnel and three Service Options (SERVOPs):

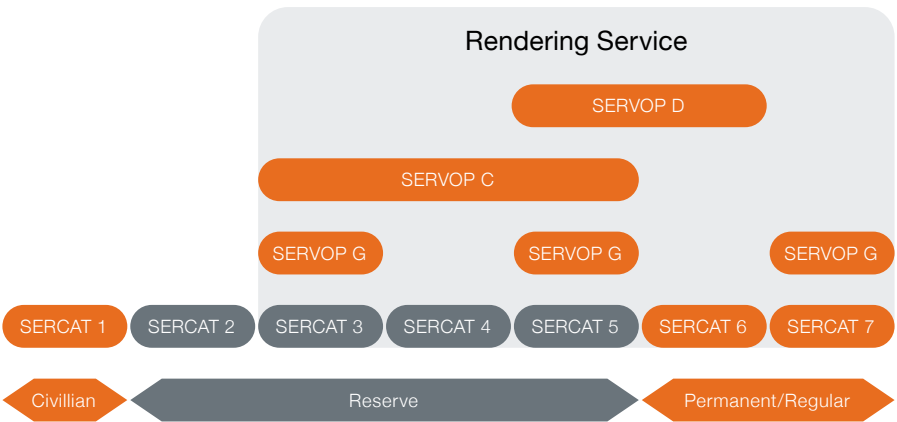
- SERCAT 7 Permanent member rendering full-time service
- SERCAT 6 Permanent member rendering a pattern of service other than full-time
- SERCAT 5 Reserve member who provides a contribution to capability across financial years and has security of tenure for the duration of their approved commitment to 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 as a Reserve member you can transfer to alternate Reserve SERCATs more aligned with your post-transition life.

And if you decide, after your transition, that you want to continue your ADF career, you can transfer from Reserve service back to full-time permanent service.

Applications for career mobility can be made using Form AF226 *Application to Transfer: from Reserves to Permanent Force, within Reserves, or Service in the ADF*.

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 ADF Transition Centres.

A list of ADF Transition Centres with contact details can be found in Section 15.

REQUIREMENTS 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 (and being separated under DFDA)
- 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 Reulation 2016:

www.legislation.gov.au



For more information on the ADF Total Workforce System:

Email: adftws.coe@defence.gov.au

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



For service-related enquiries email:

Navy: navy.sores-coord@defence.gov.au

Army: serveon.army@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 Form AC853 *ADF Application to Transition*.

NAVY RESERVES

The Naval Reserve consists of:

- SERCAT 5
- SERCAT 4
- 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 and 4 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. SERCAT 4 Naval Reserve members provide a contingent capability at short notice and may be posted for SY and or SERVOP C.

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

Reserve health

SERCAT 3, 4 and 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, 4 and 5 members to update their medical status and is a pre-requisite for the health support allowance.

Uniform

Navy personnel in SERCATs 3, 4 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, 4 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	navytwsw.act@defence.gov.au
NSW	02 9537 1528 / 2182	navytwsw.nswfhq@defence.gov.au
ALBATROSS	02 4449 3016	navytwsw.nasnowra@defence.gov.au
SOUTH QLD	02 8440 0267	navytwsw.qld@defence.gov.au
	07 3016 2640	
CAIRNS	07 4252 5598 / 5566	navytwsw.cairns@defence.gov.au
CERBERUS	03 5931 7759 / 7843	navytwsw.vic@defence.gov.au
STIRLING	08 9580 3053 / 4247	navytwsw.wa@defence.gov.au
TAS	03 6215 7588	navytwsw.tas@defence.gov.au
SA	08 7008 4163	navytwsw.sa@defence.gov.au
NT	07 4252 5598 / 5566	navytwsw.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 Form AE959 *ADF Reserve Service Day Allocation Form*.

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: serveon.army@defence.gov.au

To find vacant roles visit:

www.forcenet.gov.au



<https://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 are posted to an established position but further 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. SERCAT 4 positions have a full IR requirement; you may also be eligible for additional financial entitlements because of the higher IR requirement and availability obligations.

SERCAT 3 members are posted to a pool position, indicating their availability to serve. After finding work and receiving approval to serve in that role, you will be posted to an individual SERCAT 3 position in the work area you will provide service and will be allocated RSDs for that task.

While in SERCAT 3, 4 or 5, you may also volunteer to undertake service under a SERVOP C arrangement to fill a vacant SERCAT 7 position or to deploy on operations. These opportunities will be advertised on ForceNet or via your Career Manager.

SERCAT 2 members are the inactive component of the AFR and are not able to provide service. When wanting to serve, you may request to transfer to another SERCAT that permits you to provide voluntary service. Approval is subject to capability requirements.

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. If transferring to SERCAT 2 you are required 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. Contact details are also located on ForceNet on the Air Force Reserve and SERCAT 2 group sites.

The Directorate of Senior Office Management is responsible for the career management of Group Captain and above and can be contacted 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:

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:

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:

engage.forcenet.gov.au



For assistance with Engage, contact the support team:

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 – 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)

www.reserveemployersupport.gov.au



RESERVE ASSISTANCE PROGRAM

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

The 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:

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 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 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 IM SICK (1800 467 425)

Email: yourcustomer.service@defence.gov.au

For a brief overview of protection provisions please visit:

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.

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.

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.

For further information or assistance on eligibility, lodging claims and other initiatives contact the Employer Support and Service Protection (ESSP) Directorate:

Phone: 1800 IM SICK (1800 467 425)

Email: yourcustomer.service@defence.gov.au

www.reserveemployersupport.gov.au



LONG SERVICE AWARDS ELIGIBILITY

To qualify for your Long Service Awards, Reserve members are required to complete a minimum 20 days in 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

FAMILIES IN
TRANSITION

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 and are encouraged to attend 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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FAMILIES IN TRANSITION

When you commence the transition process, your family will be your primary support network.

In this context 'family' means partner, spouse, children, loved ones and support people/carers.

While they are supporting you, your family 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.

Everyone's transition experience is unique and your plan should align to what is right for you and your family.

Planning for transition as a family will help you identify challenges, and ways to address them.

Talk to a Transition Coach today about supports for families at transition.

During your service you can also reach in to the Defence Member and Family Support Branch who operate a range of programs to support Defence families.



FAMILY PARTICIPATION IN TRANSITION

Defence encourages you to include your family in your transition planning process, coaching sessions and attendance at Transition Seminars (see Section 3 Defence Force Transition Program).

Your ADF service will have been a major influence upon your family life, one that will be replaced by a different range of considerations when moving forward together into life after service.

Transitioning from the military will give you, and your family, the opportunity to pursue different goals.

It may also provide you with the ability to spend more time with your family and your local community.

Your Transition Coach will help you to identify the opportunities and challenges that are specific to your individual situation.

The most important thing is communication. Talk to each other about your plans and work together on preparing to move from a military to a predominantly civilian lifestyle.



PREPARING AS A FAMILY

Preparing as a family as early as possible gives you all the best chance of achieving positive post-transition outcomes.

It is important to acknowledge that family members are experiencing a significant change of their own, while also supporting their member through their transition.

This can be a challenging experience.

The good news is that ADF members can include their family in all elements of the Defence Force Transition Program.

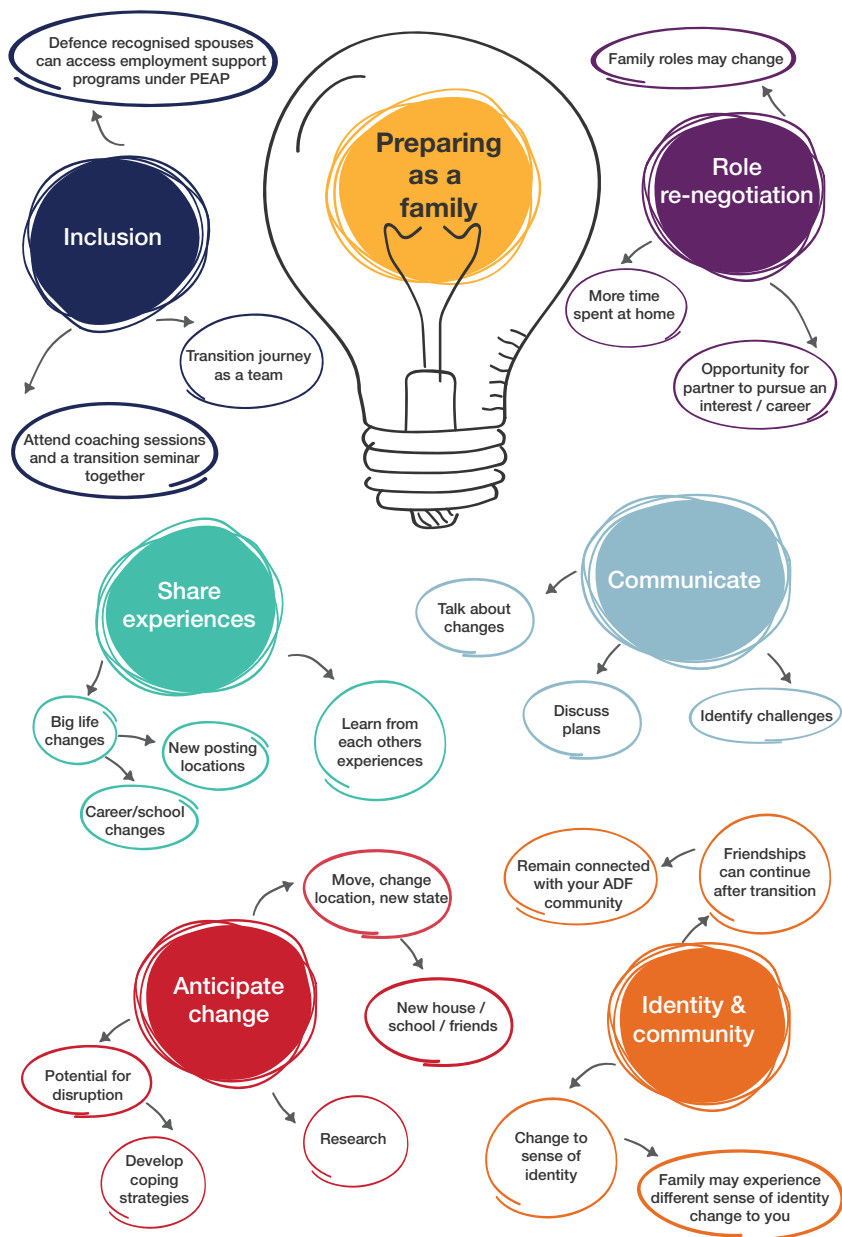
Start discussing plans for your transition during your ADF career and maintain that as you start navigating the transition process.

Planning for transition as a family will help you identify and understand challenges, and ways to address them.



Everyone's experience will be different, but it can be helpful to identify potential challenges and to prepare for them early and together.

A Transition Coach can assist you with planning for transition, and accessing the available supports, as a 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), families 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 family members who have special needs. If your resident family member or recognised other person has a special need, it is important to have this formally recognised by Defence to access mobility support entitlements. When transitioning 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.** See page 92 for information on the Partner Employment Assistance Program.
- **Emotional and psychological support.** For ADF members and their families who are struggling with 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 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

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 (including relocation on transition), or if their ADF member is medically transitioning.

There are two support initiatives offered under PEAP.

- professional employment services
- reimbursement of re-registration costs

Recognised partners of ADF members can apply to access funding for one or both initiatives.

Support for the professional employment services initiative will be up to a maximum of \$1,500.

Partners may choose their own provider for employment services to deliver supports 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

For further information on the Partner Employment Assistance Program:

Phone: 1800 624 608

Email: partner.employment@defence.gov.au

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



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. 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
- 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 children to build on their self-reliance and positive experience of ADF life including toys, books and online videos. DMFS provides information on resources available for children which may assist in building their self-reliance and positive experience of ADF life
- offers ADF Aware to build the capacity of schools and educators to support children with the impacts of ADF life
- delivers ADF Equip program designed to support the social and emotional resilience and wellbeing of children with ADF parents
- delivers 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

FAMILIES WITH SPECIAL NEEDS

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

The purpose of this assistance is to reduce the impact of relocations and minimise any interruption to specialist services that the family member 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.

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 ADF families. 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

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



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: nationalcommittee@dsnsg.org.au

www.dsnsg.org.au



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

www.ndis.gov.au



RECOGNITION OF RESIDENT FAMILY WITH SPECIAL NEEDS

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

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. The program is a partnership with schools to support the wellbeing of Defence children by connecting them with their school community and enhancing school capacity to respond to the impacts of the ADF lifestyle.

Mentors are based within primary and secondary schools across Australia. Mentors work on behalf of the school to:

- connect with Defence families, and provide information about the school environment and available support relevant to their child's development
- support Defence students to access school-based social and emotional supports, in line with school policies
- facilitate opportunities for Defence students to build relationships and connections through events and other initiatives
- raise awareness among school staff and the wider school community about the unique Defence lifestyle

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:

www.dfa.org.au



TOLL TRANSITIONS

Toll Transitions provides ADF members and their families, including those with resident family or recognised other persons who have special needs, with a comprehensive relocation service.

Relocation services offered to help you move to your new location may include arranging travel bookings, payment of travel allowances and temporary accommodation.

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

In addition to organising relocation requirements, Toll Transitions notifies DHA of a member's relocation.

Reading the Toll Transitions “Your Defence Relocation Guide” for further information, such as an overview of the relocation process and guidance for moving into your new house will provide helpful information. The guide is available at:

www.tws.defenceuniform.movemaestro.com

Phone: 1800 819 167

Email: tscsc@tollgroup.com



DEFENCE RELOCATIONS AND HOUSING MANAGERS

Defence Relocations and Housing Managers (DRHMs) are dedicated relocation and housing representatives that are based in regional offices around Australia. They have considerable experience in all aspects of relocations and housing, and communicate with DHA, Toll Transitions and Defence Member and Family Services (DMFS) 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 relocations or housing.

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 contacting the Defence Service Centre:

Phone: 1800 DEFENCE (1800 333 362)

Email: SEG.DRHM@defence.gov.au

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.

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

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).

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 and families can also access a virtual "static" environment, which includes extensive information from Transition Seminar stallholders and can be accessed 24/7 from anywhere in the world.

To see the full 2024 ADF Member and Family Transition Seminar schedule and to register visit:

www.defence.gov.au/transition



TRANSITION COACHING

Family, partners and support persons are encouraged to attend transition planning and coaching sessions with ADF members as much of the information discussed in the meeting will directly affect partners and families.

A support person or partner will 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 ADF members, their partners and families.

Notes



06

HEALTH

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.
- Think about the cost / out of pocket expenses.
- 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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HEALTH

Your physical and mental health are important to your wellbeing during your service, through your transition journey and into your post-transition life.

During your ADF career Defence will have supported your health and wellbeing with a range of medical, dental and, if required, mental health services. After you transition, 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.

Having some certainty about your post-transition healthcare needs is important.

Early planning and preparedness for your post-transition healthcare needs will help to ensure continuity-of-care as you move back into the civilian world.

You may 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 12.

Further information is also available from DVA:

www.dva.gov.au



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 can also talk to a Transition Coach about preparing for your post-transition healthcare needs.

HEALTH AND WELLBEING PREPAREDNESS

The more prepared you are, the more easily you will be able to navigate any challenges you encounter during 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.

You may be eligible to have some of your healthcare needs funded by DVA.

For those members who are not accessing support through DVA there are a number of things you can do to prepare to meet your post-transition health and wellbeing needs.

You should aim to have your post-transition healthcare supports in place 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. Doing so will support a smooth transition to civilian health care.

If you need help finding a civilian health provider, visit:

www.healthdirect.gov.au



Depending on your circumstances, after your transition date you may be in the care of your nominated civilian health provider and may be responsible for funding your own 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 14.

Managing your and your family's post-transition healthcare needs can involve a steep learning curve so preparing 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 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 ADF health services.

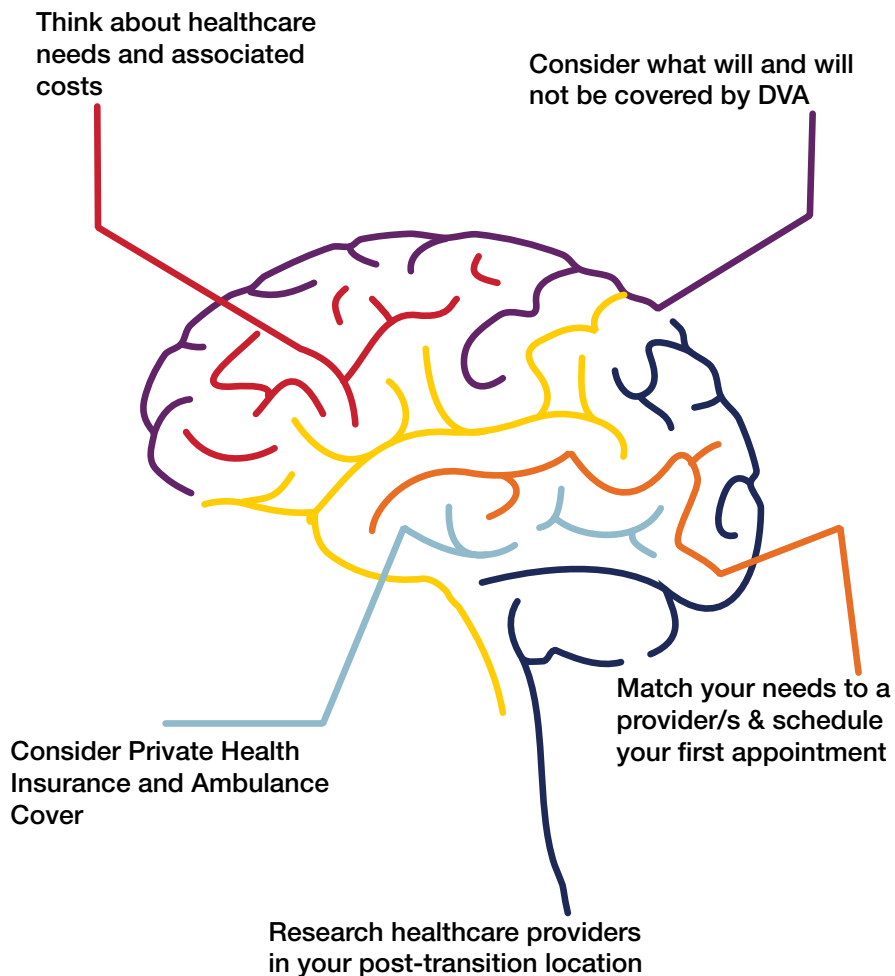
This may include selecting suitable doctors, allied health professionals, and appropriate healthcare cover (insurance) for your individual needs and, if applicable, the needs of your family.

When choosing healthcare providers, it is important to do the research and find out as much as possible about them to help you understand if they are a good fit for your needs.

Your relationships with your healthcare providers, particularly your GP, can be among the most important and enduring relationships you have outside of your family.

Be aware that the cost of civilian healthcare is not standardised. Different providers may charge different rates for the same type of service so you might want to ask about fees when considering a healthcare provider.

HEALTH AND WELLBEING PREPAREDNESS STRATEGIES



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. However, it will not always cover the full amount.

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.

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:

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.

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:

Phone: 1300 737 299

www.privatehealth.gov.au



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

Note: There might be out of pocket expenses.

**Not all GPs provide services to veterans through DVA.
Check the practice meets your needs before committing.**



www.healthdirect.gov.au

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:

www.myhealthrecord.gov.au



PRE-TRANSITION MEDICAL AND DENTAIL 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 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 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 AC853 *ADF Application to Transition* 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 visit:

www.defence.gov.au/about/accessing-information



TRANSITION HEALTH EXAMINATION

You must have a final medical examination within three to six months before your transition date, and no later than six weeks prior to transition date. 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 there is no requirement for Defence to complete your treatment before transition. Any outstanding health treatment will 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.

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 Transition Health Examination process.

After your final medical examination, you will receive a:

- letter summarising your medical history and ongoing healthcare needs
- copy of your transition health statement
- copy of your transition health examination
- copy of any relevant reports or investigations
- vaccination summary

If you are transitioning for medical reasons, your Medical Officer will complete 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

www.csc.gov.au



TRANSITION DENTAL EXAMINATION

You should have a final periodic dental examination within six months of transition. There is no particular dental standard required on transition. Undergoing an examination early means any necessary dental treatment can be identified and potentially addressed by Defence before your transition date, while you remain a serving ADF member.

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 any identified conditions can be started while you are still serving then handed over to civilian dentists on transition or if treatment would better 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, or presenting in person during business hours.

Contact details can be found by visiting the ADF Mental Health Services webpage:

www.defence.gov.au/adf-members-families/health-well-being/garrison/garrison-health-centers



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.

For more information visit:

www.health.gov.au/our-work/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 mental health questionnaires. Based on your responses and a discussion with your Medical Officer, a referral for mental health support 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.

Joint Health Command (JHC) manages 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 Rehabilitation for Reservist (R4R) program. Eligibility should be confirmed with your Chain of Command or the regional ADFRP team.

Email: adf.rehab@defence.gov.au

For Reservists: rehab.reservists@defence.gov.au

INJURY OR DISEASE 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.

Claims can be lodged on DVA's online platform, MyService.

www.dva.org.au/myservice



You can also talk to DVA Veteran Support Officer (VSOs) who have a presence on 56 ADF bases and can:

- 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
- help you and your family submit claims on DVA's MyService platform

To make an on-base appoint with a VSO:

Email: vso@dva.gov.au

For more information on support and services available from DVA refer to Section 12.

ADDITIONAL SUPPORT SERVICES

The following pages contain additional support services.



THE VETERAN HEALTH CHECK

The DVA 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.

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 after leaving the ADF. All former serving ADF members can also access a comprehensive one-off Veterans' 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 Veterans' Health Check. It's important to know that if you want to, you can take a support person such as a family member, friend or someone else you trust to these health checks.

For more information visit:

www.dva.gov.au/veteranhealthcheck



MENTAL HEALTH PROGRAMS

Defence recognises that mental health is more than a diagnosable mental illness. Mental health exists across a continuum from healthy and thriving to struggling to cope. Supports and resources can help you to remain healthy even if you are experiencing stress and adversity. You may experience distress but not be diagnosed with a mental illness. Mental health encompasses a broad range of factors including wellbeing, lifestyle, job performance and social connection.

Defence provides a range of mental health programs including health promotion, mental health literacy training, prevention, and early identification.

For more information visit:

www.defence.gov.au/adf-members-families/health-well-being



ADF SUICIDE PREVENTION PROGRAM

This program is driven by the assumption that suicide is preventable, and that prevention and early intervention are critical to positive mental health and wellbeing outcomes for all people, including those who are most vulnerable. Each step in the program presents an ongoing opportunity to reduce stigma, promote understanding of suicide behaviour and risk factors, and increase protective factors. If you are concerned about your own or someone's safety please talk to a health professional or your chain of command.

For more information visit:

www.defence.gov.au/adf-members-families/health-well-being/programs-initiatives/australian-defence-force-suicide-prevention-program



ALCOHOL, TOBACCO & OTHER DRUGS

This 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:

www.defence.gov.au/adf-members-families/health-well-being/mental-health-programs/alcohol-program/treatment



DVA's Right Mix app also provides tips, tools and strategies that can reduce the impact of alcohol.

<https://www.openarms.gov.au/right-mix-app>



HEADSTRENGTH APP

HeadStrength is an app that has been purpose-built for the Defence community. It provides you with the ability to anonymously self-check your mood and explore a range of tools and resources that are relevant and specific to your current level of wellbeing. It is an important component of the ADF Mental Health Screening Continuum.

The app is accessible to any member of the Defence community who is eligible or enrolled to use ForceNet. This platform is 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)

www.forcenet.gov.au



www.defence.gov.au/adf-members-families/health-well-being/services-support-fighting-fit/mental-health-online/web-and-mobile-apps

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.

For more information visit:

www.defence.gov.au/adf-members-families/health-well-being



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 mental health support services, including treatment for mental health conditions such as 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 for other health checks, you can 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

www.beyondblue.org.au



SAFE ZONE SUPPORT

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.

Phone: 1800 142 072

OPEN ARMS – VETERANS AND FAMILIES COUNSELLING

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

www.openarms.gov.au



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. Spirituality can also involve deep connections with others or with nature.

Chaplains and Maritime Spiritual Wellbeing Officers (Navy) 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:

Phone: 1300 333 362

You can also 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

Notes



07

**SOCIAL SUPPORT
AND CONNECTION**

SUMMARY

- Post-transition social support and connection 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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SOCIAL SUPPORT AND CONNECTION

Transition from the ADF is an ongoing process. For many members it is not just about changing careers, it is also about changing how you interact socially and with the community around you.

Maintaining strong relationships and community connections contribute to quality of life and enable positive health outcomes. For Defence, a sub-component of Social Support & Connection is spirituality.

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.

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.

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.

Once you have decided on your transition location you can look to see if there is a **Veterans' and Families' Hub** in the location.

Veterans' and Families' Hubs offer a one-stop shop for access and connection to local veteran services, which may include mental and physical health services, wellbeing support, advocacy, employment and housing advice, and social connection.

The hubs are open to all current and former serving ADF members and families, including reservists, and can play a key role in helping veterans and families as they transition from military to civilian life.

www.dva.gov.au/vfhubs



Volunteering can also be a great way to meet people and find a place in your new community.

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

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.

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 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 of 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.



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. 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 DEFENCE (1300 333 362)

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
- 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.

Navy Maritime Spiritual Wellbeing Officers (MSWOs) provide pastoral and spiritual care but unlike Chaplains will not provide religious support.

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, social interaction and activities. See page 7 for some do's and don'ts.

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 visit:

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 4)
- Department of Veterans' Affairs
- ADF related social groups found across the country
- ADF related social media pages/groups

You can also 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

Notes



08

**EDUCATION
AND SKILLS**

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.
- Leave may be approved 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 fee-free Certificate, Diploma and University Degree courses.

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EDUCATION AND SKILLS

Undertaking further education is a great way to broaden your options both during your service and when you transition.

Programs such as the Defence Assisted Study Scheme (DASS) provide serving ADF members with access to a range of education and skills development opportunities.

Defence is committed to supporting members in the development of their skills, attributes and characteristics.

Further education 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 ADF career and try something new.

Pursuing education opportunities when you transition can support your post-transition 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 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 are available to you.

EDUCATION PREPAREDNESS

If you are thinking about returning to study when you transition then you are already doing something meaningful to prepare for your transition: you are identifying the benefits of up-skilling.

Transitioning from ADF service to a more civilian-based career path is an opportunity for you 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 to 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, the division of roles and responsibilities 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.

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

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 how to access this support, the funding that is available, and leave that may be available to help you complete training and/or study prior to your transition date.

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 professional education qualifications provided by a Registered Training Organisation, higher education institution or secondary school. All ADF rank levels, regardless of seniority 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 DASS and Studybank Applicant Guide and submit a Form AF223 *Defence Assisted Study Scheme and Studybank Application*. DASS is an annual application process and applications can be submitted throughout the year. Applications must be submitted for approval prior to the commencement of requested subjects..

For further and more detailed information, please read the applicable Applicant Guide on the Defence Intranet:

<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 College manages the Defence Registered Training Organisation (DRT0), which is responsible for providing nationally accredited training for current and transitioned ADF members through recognition of prior learning.

For more information visit:

www.defence.gov.au/education-training/education-providers/australian-defence-college



RECOGNITION OF PRIOR LEARNING

Military skills, knowledge and experience can be formally recognised through a process called Recognition of Prior Learning (RPL).

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 (work level) that are developed during military service, which are transferable to civilian employment across industries or education pathways.

RPL assessments include micro-credentialing of ADF training, and an advanced standing program which maps ADF unaccredited courses to civilian University programs to provide agreed credit transfers with partnered universities.

For more information visit:

www.defence.gov.au/adf-members-families/military-life-cycle/transition/military-skill-recognition



You will also find resources developed to assist veterans and employers in understanding the transferable skills held by transitioning members.

AUSTRALIAN DEFENCE FORCE ACADEMY – 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 University of New South Wales (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.

AUSTALIAN WAR COLLEGE – AUSTRALIAN COMMAND 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.

VETERAN EDUCATION SUPPORTS

State and territory governments offer veteran-specific education supports. These supports differ for each state or territory. See Section 15 for the full list.

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.

You can also 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

Notes



09

EMPLOYMENT &
MEANINGFUL
ENGAGEMENT

SUMMARY

- Defence supports ADF members to prepare for post-transition employment and meaningful engagement.
- Meaningful Engagement can include studying and volunteering.
- 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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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 (Section 3).

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 energise 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

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 further information visit:

www.apsjobs.gov.au



WORKFORCE AUSTRALIA

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 further information visit:

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:

[www.defence.gov.au/adf-members-families/
military-life-cycle/transition/military-skill-recognition](http://www.defence.gov.au/adf-members-families/military-life-cycle/transition/military-skill-recognition)



**For more 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.

VETERANS TEMPORARY EMPLOYMENT REGISTER

To provide a pathway for transitioning ADF members and veterans into the APS, Defence has created the Veterans Temporary Employment Register.

This register provides temporary (non-ongoing) employment opportunities to transitioning ADF members and veterans who self-select to participate.

For further information visit:

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.

VETERAN EMPLOYMENT PROGRAM

The Veteran Employment Program aims to raise awareness among employers about the benefits of hiring veterans, and provide a range of support and resources regarding civilian employment for veterans and employers.

The Program links employers and veterans to resources and advice through a range of channels, including a website, social media, targeted engagement activity and attendance at ADF Member and Family Transition Seminars. Support is also available for veterans and families interested in starting their own business.

The details of various organisations and industries that have publicly committed to recognising the skills and experience of veterans, and improving their employment outcomes are also located on the Program website.

www.veteransemployment.gov.au



You can also 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

Notes



10

HOUSING

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) and public transport options 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).
- Consider your ability to manage the property on an ongoing/long term basis.

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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.

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 any challenges you may encounter on your transition journey.

Defence recommends that you plan and prepare early for any changes that may be occurring in your housing and accommodation circumstances or needs.

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.

HOUSING AND ACCOMMODATION THINGS TO CONSIDER

- What state or city you would like to live in?
 - Based on your financial situation can you afford to live in this location?
 - What are the minimum requirements you need in a house or apartment?
 - Can you afford to buy a house?
 - Do you have the required deposit?
 - Is this sufficient to avoid mortgage insurance?
 - Will you get a mortgage?
 - Can you afford the repayments now and if they increase in the future?
 - What is likely to happen to interest rates?
 - Do you have the required documentation for a mortgage application?
 - Do you have any other debts that may impact your ability to get a mortgage (car loan, student debt)?
 - Do you qualify for first home owners or any other grants? (Varies in each state and territory)
 - Do you have to pay stamp duty? How much will it be?
 - Home and contents insurance.
 - For further information visit:
<https://adfconsumer.gov.au/buying-a-home/>
 - Will you need to rent?
 - Do you have references?
 - From a neighbour, employer/staff member, personal, DHA
 - How much will the bond be? Can you afford to pay? (Note this has to be paid in advance.)
 - Can you verify your employment and income?
 - Do you have recent utilities or phone bill?
 - Speak to a property manager to find out what is required for renting.
-

The following pages provide information on what you need to do to conclude your Defence housing and accommodation arrangements and how to access any removal entitlements that may be available.

SERVICE RESIDENCE AND MEMBERS CHOICE ACCOMMODATION

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 will only be 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, including when you plan to leave the property
- your family composition, including the age of any children
- details of compassionate, medical, education or other extenuating circumstances

DHA will consider the demand for properties in your location and the condition of your property at the pre-vacation inspection when assessing your application.

If your extension is approved, you will be required to pay the market rent. You may also be required to pay a bond through a nominated real estate agent. Market rent is the rent charged to Defence by DHA. This may be much higher than your current contribution.

LIVING-IN-ACCOMMODATION

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

If approved, 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.

PRIVATE RENT PAYMENTS

If you receive Rent Allowance, you should contact your real estate agent as soon as you know you are going to vacate a property. This will help avoid or reduce break lease costs.

Your payments will stop on the date of your removal or transition date, whichever is the earliest. If you want to be reimbursed for rent paid after your removal, you will need a final rent receipt.

If bond and rent paid in advance is being recovered from your pay the outstanding amounts will be calculated and recovered in full at the time of transition.

For further information on DHA call or visit:

Phone: 139 242

www.dha.gov.au



REMOVAL ENTITLEMENTS

Removal entitlements vary according to your circumstances. Contact Toll Transitions before your transition date to determine your benefit. 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

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 that is the nearest port of exit 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 to receive delegate approval.

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 further information:

Phone: 1800 819 167

Email: ttcsc@tollgroup.com

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:

Phone: 1800 819 167

Email: ttcsc@tollgroup.com



www.tws.defenceuniform.movemaestro.com

DEFENCE HOME OWNERSHIP ASSISTANCE SCHEME

The Defence Home Ownership Assistance Scheme (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, refer to the DHOAS website for further details.

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.

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.

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



www.dhoas.gov.au

DEFENCE SERVICE HOMES

The Defence Service Homes (DSH) pre-dates the modern Defence Home Ownership Assistance Scheme (DHOAS). If you first joined the ADF prior to 15 May 1985 (unless you were allotted for service in Namibia) you may be entitled to a DSH loan.

Through Westpac, eligible veterans and war-widows can access a maximum DSH loan amount of \$25,000 to purchase, modify or repair their home. Benefits include a capped interest rate at 3.75%.

Email: dshlending@dva.gov.au



www.dsh.gov.au

DEFENCE SERVICE HOME INSURANCE

Defence Service Homes (DSH) Insurance offers competitive premiums on home building insurance tailored specifically for serving and former serving 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 such as fire, floods and storms. Unlike other insurers, DSH Insurance provides automatic flood cover at no additional cost and 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)
- flexible payment options at no extra cost
- 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

With over a hundred years of Defence insurance expertise and 90% policy holder retention, 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 further information:

Phone: 1300 552 662

Email: dsh@dva.gov.au

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 your official separation or up to 24 months 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)

Note: If you have received HPAS or HPSEA for a new build and you have not yet moved into the property please contact the Defence Service Centre to request a call back from the ADF Delegates team to discuss your situation.

If Defence Customer Service are unable to assist you, your query will be raised with ADF Delegations.

See PACMAN Chapter 7 Part 3 for additional information:

www.defence.gov.au/payandconditions/adf



DEFENCE RELOCATIONS AND HOUSING MANAGERS

Defence Relocations and Housing Managers (DRHMs) are dedicated relocation and housing representatives that are based in regional offices around Australia. They have considerable experience in all aspects of relocations and housing, and communicate with DHA, Toll Transitions and Defence Member and Family Services (DMFS) 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 relocations or housing.

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 contacting the Defence Service Centre:

Phone: 1800 DEFENCE (1800 333 362)

Email: SEG.DRHM@defence.gov.au

FRINGE TAX BENEFITS

Fringe Benefits Tax (FBT) is a tax paid by Defence on certain benefits provided to Employees and Members of Defence, or their relatives.

A fringe benefit can be provided to current, future or former employees.

If you receive more than \$2,000 of reportable fringe benefits in the FBT year (1 April to 31 March), you will have a Reportable Fringe Benefits Amount (RFBA) on your annual Income Statement. 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, your RFBA may be included for income testing purposes relevant to some government payments and entitlements that require income testing, such as:

- Medicare levy surcharge
- Child support
- Family Tax Benefit Part A and Part B
- Childcare subsidy
- HELP repayments

Your RFBA is calculated by multiplying the taxable value of the reportable fringe benefits received in the FBT year by a legislated gross-up rate, designed to reflect the gross salary pre-tax that you would have to earn, in order to purchase the benefit yourself.

Notes



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INCOME
AND FINANCE

SUMMARY

- Post-transition financial health helps promote wellbeing.
- Planning and preparation will support post-transition financial wellbeing.
- The ADF Financial Services Consumer Centre (ADFFSCC) educates ADF members and their family about money matters, demonstrating ways to achieve greater financial security during your career and throughout your transition. The ADFFSCC website has tools and tips for you to use.
- Talk to your family about your situation and financial goals.
- Seek professional and accredited advice and assistance when it comes to your finances.
- The Defence Force Transition Program (Section 3) provides up to \$1,000 towards professional financial advice for transitioning members.
- The Moneysmart website contains free tools, tips and guidance on personal financial matters.
- The Department of Veterans' Affairs (Section 12) can provide financial support to members and their families after their transition to civilian life.
- Talk to colleagues about their experiences.
- Contact the Commonwealth Superannuation Scheme about your superannuation.

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INCOME AND FINANCES

During your service career Defence may have subsidised some of your expenses such as medical and dental care and housing assistance.

As you move back into the civilian world, you will be responsible for these expenses yourself (with the exception of support provided by DVA on a case-by-case basis).

Developing your financial literacy will help you to manage your finances in a sustainable way that can support your post-transition lifestyle choices.

As with all aspects of your transition, the more prepared you are the more easily you will be able to navigate any challenges you may encounter on your transition journey.

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.

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 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 difficult times.

The following pages focus on the supports available to help you manage your finances.

ADF FINANCIAL SERVICES CONSUMER CENTRE

The ADF Financial Services Consumer Centre (ADFFSCC) is part of Defence People Group. It consists of a small team of experts that provide independent financial education for ADF members and their families.

The role of the ADFFSCC is to provide impartial financial education - not personal advice - and relevant resources to ADF members, and their families, to help them make informed decisions about their finances.

The ADFFSCC advises the Service Chiefs and other leaders in Defence on financial services and consumer matters and liaises with Commonwealth, State and Territory consumer protection agencies and other stakeholders in the interests of ADF members.

The ADFFSCC provides education across the ADF member career trajectory to strengthen understanding of financial opportunities and to provide guidance, additional information and support.

Education briefs and interactive education sessions are provided to Military personnel across all forces and in many locations. Education during initial training, during career, deployment, leadership and transition seminars provides an opportunity to focus on key topics that are relevant at these stages.

ADFFSCC interacts with Veteran services to provide opportunities to enhance understanding of financial matters and create links to suitable services that may be of assistance into their future.



The ADFFSCC gives you and your family the opportunity to achieve greater financial security during your career and throughout your transition.

Transition information including a financial checklist can be accessed by scanning the QR code or by visiting:

www.adfconsumer.gov.au/

DEFENCE FORCE TRANSITION PROGRAM

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 and talk to your Transition Coach.

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:

www.moneySMART.gov.au



FINAL PAY AND LEAVE

When you transition from the ADF 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

For more information on your pay and leave provisions see Section 2.

DEPARTMENT OF VETERANS' AFFAIRS FINANCIAL SUPPORTS

The Department of Veterans' Affairs (DVA) may provide financial support to members and their families.

These financial supports range from income support payments and incapacity payments to claims for health conditions caused by your service.

The financial support offered by DVA is based on each individual's unique circumstances and eligibility.

For more information on DVA financial supports visit:

www.dva.gov.au/financial-support/support-families



FINANCIAL COUNSELLORS

Financial counsellors are not financial planners or financial advisers.

Financial counsellors are qualified professional who provide information, advice and advocacy to people in financial difficulty. Their services are non-judgmental, free, independent and confidential. They will listen and provide emotional support. Financial counsellors do not sell products.

Financial counsellors:

- don't charge fees to clients
- don't receive any payments or commissions from third parties for their services
- must have appropriate qualifications and training, and
- must be eligible for membership of a financial counselling association
<https://www.financialcounsellingaustralia.org.au/about-fca/members/>
- 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 by visiting:

www.moneySMART.gov.au



For more information contact:

ADF Financial Services Consumer Centre:

www.adfconsumer.gov.au/



NOT-FOR-PROFIT

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.

National Debt Helpline: 1800 007 007

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.

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 Military Superannuation and Benefits and Defence Force Retirement and Death Benefits Scheme, please contact Commonwealth Superannuation Corporation (CSC) to discuss your options if you are a member of either of these funds.

For more information on military superannuation and CSC see Section 13.

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.

Read: [Transition and your Super Factsheets](#)



For more information contact:

Commonwealth Superannuation Corporation:

www.csc.gov.au



ADF Financial Services Consumer Centre:

www.adfconsumer.gov.au/



Notes

11. INCOME & FINANCE

Notes



12

DEPARTMENT OF
VETERANS' AFFAIRS

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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.

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
- resources and information to help you find work

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.

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.

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

DVA 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

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 (CFTS), 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.

1800 VETERAN (1800 838 372)

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:

www.apod.com.au/register



VETERAN CONCESSIONS

DVA issues cards such as the Pensioner Concession Cards or health cards including the Commonwealth Seniors Health Card, Veteran Gold Card, Veteran White Card and Veteran Orange 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.

www.dva.gov.au/financial-support/discounts-and-concessions



DVA TRANSITIONING MEMBERS CASE MANAGEMENT PROGRAM

Medically and administratively transitioning ADF members with vulnerability or complex presentations may access a case manager. Case managers provide a primary point of contact to assist with 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 prior to transition date.

Email: triageandconnect@dva.gov.au

Phone: 1800 VETERAN (1800 838 372)

VETERAN SUPPORT OFFICERS

DVA's Veteran Support Officers (VSO) 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. If more practical to your needs, they can provide remote service delivery.

To make an appointment with a VSO email the address below with 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

www.dva.gov.au/VSO



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 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 or to register visit:

www.dva.gov.au/myservice



GET SUPPORT FOR MENTAL HEALTH

Any veteran who has completed one day of full-time service in the Australian Defence Force (ADF) can access fully funded treatment of mental health conditions under Non-Liability Health Care (NLHC). NLHC (mental health) is also available to reserve members who have rendered border protection or disaster relief service, or who were involved in a serious service related training accident.

Mental health conditions do not need to be related to military service, and a claim for compensation is not required to access this treatment.

This treatment can be accessed for as long as it is needed, at no cost to you. You can access this through your Veteran White Card. If you already have a Veteran White Card, you can access mental health treatment straight away. If you do not have a Veteran White Card apply on line through MyService.

DVA will fund for all necessary mental health costs for eligible veterans. These may include:

- treatment from a mental health provider such as a general practitioner (GP), psychiatrist, psychologist, mental health social worker, or mental health occupational therapist
- mental health admissions to a public or private hospital
- mental health treatment delivered at a day procedure facility
- prescribed medication for mental health conditions
- relevant pathology and medical imaging services required to assess and diagnose mental health conditions
- DVA recognised alcohol and drug treatment programs
- services provided by Open Arms – Veterans and Families Counselling
- extra services to support treatment from your mental health provider

Compensation and associated entitlements including treatment are also available in relation to mental health conditions accepted as service-related. These are available to all veterans, including all Reservists.

www.dva.gov.au/nlhc-mental-health



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.

If you have an accepted condition you can access DVA medical treatment by using a Veteran Card.

Depending on your eligibility, you may be issued with a Veteran White Card or a Veteran Gold Card.

Veteran White Card – (accepted condition)

DVA may pay for the costs of reasonable medical, dental, and allied health treatment services available through DVA arrangements for an accepted service-caused injury or disease

Veteran Gold Card

DVA may pay for the costs of reasonable medical, dental, and allied health treatment services available through DVA arrangements that are required for clinical needs for all medical conditions.

www.dva.gov.au/health-and-treatment



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.

Provisional Access to Medical Treatment

Under the Provisional Access to Medical Treatment (PAMT) program, you may be eligible to receive medical and allied health treatment on a provisional basis while your claim is being considered. The program is open to former serving members of the ADF who lodge claims before 30 June 2024 for one or more of the 20 most commonly accepted conditions.

For further information visit:

www.dva.gov.au/get-support/financial-support/compensation-claims/get-treatment-while-you-wait-claim-pamt



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. During your appointment if a VSO believes you would benefit from a qualified Ex-Service Organisation (ESO) Wellbeing and Compensation Advocate, and you choose to use such assistance, they will suggest how to access this support. Where an advocate is engaged, VSOs can work with your advocate to ensure your DVA business is in order.

Many ESOs provide a free or low cost service to support veterans in navigating the claims process. Advocates are also trained to assist in accessing other DVA community services to support you and your family's wellbeing.

For further information visit:

www.dva.gov.au/get-support/transitioning-civilian-life



Read: [Compensation Advocates Factsheet](#)



Contact details of free or low-cost ESO advocacy services around Australia can be found on the ATDP Advocacy Register, visit:

www.advocateregister.org.au



OPEN ARMS

Open Arms provides 24-hour free and confidential counselling and support services for current and ex-serving ADF members and their families, including 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

Phone: 1800 011 046

www.openarms.gov.au



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 include topics such as: thriving in civilian life, drinking responsibly, exercise and rewarding activities, eating and sleeping well, managing finances, building healthy relationships, and managing pain and injury.

OPEN ARMS – 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).

SAFE ZONE SUPPORT

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 142 072

OPEN ARMS – COMMUNITY AND 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

Phone: 1800 011 046

www.openarms.gov.au



HEALTH AND WELLBEING SUPPORT

DVA have a wide range of health and wellbeing support programs available.

Eligibility for these programs vary and you should consult DVA for further information on these programs and how to access them.

Programs include:

- Psychiatric Assistance Dog Program
- Heart Health Program
- Rehabilitation Support and Services
- Household services
- Attendant Care
- Veterans Home Care
- Nursing and Personal Care
- Home Modifications
- Repatriation Pharmaceutical Benefits Scheme
- Rehabilitation Appliance Program
- Coordinated Veteran Care Program
- Repat Pharmaceutical Benefits Scheme
- Travel for Approved Medical Treatment
- Family support
- Education Schemes

For further information on these programs call or visit:

Phone: 1800 VETERAN (1800 838 372)

www.dva.gov.au/get-support/health-support



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.



For accepted conditions under the Veterans' Entitlements Act 1986 (VEA) visit the DVA website.



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 the DVA website.



For an accepted condition under the Safety, Rehabilitation and Compensation Act 1988 (Defence-Related Claims) (DRCA) the DVA website.



If you receive more than one type of compensation for the same injury or disease, offsetting provisions may apply.

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.

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.



Motor Vehicle Compensation Scheme



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.

- eligible veterans are those who have rendered Qualifying Service
- 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
- some veterans and their partners who receive a Disability Pension from DVA can have their Age Pension paid by DVA

For more information visit:

www.dva.gov.au/financial-support/income-support



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:

www.dva.gov.au/veteran-payment



You can claim and manage your veteran payment through MyService:

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

www.veteransemployment.gov.au




RESERVE SERVICE AND DVA

Reservists can also access support and services from DVA.


For information and advice about compensation and associated entitlements for service-related medical conditions:

www.dva.gov.au/financial-support/compensation-claims



Non-liability mental health treatment is also available to Reservists who have completed a period of SERVOP C (CFTS) or who participated in disaster relief, border protection operations or who were involved in a serious service-related training accident. For more information about non-liability health care visit

For more information about non-liability health care:



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
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Open Arms

Phone	1800 011 046
Web	www.openarms.gov.au

Make an appointment on base with a Veteran Support Officer

Email	vso@dva.org.au
Web	www.dva.gov.au/VSO

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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www.dva.gov.au



13

**COMMONWEALTH
SUPERANNUATION
CORPORATION**

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COMMONWEALTH SUPERANNUATION CORPORATION

Commonwealth Superannuation Corporation (CSC) is the Trustee for the Military Superannuation and Benefits Scheme (MilitarySuper) and ADFS^{Super} and administrator of the Defence Force Retirement and Death Benefits Scheme (DFRDB) and ADFCover.

YOUR SUPER

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 visit:

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:

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:

www.csc.gov.au/Members/Advice-and-resources/ADF-Medical-Transition



MEMBER SERVICES ONLINE

Your online account (Navigator) 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 Navigator, visit the CSC website and click on 'Login' at the top right of the website.

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:

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:

www.csc.gov.au/Members/Advice-and-resources/Vets-Hub



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:

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.

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 001 677

Email: members@adfsuper.gov.au

Financial Advice

Phone: 1300 277 777

Notes



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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 supports millions of Australians each year by delivering 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 4 mobile service centres.
- 364 agents and 212 access points
- the largest contact centre operation in the Southern Hemisphere

For information about the payments and services available and to consider your eligibility, visit:

www.servicesaustralia.gov.au



Services Australia also delivers and operates myGov.

myGov is a simple and secure way to access government services online in one place, using a single sign in. myGov is available both as a website and a mobile app.

my.gov.au



CENTRELINK

Centrelink delivers social security 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 through MyGov or the Express Plus Centrelink mobile app.

www.servicesaustralia.gov.au/centrelink



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.

Once you're enrolled, you can do most of your Medicare business using your Medicare online account or the Express Plus Medicare mobile app.

www.servicesaustralia.gov.au/medicare



CHILD SUPPORT

Through the Child Support Scheme, the Child Support Program helps separated parents to ensure their children are financially supported.

You can contact Services Australia to discuss how your transition may affect your child support assessment and your options. These changes can include your location, income, bank account details, employer deductions or your care arrangements.

During your transition to civilian life, or any time your circumstances change, you need to tell Services Australia as soon as possible to make sure payments are still correct. Keeping your information updated helps to avoid problems later on, including missing payments or debts from a backdated assessment.

You can update your information any time using your Child Support online account through MyGov or the Express Plus Child Support mobile app.

www.servicesaustralia.gov.au/separated-parents



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.

www.servicesaustralia.gov.au/concession-and-health-care-cards



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.

my.gov.au



You can link your myGov account to a range of government services, such as Centrelink, Medicare, Child Support and the Australian Taxation Office.

You can also access myGov via the myGov app. The app is a simple, secure way to sign in to your account, view your Inbox messages and access services. There is also a digital wallet where you can store some of your government digital cards and certificates.

You need a myGov account to set up the app. If you don't have a myGov account, you'll need to create one.

To find out more and download the app, visit:

my.gov.au/app



Notes

14. SERVICES AUSTRALIA



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RESOURCES

LIST OF FORMS

The following forms are referenced in this guide:

- AC853 *ADF Application to Transition*
- AC853-2 *ADF Transition Clearance*
- AC853-3 *Defence Force Transition Program Application*
- AE380 *Tri Service Notification of ADF Reserve Service*
- AE427 *Service Category (SERCAT) Form*
- AE785 *Statement of Service and Transfer of Leave Liability*
- AF220 *Defence Conflict of Interest Declarations Form (only available in Service Connect)*
- AE959 *ADF Reserve Service Day Allocation Form*
- AF103 *Request for Prior Service Details (ADF members and APS/ASD/ASA employees)*
- DM042 *Medical Transition from the Defence Force CSC Certificate of Capacity*
- PM615 *Consent for the Disclosure of Health Information*
- XP101 *Declaration of Secrecy on Cessation of Duties*

Ask Izzy

Ask Izzy is a website that connects people in need with housing, a meal, money help, family violence support, counselling and much more.

It is free and anonymous, with thousands of services listed across Australia.

<https://askizzy.org.au>



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 those other jurisdictions 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:



NSW:



QLD:



VIC:



SA:



WA:



DRIVING LICENSE

For more information on licencing and registration requirements visit your state or territory's government transport website.

ACT:



NSW:



QLD:



VIC:



SA:



WA:



NT:



TAS:



PUBLIC TRANSPORT

For more information on state and territory public transport visit:

ACT:



NSW:



QLD:



VIC:



SA:



WA:



NT:



TAS:



ACRONYMS

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

T4E	Transition for Employment
TCS	Transition Coaching and Support
THE	Transition Health Exam
TWS	Total Workforce System
USO	Unit Security Officer
UWO	Unit Welfare Officer
VSO	Veteran Support Officer



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



Australian Government

Defence



ADF MEMBER AND FAMILY TRANSITION GUIDE



2024-25

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

