



Australian Government
Department of Defence

ADF Member and Family Transition Guide

A Practical Manual to Transitioning



defence.gov.au/DCO/transition

Defending Australia and its National Interests
www.defence.gov.au



Purpose

The *ADF Member and Family Transition Guide – a Practical Manual to Transitioning* contains information on the transition process for permanent ADF members. The Guide includes information on support services available to transitioning ADF members, and their administrative requirements.

Privacy

When providing support to military personnel and their families, Defence Community Organisation (DCO) collects personal information on ADF members and their family circumstances. DCO is required to comply with the *Privacy Act 1988*, which regulates the manner in which the organisation collects, handles, stores, secures, maintains, provides access to, alters, uses and discloses personal information. DCO delivers its service based on best practice guidelines and strives to continually improve services through quality review processes, research and evaluation. Visit defence.gov.au/dco to read the complete privacy statement and the DCO client service charter.

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ADF Transition Checklist

Transitioning from the ADF

- Consider whether transitioning from the ADF is right for you.
- Discuss transitioning from the ADF with your family.
- Discuss transitioning from the ADF with your Unit.
- Engage ADF Transition.
- Read the *ADF Member and Family Transition Guide*.
- Attend an ADF Member and Family Transition Seminar with your family or support person.
- Submit your *Application to Transfer Within or Separate from the ADF* and other applications.

Medical and Dental

- Engage a civilian general practitioner, dentist, and specialist (if required).
- Complete Separation Health Examination.
- Complete Separation Dental Examination.
- Complete Post Operational Psychological Screening (if required).
- Submit Commonwealth Superannuation Corporation Invalidity Retirements forms (if required).
- Lodge any compensation claims with the Department of Veterans' Affairs (DVA).
- Request Health Records.
- Consider private health insurance and request a Health Insurance Letter.

Future Support – Employment and Other

- Start your transition coaching sessions with your ADF Transition Coach.
- Apply for Career Transition Assistance Scheme.
- Visit the jobsearch website.

Defence Housing and Relocation

- Inform Defence Housing Australia of your intent to transition from the ADF.
- Submit request for accommodation extension (if required).
- Seek approval to live on base after your transition date (if required).
- Contact Toll Transitions to determine your removal entitlement.
- Enquire about the Defence Home Ownership Assistance Scheme (DHOAS) and get a DHOAS Subsidy Certificate.

Defence Leave Matters

- Submit all leave requests.
- Apply to transfer leave entitlements if you're moving to a government job.

Defence Finance Matters

- Ensure your post transition address is up-to-date.
- Advise your Salary Packaging Administrator of your transition date (if required).
- Consult your financial adviser if you're receiving a termination payment.
- Contact your superannuation fund or your financial adviser to receive tailored advice on entitlements.

Other Transition Requirements

- Return your ID card in line with the Defence Security Manual.
- Return your official passport to your sponsoring authority.
- Process outstanding transactions for your Defence Travel Card.
- Return your Defence Purchasing Card.
- Transfer your Defence driver's licence to a State or Territory civilian licence.
- Collect your ADF Will from your ADF Transition Coach (if applicable).
- Claim your full medal entitlement.

Reserves

- Talk to your Unit and family about what Reserve Service Category and Option suit your circumstances.
- Check your PMKeyS information is correct.
- Create a ForceNet account.

Department of Veterans' Affairs

- Talk to ADF Transition about accessing DVA services.
- Lodge a claim for acceptance of liability with DVA if you have sustained an injury or contracted a disease related to your service.

Department of Human Services

- Update your circumstances for Centrelink, Medicare, and Child Support.
- Request a Centrelink Employment Separation Certificate.

Keeping Contact

- Ensure your post transition contact details have been provided to your transition coach.
 - Defence Family Helpline: 1800 624 608
- and/or
- 1800 DEFENCE: 1800 333 362



Transitioning from the ADF

At some point in their career, all ADF members will transition out of the military and back into civilian life. It's a significant decision that can involve your family. Planning early will make sure you're informed and ready to enter the next phase of your life.

Things to do

- Consider whether transitioning from the ADF is right for you.
- Discuss transitioning from the ADF with your family invite them to participate.
- Discuss transitioning from the ADF with your Unit.
- Engage ADF Transition.
- Read the ADF Member and Family Transition Guide.
- ADF Member and Family Transition Seminar.
- Submit your *Application to Transfer Within or Separate from the ADF* and other applications.

Your Support Network

Transitioning from military service to civilian life is a shared responsibility. When you decide to transition you should engage with:

- your family
- your Unit
- ADF Transition
- other Defence agencies as needed.

Unit Staff

You should talk about transitioning from the ADF with your Unit early. They can speak to you about the transition process, and connect you with your local ADF Transition Centre. It's your responsibility to work with your Unit to complete your administrative requirements. Commanders are responsible for providing you with clear advice and ensuring you're provided appropriate access to transition support services. Your Unit will conduct an exit interview and a security briefing with you.

ADF Transition

You must complete your transition with ADF Transition if you're a permanent ADF member, GAP year, recruit (ADFA Recruit Training School) or SERVOP C Reservist. You need to engage ADF Transition before you transition so you're informed of the process and are aware of your administration requirements. ADF Transition provide a range of services to support you and your family during the transition to civilian life. Your ADF Transition Coach:

- can discuss transitioning with you at any point in your career
- provide you with an individual transition plan and ADF Clearance form
- offer tailored coaching and mentoring services during your transition
- facilitate connections to Defence and government support services
- support you to meet your administrative requirements.

The number of times you meet with your ADF Transition Coach varies. You can expect at least two meetings (in person or by phone) and a 30 day post-transition follow up phone call. Other meetings may focus on career coaching, transition administration or a mixture of both. Your family is encouraged to attend, so please invite them along.

Transition Centres are located around Australia, generally on or near major Defence establishments. Outreach visits may be scheduled where there is no local centre. To find your local centre visit defence.gov.au/DCO/Transition/Centres or refer to the list at the end of this guide.

Reservists contemplating a transition are not eligible to access ADF Transition (except SERVOP C). Reservist transition information is available through your Chain of Command.

Tailored Career Coaching

You can access tailored career coaching services from ADF Transition during your transition and up to 12 months afterwards. Your ADF Transition Coach can help you plan for, secure, and maintain suitable employment. They will work with you to understand:

- your skills, interests, and career expectations
- appropriate tools and techniques to promote yourself to employers.

Leaving with Documentation

Your ADF Transition Coach will advise you how to collect the documentation you need to support your transition to civilian life. This includes your:

- Individualised transition and coaching plan
- record of service
- record of training and employment
- copies of medical records
- Medicare application form
- ADF Member and Family Transition Guide.

Administration Requirements

Your ADF Transition Coach and Unit staff will help you understand your administrative requirements as part of your transition, and can direct you to government services that support your circumstances. Your administrative requirements include:

- determining a suitable transition date
- submitting your *Application to Transfer Within or Separate from the ADF* and other applications
- finalising your ADF leave, finances, housing, medical, security, and training requirements
- applying for the Career Transition Assistance Scheme
- understanding support available from the Department of Veterans' Affairs, Commonwealth Superannuation Corporation, Department of Human Services (Centrelink, Medicare, Child Support), Defence Housing Australia, and Toll Transitions.

Forms for your Transition

The following forms are required for your transition, and are only available from Webforms on the Defence intranet. Your ADF Transition Coach can help you complete them.

- Form AC853: *Application to Transfer Within or Separate from the ADF*
- Form AC853-2: *ADF Transition Clearance*
- Form AC853-3: *Career Transition Assistance Application*.

ADF Transition Policy Manual

The *ADF Transition Policy Manual* prescribes the policy and procedural aspects applicable to your transition from the ADF. The manual is the overarching document, providing detailed direction to ADF members, Commanders, transition staff, and other Defence personnel involved in the provision of transition support services.

ADF Member and Family Transition Seminars

Come to an ADF Member and Family Transition Seminar to help you and your family prepare for your transition. All families are invited to attend a Seminar, even if it's outside your locality. The Seminar covers these topics:

- Transition Support and Administration
- Your Career and You
- Career Transition Benefits
- Your Money and You
- Department of Veterans' Affairs
- Veterans and Veterans Families Counselling Service
- Military Superannuation
- Reserves Service Options.

ADF Member and Family Transition Seminars are held nationally throughout the year. You can attend a seminar at any stage during your career. You're welcome to bring your family members or support person. If you are an ADF member and would like to attend a seminar, register your attendance through CAMPUS. ADF families and support people can register their attendance by emailing Transition National Support Team adf.transition@defence.gov.au including the PMKeys number of the ADF member they are supporting.

The ADF Member and Family Transition Seminar Schedule is available at defence.gov.au/DCO/transition

More Information

Visit defence.gov.au/DCO/transition for supporting information on the transition process including factsheets, guidelines and application forms to some support services.

Email adf.transition@defence.gov.au



Support and Family Services

Defence Community Organisation

Defence Community Organisation (DCO) offers a range of programs and services to help Defence families manage the military lifestyle. DCO has offices in all states and territories with social workers, education, family, community and military liaison staff to help your family transition to civilian life. DCO can provide:

- support from a social worker
- help sourcing childcare
- support from Defence community groups
- support to schools with high numbers of Defence students
- access to family support programs including partner employment, dependants with special needs, and education assistance for children
- support and resources for families during deployment, family member absence and relocation.

Visit defence.gov.au/dco

Phone: Defence Family Helpline **1800 624 608**

Email: DefenceFamilyHelpline@defence.gov.au

Defence Families Australia

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

Visit dfa.org.au

Defence Special Needs Support Group

The Defence Special Needs Support Group (DSNSG) is a volunteer organisation that provides information and assistance to ADF families who have someone with special needs. The term 'special needs' covers the full range of medical, disability, therapy and educational needs. The person with special needs may be you if you have been injured or have an illness, your spouse, child, or an elderly dependant.

Visit dsnsg.org.au

Phone: **1800 037 674**

Email: national.coordinator@dsnsg.org.au

Legal Aid

If you need family, civil or criminal legal support, you can access Legal Aid. The service is available in each state and territory. Visit nationallegalaid.org and contact your nearest office for an appointment.

Other Veteran Support Organisations

There are many community organisations you can contact for additional support when you transition. Some organisations you may be interested in are:

- Council on the Ageing – the peak national organisation representing the rights, needs and interests of older Australians. Visit cota.org.au/australia
- Australian Pensioners and Superannuants Federation – advocates to government and the private sector to ensure pensioners and superannuants receive a fair go. Visit apsf.asn.au
- Citizens' Advice Bureau – low-cost legal advice service on a wide range of issues, and mediation services. Search for your local bureau online
- Public or private trustee – examines the accounts of private administrators of another person's estate. Search for your local trustee online
- Carers' Australia – national peak body representing Australia's carers. Visit carersaustralia.com.au to find your state and territory Carers Associations
- Palliative Care Association
- Church groups
- Health support groups for medical conditions (e.g. Cancer Society, Arthritis Foundation, Dementia Society and Diabetes Australia).

These organisations have state and sometimes regional offices. Some may have a membership fee or a small cost attached to the use of their services.



Medical and Dental

It's your responsibility to coordinate your medical and dental examinations with your local Health Centre within six months of transitioning. Start the process early because it can be difficult to secure appointments. If you have served for a long period or have complex health conditions, you may need several appointments to finalise your health assessment.

Things to do

- Complete separation Health Examination.
- Complete Separation Dental Examination.
- Complete Post Operational Psychological Screening (if required).
- Request Health Records.
- Submit Commonwealth Superannuation Corporation Invalidity Requirements forms (if required).
- Lodge any compensation claims with the Department of Veterans Affairs.
- Request Medicare Card.
- Submit Commonwealth Superannuation Corporation Invalidity Requirements forms (if required).
- Consider private health insurance and request a Health Insurance Letter.
- Engage a civilian general practitioner (if required).

Engaging Civilian Health Providers

You don't need to meet a defined standard of medical fitness or dental class to transition. However, you should aim to arrange your health care needs during the last 12 months of your service.

You should nominate a civilian general practitioner (GP), a general dentist, and specialists (if required) before your Separation Health Examination and Separation Dental Examination so you have a smooth transition to civilian health care. If you need help finding a civilian health provider visit healthdirect.gov.au

Your entitlement to health care continues up to your transition date, unless there are exceptional circumstances as outlined in the *Defence Health Manual*. After your transition date, you'll be in the care of your nominated civilian health provider.

You must be enrolled in Medicare to access civilian health benefits. Your ADF Transition Coach will discuss Medicare applications with you at your transition planning session. See Human Services in this Guide.

Mental Health Screening

If you have been deployed within the past two years you must participate in a Post Operational Psychological Screening. Contact your local Health Centre to arrange an appointment if you haven't completed one.

Separation Health Examination

You must have a final medical examination within six months of transitioning. A Separation Health Examination will be conducted by your local Health Centre. At the examination, you can request the Defence Medical Officer handover information about your current medical conditions to your nominated civilian GP. If your health needs are complex, the Defence Medical Officer may contact your civilian GP or specialist directly. After the examination, you'll receive a:

- letter summarising your medical history and ongoing health care needs
- copy of your Separation Health Statement
- copy of your Separation Health Examination
- copies of any relevant reports or investigations
- your vaccination summary.

If you're transitioning for medical reasons, Form DM042: *Invalidity Retirement from the Defence Force Medical Information* is completed by the Medical Officer at your examination. This form helps Commonwealth Superannuation Corporation (CSC) determine your level of incapacity and corresponding superannuation benefit. The DM042 form will be submitted to CSC by the Health Centre staff before you transition to avoid financial hardship.

Separation Dental Examination

You should have a final dental examination within six months of transitioning. Undergoing an examination means any dental treatment can be identified and completed before your transition date.

Claims

If you have sustained an injury or contracted a disease which you believe is related to your ADF service, it is best if you lodge any claims for liability before your transition date.

Providing a full copy of your medical records to the Department of Veterans' Affairs (DVA) can speed up processing times. The DVA On Base Advisory Service (OBAS) can give you information and advice about the support and entitlements available through DVA. OBAS is located on more than 40 ADF bases nationally. Your Health Centre can help you make an appointment. See Department of Veterans' Affairs in this Guide for more information on support and services available from DVA.

Release of Health Records

If you are still serving, you can request a copy of your health records at any time. This is recommended if you need ongoing health care after transition. Ask your local Defence health facility for a copy of your records. If you have already transitioned, send a request to Defence Archives. **Visit defence.gov.au/Records/ExService** for information on requesting copies of your health documents after you transition.

ADF Rehabilitation Program

If you become injured or ill during your service, Defence will support your rehabilitation through the ADF Rehabilitation Program (ADFRP), regardless of whether your illness or injury is service related. Joint Health Command manage the Program, which offers:

- high quality medical and specialist treatment
- 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.

The ADFRP will facilitate a Vocational and Functional Assessment to help you determine an appropriate vocation after transitioning. Your Rehabilitation Consultant will work closely with ADF Transition 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're supported through your transition.

Please note: Reservists, other than those on SERVOP C, will need to confirm their eligibility for ADFRP assistance with their Chain of Command or Regional Rehabilitation Manager.

Private Health Insurance

Before you transition, you should consider your health insurance needs. Medicare covers most Australian residents for health care but it doesn't 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 don't hold private hospital cover. Visit **privatehealth.gov.au**

As a permanent member of the ADF you're considered to have had private hospital cover while serving. If you don't take out hospital cover after you transition, you've got 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 won't be affected.

If you start a private health insurance policy the day after your transition, no waiting periods for benefits should apply. Your ADF Transition Coach can provide a Health Insurance Letter confirming the provision of full medical and dental healthcare during your service. For more information contact Defence Health, Navy Health, or your preferred health insurance provider.

Health Insurance Information Websites

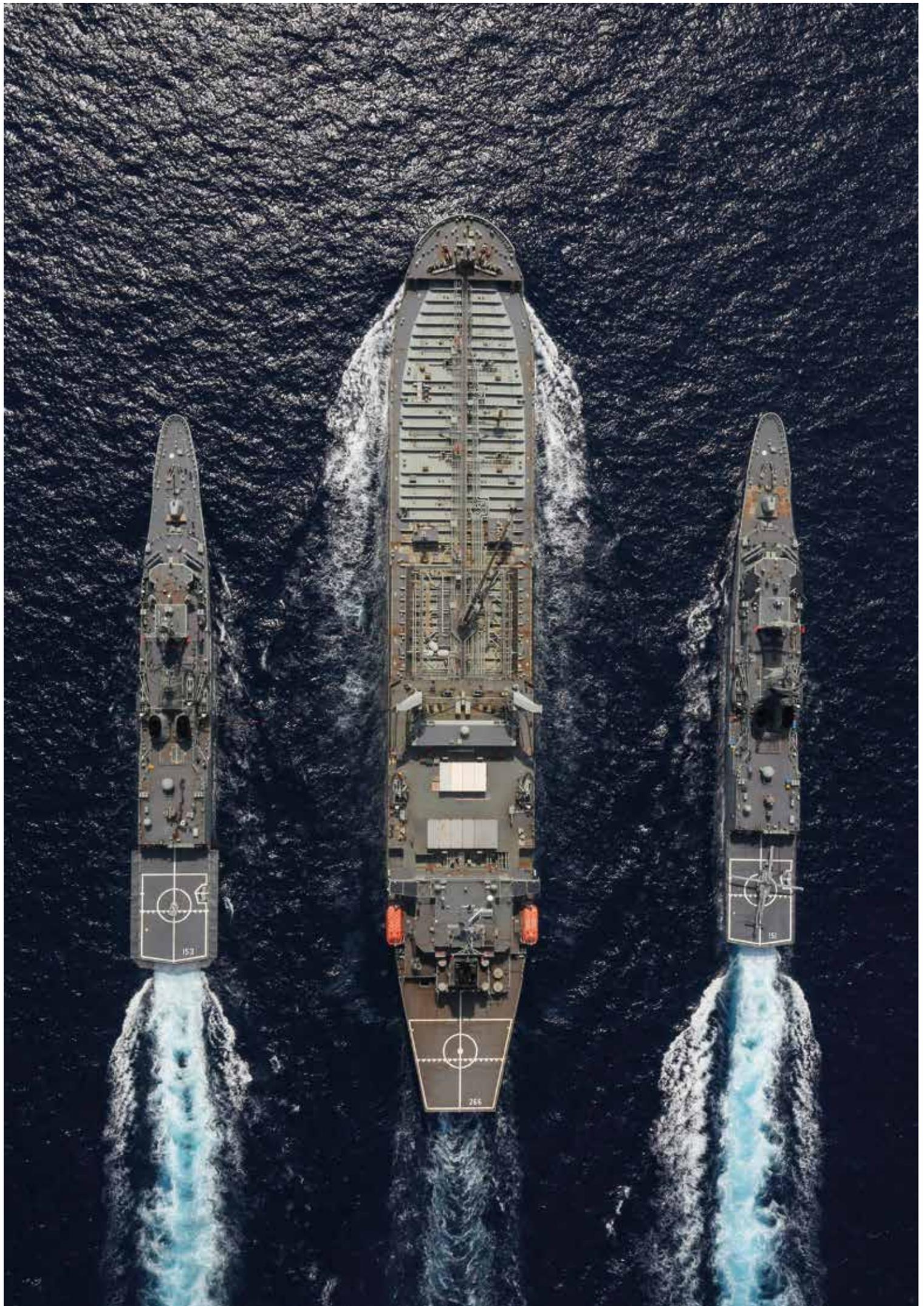
Defence Health
defencehealth.com.au

Navy Health
navyhealth.com.au

Private Health Insurance Ombudsman
privatehealth.gov.au

Ambulance Cover

Medicare doesn't cover the cost of emergency transport. If ambulance cover isn't included in your private health insurance or you don't want to purchase private health insurance, you can 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 ambulance organisation.



Mental Health Support

ADF Mental Health Programs

Joint Health Command delivers a range of mental health services including mental health promotion, training, prevention, early identification, treatment and rehabilitation. Defence recognise that mental health isn't solely related to diagnosable mental disorders but encompasses a broad range of lifestyle, mental wellbeing and job performance factors. Joint Health Command provides timely, evidence based mental health support to Commanders and ADF members through the development of policy, training and treatment programs adapted to the special conditions of military service. Visit defence.gov.au/health for a full list of polices, training, and programs.

ADF Health and Wellbeing Portal

The Joint Health Command ADF Health and Wellbeing Portal 'Fighting Fit' will direct you to Defence websites about ADF health (including mental health). The portal includes information for Commanders, Reservists, ADF members preparing for deployment, veterans, families, members who are transitioning from Defence and health professionals. Visit defence.gov.au/health/healthportal

Alcohol, Tobacco and Other Drugs Program

The Alcohol, Tobacco and Other Drugs Program delivers workplace education on the risks associated with alcohol and drug use and the clinical interventions available for ADF members seeking support. 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. Visit defence.gov.au/Health/ATODP

The Department of Veteran Affairs Right Mix site provides tips, tools and strategies that can reduce the impact of alcohol. Visit therightmix.gov.au

All-hours Support Line

The All-hours Support Line (ASL) is a confidential telephone service for you and your family available anytime. The service is designed as a triage line to help you access ADF or civilian mental health services easily. This includes psychology, medical, social work, and chaplain services. The ASL is provided by an experienced outside agency contracted by Defence. When calling the ASL,

you can expect a qualified, mental health professional who has a good understanding of support available to you. Call **1800 628 036**.

Your GP

In many cases, the first step in accessing services for treatment of anxiety, depression, or related conditions will be a consultation with your GP. Your GP can work with you to write a Mental Health Treatment Plan and refer you to a mental health specialist such as a psychologist, social worker, occupational therapist, or psychiatrist. You can also access a health assessment from your GP (see Medical and Dental in this Guide). A Medicare rebate is available for this assessment. Visit at-ease.dva.gov.au for advice on seeking professional help.

Health Hot Line

1800 IMSICK is a national 24-hour call service providing world class nurse triage and health support for ADF members in Australia. Use the service if you become ill or injured after hours, or are not in close proximity to an on-base health facility. Call **1800 467 425**.

Veterans and Veterans Families Counselling Service

The Veterans and Veterans Families Counselling Service (VVCS) provides free and confidential counselling and support for current and former ADF members and their families. This military-aware service also offers relationship and family counselling to address issues that can arise due to the unique nature of ADF service.

VVCS is available nationwide, 24/7. Call **1800 011 046** or visit vvcs.gov.au

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're experiencing anxiety, depression, or suicide risk. Visit beyondblue.org.au



Transition Coaching and Career Support

During your service, you've gained an extensive range of skills, abilities, recognised behaviours and attributes that make you a valuable employee in the civilian workforce. You'll receive an individual transition plan, career coaching and other advice so you can uncover your aspirations and plan for employment and life outside of the ADF. This includes training requirements and job search preparation.

Things to do

- Start your career coaching sessions with your ADF Transition Coach.
- Apply for Career Transition Assistance Scheme.
- Visit the jobsearch website.

Tailored Transition Coaching

You can access tailored transition coaching services for up to 12 months prior to and after your transition date. This support focuses on coaching you and your family through the transition process and may cover administration, career development, finding employment, ensuring continuity of healthcare, accessing government and community services, family support and social connectedness, and leaving with appropriate transition documentation. Transition coaching will help you and your family consider your longer term goals, and to develop an individual transition plan.

Tailored Career Coaching

Your ADF Transition Coach can help you and your family plan for suitable employment. We encourage the involvement of your family through joint participation at these tailored career coaching sessions. Your coach can guide you through the Career Transition Assistance Scheme application process and advise your eligibility for employment related services, as well as help you understand the civilian job market and access relevant tools and resources. Tailored career coaching through your ADF Transition Coach can assist you in reaching your post transition employment goals.

Career Transition Assistance Scheme

The Career Transition Assistance Scheme (CTAS) helps facilitate your transition to civilian employment through training and financial support. CTAS is

available to all permanent members of the ADF and eligible SERCAT 3 - 5 Reservists. You can access CTAS 12 months before and up to 12 months after your transition.

CTAS benefits are determined by the length of your service and reason for leaving the ADF. Additional CTAS help is available if you're transitioning for medical reasons, declared redundant, or as a result of a Command Initiated Transfer to Reserves (CITR) package.

CTAS services include:

- Job Search Preparation Workshops
- Career Transition Training
- Career Transition Management Coaching
- Curriculum Vitae (CV) coaching
- Approved Absence
- financial counselling
- transition seminars.

CTAS Eligibility

To be eligible for CTAS you must provide evidence of your intention to transition. Your length of service will determine your CTAS level:

Level 1 – less than 12 years of service.

Level 2 – 12 to less than 18 years of service.

Level 3 – 18 or more years of service or Compulsory Retirement Age (irrespective of length of service).

Level 3 – medical.

If you transition for medical reasons, are declared redundant, or are offered a MIER you may receive CTAS Level 3 benefits. If you transition under Adverse Administration or Limited Tenure Promotion you're eligible for CTAS and benefits are based on your length of service.

Applying for CTAS

To apply complete Form AC853-3: *Career Transition Assistance Application* and submit to your ADF Transition Coach. The application assessment normally takes 21 days if there's complete and sufficient information. If you're interested in undertaking training, you must submit your CTAS application before you enrol. All applications are made electronically and require a digital signature.

Benefits

CTAS Benefits Matrix

	CTAS Level	Job Search Preparation Workshop	Approved Absence	Career Transition Training Up to \$5,320	Career Transition Management Coaching Up to \$2,820	CV Coaching Up to \$253	Financial Counselling Up to \$518
< 12 years' service	1	Yes	5 days	No	No	No	No
12 - <18 years' service	2	Yes	10 days	EITHER / OR		Yes	No
				Yes, up to \$1,100 if CTMC isn't undertaken	Yes, up to \$1,100 if CTT isn't undertaken		
Compulsory Retirement Age or ≥ 18 years' service	3	No	23 days	EITHER / OR		Yes	No
				Yes, up to \$5,320 if CTMC isn't undertaken	Yes, up to \$2,820 if CTT isn't undertaken		
Medical MIER Redundancy	3	No	23 days	Yes	Yes	Yes	Yes

Job Search Preparation Workshops

If you're transitioning voluntarily with less than 12 years' service, you can enrol in a free two-day Job Search Preparation Workshop to learn how to:

- create and maintain a CV
- write cover letters
- determine what a job advertisement is asking for
- research and prepare for interviews.

You can also access up to two hours of individual coaching to prepare for job interviews and reinforce the skills you've learned at the workshop. Talk to your ADF Transition Coach for more information.

Career Transition Training

Career Transition Training gives you access to vocational education and training to support your employment prospects after you transition. Career Transition Training can be courses delivered face-to-face or by correspondence. When you meet with your Transition Coach about Career Transition Training talk to them about;

- the type of employment you're interested in, for example full time
- the industry or field you're interested in, for example automotive

- training requirements you think necessary, for example IT skills.

When you apply for Career Transition Training you'll need to justify your application and provide evidence to meet approval conditions. If you're pursuing employment that uses your skills and experience gained from your service, you need to explain why your current qualifications aren't sufficient and more training is needed.

If you're pursuing employment that doesn't align with skills and experience gained from your service, you'll need to demonstrate your commitment and genuine intention to seek such employment, and explain why training is essential in making you competitive. Evidence of your commitment may include self-funded training, or details of your extensive association with the proposed employment (e.g. as a hobby, part-time business, or employment).

Training will only be approved if it leads to your career transition goal.

Once approved, you can start your Career Transition Training during service using your approved absence provisions or approved leave.

Career Transition Management Coaching and CV Coaching Providers

Defence has endorsed through a national panel, the following companies to provide Career Transition Management Coaching, and CV Coaching. If you choose to engage a provider not on the panel, you won't be able to receive Defence financial support.

Panel Providers Include:

Advanced Personnel Management
apm.net.au

IPAR Rehabilitation Pty Ltd
ipar.com.au

EASEC Pty Ltd
easec.com.au

Konekt Australia Pty Ltd
konekt.com.au

Synergy People Solutions
synergypeoplesolutions.com.au

Employment Options
employmentoptions.com.au

Preservation of CTAS Entitlement

If you don't access your CTAS benefits before you transition it's automatically preserved for up to 12 months, except Approved Absences. You must apply for any CTAS activity within this 12 month preservation period. Special consideration for further extensions may be approved for members transitioning for medical reasons.

Entitlements to Defence funded travel, accommodation and associated costs will cease on your transition date.

Reserve Activity and CTAS

If you transfer to an active element of the Reserves and the majority of your post transition employment is from Reserves service, you're not considered to have transitioned into the civilian workforce. Your CTAS provisions are preserved until Reserve service stops being your primary form of post transition employment. If you stop Reserve service, your entitlements are automatically preserved for 12 months from your last day of service. Reserve service isn't accrued qualifying service for the purposes of CTAS unless you're SERCAT 3-5.

Fringe Benefits Tax

Some of the benefits available under CTAS are subject to Fringe Benefits Tax and are reportable on your annual payment summary. The fringe benefit reportable amount isn't included in the calculation

of tax payable but may be used in the calculation of various surcharges and income tests for some government benefits. Talk to your financial adviser and contact Human Services for more information.

Paying for Training

Your CTAS approval minute will provide you with further details on payment options including:

- claiming reimbursement by providing a tax invoice and proof of payment
- invoicing CTAS National Office for credit card payment, or a 30 day bank deposit.

Travel

Travel expenses associated with CTAS will only be paid if you're undertaking training only conducted outside your location, and you have valid reasons why the training must be undertaken before you transition.

There is no eligibility to travel, accommodation and associated costs after termination.

Appeals

If you're not satisfied with a CTAS application outcome you can forward an appeal to the CTAS Executive Officer within 28 days of the decision being made.

CTAS Policy

Visit defence.gov.au/payandconditions/adf and see PACMAN Chapter 2 for the CTAS policy.

Defence Learning Branch

The Defence Learning Branch supports training and education for ADF members. They can provide you with information on the Defence Assisted Study Scheme (DASS), various Education Assistance Schemes (EAS) and postgraduate study at the Australian Defence Force Academy (ADFA).

There are a number of courses available to members through CAMPUS that can be accessed up until transition date.

Defence Civilian Accreditation Program

Defence may be able to provide you with nationally recognised civilian qualifications for the training and experience gained during your service. There are different processes for each Service.

Navy

Accreditations achieved by members after February 2018 are issued through the Department of Defence Registered Training Organisation (RTO) (0442) and are in both electronic and hardcopy form at point

of achievement. To request accreditation achieved after February 2018 from Defence RTO, you'll need to apply by:

- contacting 1800 DEFENCE (1800 333 362)
- Emailing a request to
Defence.RTO@defence.gov.au

Accreditations achieved by members prior to February 2018 were issued electronically at point of achievement by Navy Registered Training Organisation (RTO). To request accreditation achieved prior to February 2018 from Navy RTO, you'll need to apply by:

- completing Form AE204: *Request for RAN issued VET Qualifications*; or
- contacting the Defence Call Centre on
1800 DEFENCE (1800 333 362) for more information.

Visit navy.gov.au/rto

Army

Civilian Qualifications for Army Courses –

Army issues civil qualifications automatically after the course. You would've been advised prior to the training, if you were to receive a qualification.

Civilian Qualifications by Recognition –

Army may offer qualifications to assist members with transition to civilian employment. If currently available, these qualifications can be obtained through the submission of a recognition portfolio.

For enquiries contact the Directorate of Customer Access Management:
Email yourcustomer.service@defence.gov.au
Phone **1800 333 362**

Air Force

Issues accreditations automatically after the course. If you completed accredited training under Air Force's scope of registration and haven't been issued your accreditation email

RAAF.Accreditation@defence.gov.au

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 speciality for further information.

Visit dva.gov.au for additional information

jobactive Website

The Department of Jobs and Small Business jobactive website provides comprehensive support tools and information specifically for veterans seeking employment. You can find:

- Employment Opportunities
- Labour market advice
- Employment planning tools
- Government employment assistance.

Visit jobsearch.gov.au/jobseeker-info/employment-assistance-for-veterans

Conflict of Interest

Defence encourages transitioning ADF members to consider a career in the wider Defence workforce while paying careful attention to whether there will be the potential for an actual or perceived conflict of interest.

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

You must report as soon as practicable any offer of post-transition employment that could lead to an actual or perceived conflict of interest to your Commanding Officer or Supervisor. For example, if you're taking up new employment with companies involved, or potentially involved, in providing materials or services to Defence, or as independent contractors to Defence.

For more information read the *DI(G) PERS 25–4 Notification of Post Separation Employment* on the intranet.

Prime Minister's Veterans' Employment Program

The Prime Minister's Veterans' Employment Program aims to make it easier for businesses to recruit Veterans and for industry to reap the benefits of their skills and professional expertise. The program gathers Ministers, Defence leaders, business leaders and ex-service organisations, Defence leadership and Government to make a renewed commitment to better recognise the value of our veterans after their ADF service has ended.

Visit veteransemployment.gov.au



Defence Housing and Relocation

If you live in a Defence property you must inform Defence Housing Australia (DHA) of your intention to leave when you know your transition date.

Things to do

- Inform Defence Housing Australia of your intent to transition from the ADF.
- Submit request for accommodation extension (if required).
- Seek approval to live on base after your transition date (if required).
- Contact Toll Transitions to determine your removal entitlement.
- Enquire about the Defence Home Ownership Assistance Scheme (DHOAS) and get a DHOAS Subsidy Certificate.

Service Residences and Members Choice Accommodation (MCA)

Requests for an extension of tenancy is only considered for compassionate reasons or for unforeseen circumstances. You can't use personal or financial convenience as a reason for an extension. To request an extension, you must seek written approval from DHA at least 28 days before your transition date. Your application should provide information on:

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

DHA will assess your application and consider the future requirement for the property and its condition at the pre-vacation inspection. If your extension is approved, you'll pay the market rent and a bond through a nominated real estate agent. Market rent is the rent charged to the ADF by DHA.

Visit dha.gov.au or call **139 342**

Living-in Accommodation

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

Contact DHA or access your Online Services Account to request a transit room for the extended period as 'ADF/APS Non work related'. Higher contribution rates apply and are payable by invoice.

Rent Payments

As soon as you know you're going to vacate a property, contact your real estate company to avoid break lease costs. If you receive Rent Allowance, your payments will stop on pre-pack or uplift. You'll only need a final rent receipt if you're 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.

Visit dha.gov.au or call **139 342**

Removal Entitlements

Removal entitlements vary according to your circumstances. Contact Toll Transitions before your transition date to determine your removal entitlement. Any applications for removal must be approved before your transition date. You're entitled to removal services if you:

- have completed the period of service you were engaged to serve
- retire upon reaching Compulsory Retirement Age Replace with: 60 years (SERCAT 6 & 7) or 65 years (SERCATS 2–5) or
- are made redundant (unless you're a Reserve Force member rendering CFTS).

You'll be moved to your nominated intended place of residence, provided travel for you and your family has also been requested to that location. If you're re-locating overseas, you'll be moved to the closest Australian capital city to travel to your destination.

You may defer your removal entitlement for up to 12 months after transition. You need to apply in writing to Toll Transitions before transitioning, email ttcsc@tollgroup.com

Visit defence.gov.au/payandconditions/adf

Storage of Effects Entitlements

You'll need to pay for all storage charges and related insurance costs from the date your belongings are delivered to the Government removalist's store. You'll be invoiced directly by Toll Transitions.

Visit defence.gov.au/payandconditions/adf

Toll Transitions Contacts

Visit tolltransitions.com.au;

Phone: **1800 819 167**

Defence Services Home Scheme

The Defence Services Home (DSH) Scheme provides housing benefits to eligible veterans, ADF personnel and their dependants. The benefits include:

- subsidised housing loans
- home support loans
- insurances.

Visit dsh.gov.au

Phone: **1800 722 000**

Email: DSHSubsidyVIC@dva.gov.au

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'll need to meet certain conditions to join the scheme.

To apply for a subsidised home loan, you'll 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 DHOAS level.

You're encouraged to apply for a DHOAS Subsidy Certificate before transitioning because you can only apply for one last certificate through DVA within two years of 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).

Visit dhoas.gov.au

Phone: **13004 DHOAS** (1300 434 627)

Email: dhoas@dva.gov.au

Defence Service Home Insurance Scheme

The Defence Service Home Insurance Scheme offers personal insurance policies, including home insurance, for eligible veterans at competitive prices.

Visit dsh.gov.au

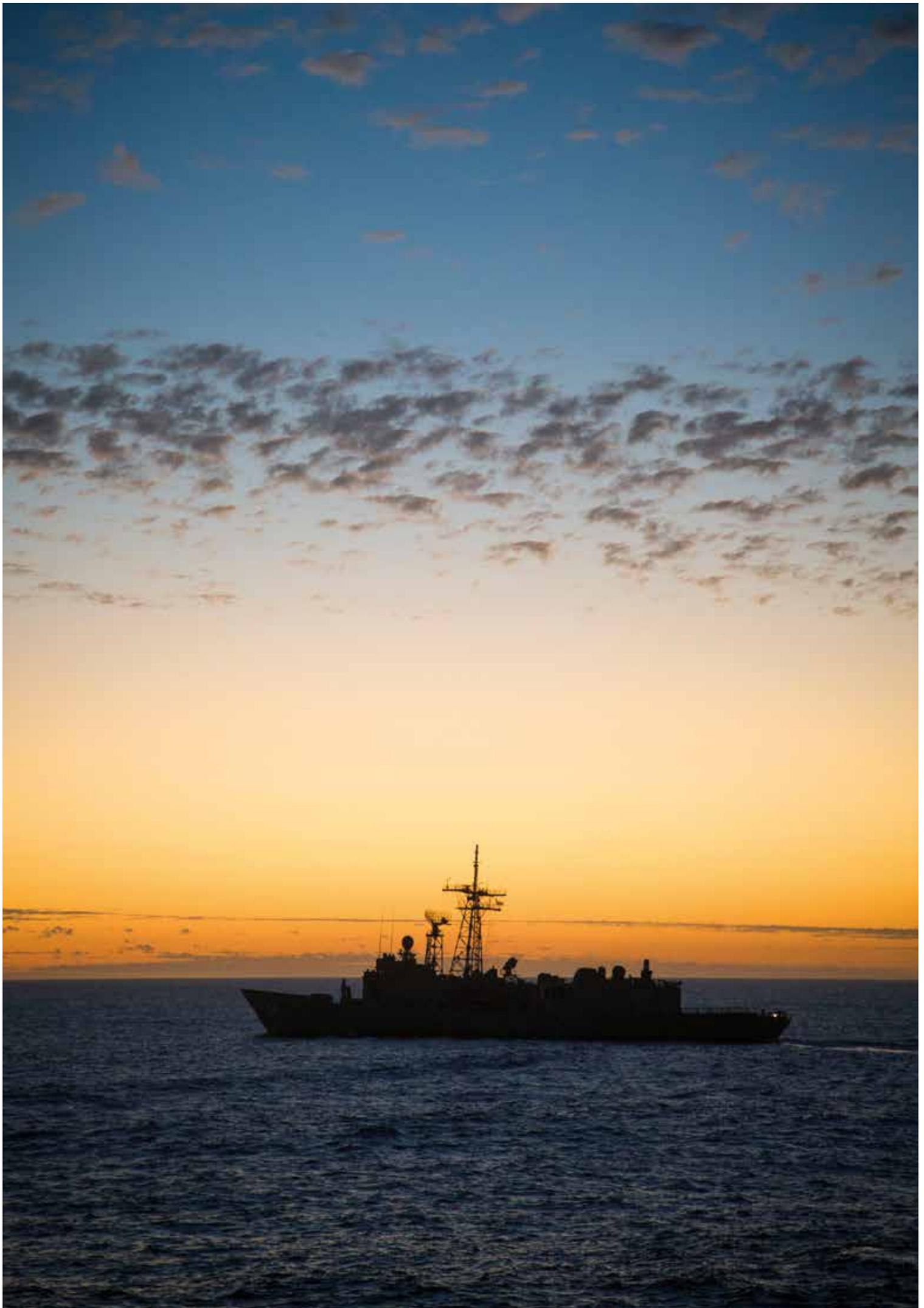
Home Purchase or Sale Expenses Allowance

Subject to certain eligibility provisions, you may be entitled to Home Purchase or Sale Expenses 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 must have moved to another location before you can apply. You can't apply for HPSEA or HPAS after your transition date. The date of contract for sale must be within 12 months before or after your transition.

Reimbursement of costs associated with an approved HPSEA will be paid after you transition.

Visit defence.gov.au/payandconditions/adf and see PACMAN Chapter 7.



Defence Leave Matters

Finalising and submitting leave forms is a key part of your transition. You must submit all leave forms before your transition date. Your ADF Transition Coach can provide advice on how and when to submit leave entitlement claims.

Things to do

- Submit all leave requests before your transition date.
- Apply to transfer leave entitlements if you're moving to a government job.

Leave check

Your Pay and Administrative Centre (APAC or PAC-NSW) will do a leave check before your transition date. If you plan to take leave before your transition date you must submit your leave forms as soon as possible.

If using PMKeyS Self Service you must ensure your supervisor approves your leave before you go on leave.

Long Service Leave

ADF Long Service Leave accrues at the rate of three months after the first 10 years of continuous eligible service, and 0.3 months for each year after 10 years. You can apply to take your Long Service Leave during service on full or half pay.

If you're entitled to be paid Long Service Leave, it will be automatically processed when you transition. If don't want your Long Service Leave paid out, you need to send a written request to PAC-NSW before your transition date. See Transferring Leave to New Employers in this Guide if you're transferring Long Service Leave to another government employer.

If you've served SERVOP C (Continuous Full Time Service) you accrue Long Service Leave. However, you must have stopped all other government employment to access any accrued leave or have it paid out on transition. If you undertake SERVOP C while on Leave Without Pay from another government agency, they may request a Statement of Service on completion of SERVOP C. This will be assessed by your full-time employer and may be accepted as eligible service for Long Service Leave purposes.

Recreation Leave

You may seek approval to use your Annual and War Service leave before you transition or have it paid out when you transition. If you have it paid out, the total amount will be based on your leave credit after your leave record has been audited. Your leave credit on transition will include all recreation leave accrued up to midnight on the last day of your service, providing:

- all entitlements have been entered
- any non-effective service has been entered
- all recent leave applications have been recorded.

Transferring Leave to New Employers

Recreation Leave

You may request to transfer all or part of your recreation leave if you're taking up employment with another Australian Government agency. You will need to confirm your new employer will accept a transfer of leave from Defence. 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 can't be revoked if you change your mind.

Visit defence.gov.au/payandconditions/adf and see PACMAN Chapter 5.

Long Service Leave

You may request to transfer all or part of your Long Service Leave entitlement if you're taking up employment with another Australian Government agency within 12 months of transitioning. This includes any amount accrued before your 10 year Long Service Leave anniversary. Discuss this with PAC-NSW and your new employer as individual circumstances vary.

Defence will transfer the funds associated with your Long Service Leave only if you're joining another Australian Government department. If you're starting employment with a state or local government agency check that they will accept your Long Service Leave without funds from Defence.

If you don't have an employer, you can defer Long Service Leave transfer for 12 months, after which it will be paid into your last known bank account.



Defence Finance Matters

There are a number of financial considerations that you should think about before you transition from Defence.

Things to do

- Ensure your post transition address is up-to-date.
- Advise your Salary Packaging Administrator of your transition date.
- Consult your financial adviser if you're receiving a redundancy pay.
- Contact your superannuation fund or your financial adviser to receive tailored advice on entitlements.

Your Final Pay

You'll stop being paid and receiving allowances from Defence on your transition date. Your final pay should go into your nominated bank account on the next scheduled pay day following your transition date. It's calculation will take into account:

- salary
- allowances
- pay in lieu of recreation leave and Long Service Leave
- money or taxes owed either to Defence by you, or by Defence to you.

Keep your final pay bank account open for at least six months after you transition in case additional payments are made. Your last payslip will include your final entitlement details. It will be sent to your nominated postal or email address. A Payment Summary will be posted to your post transition address at the end of the financial year.

If you change your transition date or decide not to transition, you need to submit all revised paperwork before your original transition date to avoid an incorrect final pay.

Contact the ROMAN Help Desk on **133 272** to check you have no money either owed to you or that you owe Defence.

If you have been paid a retention or completion benefit and fail to complete the associated Return of Service Obligation (ROSO) you may be required to repay all or part of the payment.

If you live in Defence Housing, final tenant charges aren't determined or received until after your final pay. An invoice will be issued to you for recovery of charges.

Be aware your pay may be impacted if you transfer to the Reserves from the Permanent Forces during a pay period.

Allotments and Salary Packaging

Allotments to bank accounts or loans will stop on the day you transition. You're responsible for organising alternative payment facilities for any allotments before you transition. Advise your Salary Packaging Administrator you're transitioning as soon as possible and complete a Cessation Form from **smartsalary.com.au**

Termination Payments

If you transition under a Management Initiated Early Retirement or a redundancy provision, you may be eligible for a termination payment. This may incur a tax liability, which will depend on the nature of the payment and your circumstances. Consult your financial adviser or contact the Australian Taxation Office (ATO) for personalised information. Visit **ato.gov.au** and go to the Individuals section.

Superannuation

Commonwealth Superannuation Corporation (CSC) is the Trustee for the Defence Force Retirement and Death Benefits Scheme (DFRDB), MilitarySuper (MSBS) and the ADF Super Scheme.

Your superannuation entitlements are dependent on your personal circumstances. You'll need to contact CSC's authorised* financial planners to receive tailored advice. You can visit CSC's website for general information.

Superannuation Invalidation Benefits

If you have transitioned from the ADF as medically unfit for further service, you may be eligible for an invalidity benefit. Invalidation benefits help you meet your income needs in retirement or transitioning to civilian life. Complete the form relevant to you and send it to CSC no more than three months before your transition date:

MilitarySuper Form M40: Application for invalidity benefits

DFRDB Form D40: *Application for invalidity benefit and superannuation productivity (including MilitarySuper Ancillary Benefit)*

ADF Cover Form ADFC40: *Application for invalidity benefits*

You'll need:

- your PMKeyS record of service and education
- an ATO Tax File Number Declaration form (indicating if you wish to claim the tax free threshold on any invalidity pension).

CSC will notify you in writing when they receive your documents.

A Joint Health Command representative will complete Form DM042: *Invalidity Retirement from the Defence Force Medical Information* and forward your medical documents to CSC. The assessment process begins once CSC confirms your transition date. Your documents may be sent to a medical specialist if CSC requires additional supporting medical evidence.

The assessment will assign you a category based on your ability to perform relevant civilian employment. If you're classified category A or B, a pension becomes payable immediately. If you're classified category C, no invalidity benefits will be payable.

The CSC presents at the ADF Transition Seminars. Only general information is provided. Individual information sessions can be arranged.

Superannuation Contacts

Commonwealth Superannuation Corporation

Visit csc.gov.au

MilitarySuper

Phone: **1300 006 727**

Email: members@enq.militarysuper.gov.au

DFRDB

Phone: 1300 001 677

Email: members@dfldb.gov.au

ADF Super

Phone: **1300 203 439**

Email: members@adfsuper.gov.au

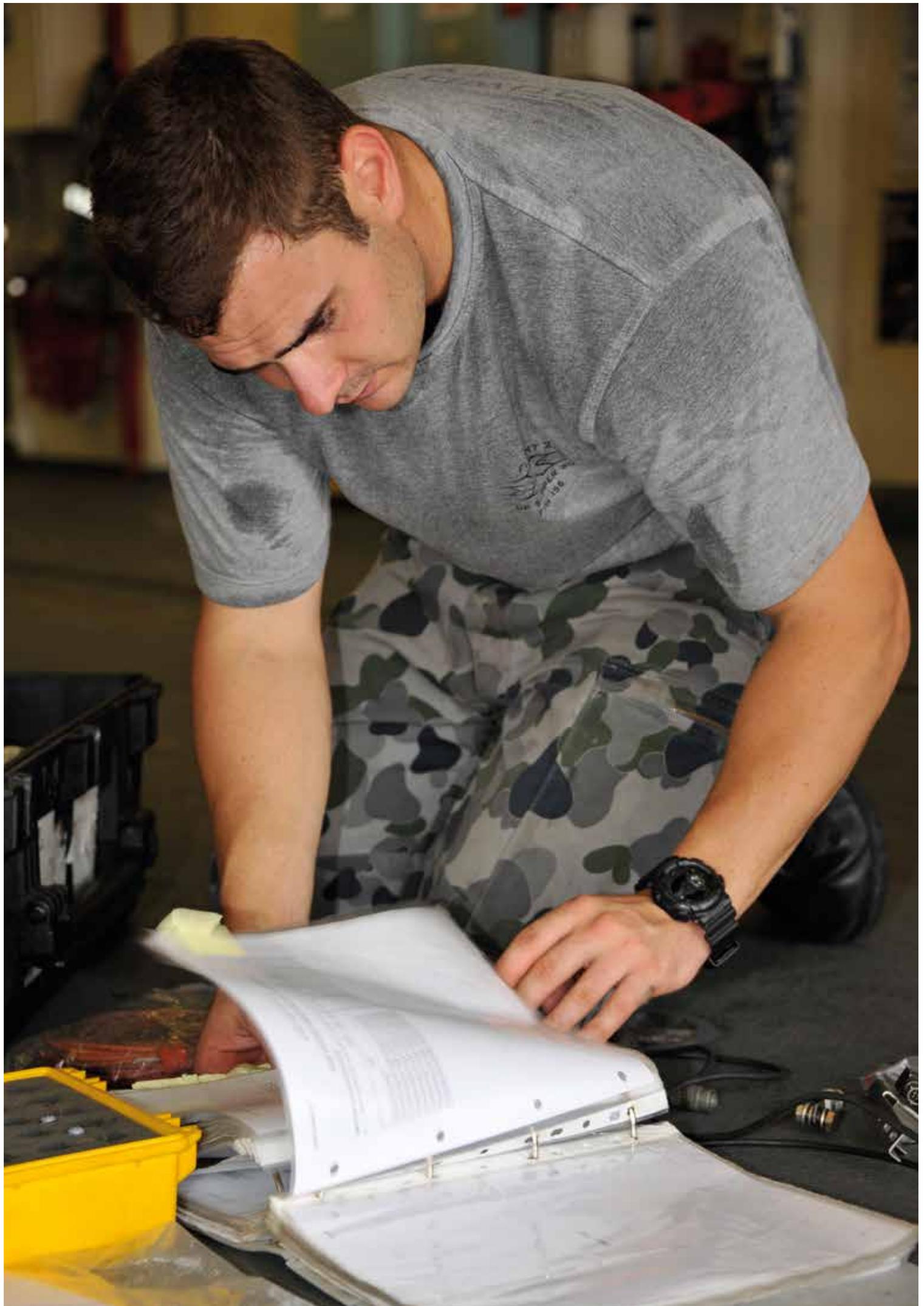
*CSC's authorised financial planners are authorised to provide advice by Guideway Financial Services (ABN 46 156 498 538, AFSL 420367). Guideway is a licensed financial services business providing CSC financial planners with support to provide members with specialist advice, education and strategies.

ADF Financial Services Consumer Centre

The Australian Defence Force (ADF) Financial Services Consumer Centre (ADF Consumer) is an independent financial and consumer education service for ADF members. ADF Consumer personnel can help you and your family achieve greater financial security during your career and throughout your transition.

The Financial Advice Referral Program is an initiative designed to help you privately obtain financial advice services free from remuneration-based conflicts of interest. The providers have agreed to provide advice on a genuine fee for service so you can be confident you're getting advice that's in your best interests.

Visit adfconsumer.gov.au for access to the Program, educational resources, and links to information on military superannuation, saving, budgeting, and investing.



Other Transition Requirements

Things to do

- Return your ID card in line with the Defence Security Manual.
- Return your official passport to your sponsoring authority.
- Process outstanding transactions for your Defence Travel Card.
- Return your Defence Purchasing Card.
- Transfer your Defence driver's licence to a State or Territory civilian licence.
- Collect your ADF Will (if applicable) or advise DCO where to mail it.
- Claim your full medal entitlement.

ADF Identity Cards

If you're transitioning and not joining the Reserves, you must return your ADF Identity Card (ID). You must also return your family member ID.

Visit defence.gov.au/DSVS/defence-security-manual.asp and see Part 2.61 Access Control and Identity Management.

You may be able to retain your purple ADF ID if you transfer to SERCAT 3-5. See Support for Reserves information in this Guide for information on Service categories.

Grey Series Cards

The Grey series Retired ID is issued to transitioning members who have completed 18 or more years of service and are therefore eligible for Level 3 support under the Career Transition Assistance Scheme. Members who separate on medical grounds are also entitled to Grey series irrespective of their length of service.

Visit defence.gov.au/PayAndConditions/ADF and see Chapter 2.

Contact your local Pass Office for more information.

Official Passports

You must return your official passport to your sponsoring authority before your transition date. Your sponsoring authority is the Unit or Directorate responsible for requesting a publicly funded passport. For Navy members, the administrative centre is the local Naval Coxswains office. If you're transferring to SERCAT 3-5, your Service authority may keep your official passport if it's anticipated you'll travel for Service duties.

It is the responsibility of your Unit to return expired passports to the Department of Foreign Affairs and Trade.

Defence Travel Cards

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

If you're transferring to SERCAT 3-5 and will undertake official Defence travel as part of a role, you may keep your Defence Travel Card. It's your responsibility to update these details through the self-help function on the CMS website.

Email: defence.creditcards@defence.gov.au

Defence Purchasing Cards

If you hold a Defence Purchasing Card you need to cancel and destroy it before your transition date. To cancel your card, **email defence.creditcards@defence.gov.au** requesting your card be cancelled and include:

- your name
- PMKeyS number
- reason for cancelling
- confirmation you have destroyed your card including cutting through the chip and magnetic strip.

ADF Driving Licences

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

Submit your request to transfer your ADF licence at least 60 days before you transition. Your Defence driver's licence can't be transferred to a State or Territory civilian licence once you have transitioned or no longer hold a current ADF licence. There are different processes for each Service:

Navy – contact the Chief Driving Instructor – Navy on **03 5931 5732**

Army – contact your Unit Driver Testing Officer.

Air Force – contact your Road Movements Officer

ADF Wills

Defence Community Organisation (DCO) stores the Wills of Permanent ADF members and SERVOP C Reservists. If you lodged an ADF Will with DCO it will be returned to you during your transition by a Transition Coach at an ADF Transition Centre.

Before you transition you should update your Will through your local Defence Legal Office and check you have provided PMKeyS with your correct post transition address.

When updating your Will with Defence Legal prior to leaving the ADF, it is important to email adf.wills@defence.gov.au to advise of a predated Will that may be held at DCO. You will need to advise if you would like it to be returned to you or destroyed on your behalf.

Certificate of Appreciation or Service

Certificates of appreciation or service are available to all transitioning members. Each Service has individual requirements:

Navy – you'll receive a Certificate of Service from your Career Management Agency at your post transition mailing address around six weeks after your transition date. Your ADF Transition Coach can provide you with an Interim Certificate of Service.

Army – you'll receive a Certificate of Appreciation before you transition. This process should be conducted by your Unit in a separation ceremony. If you separate administratively you're not entitled to receive a Certificate of Appreciation.

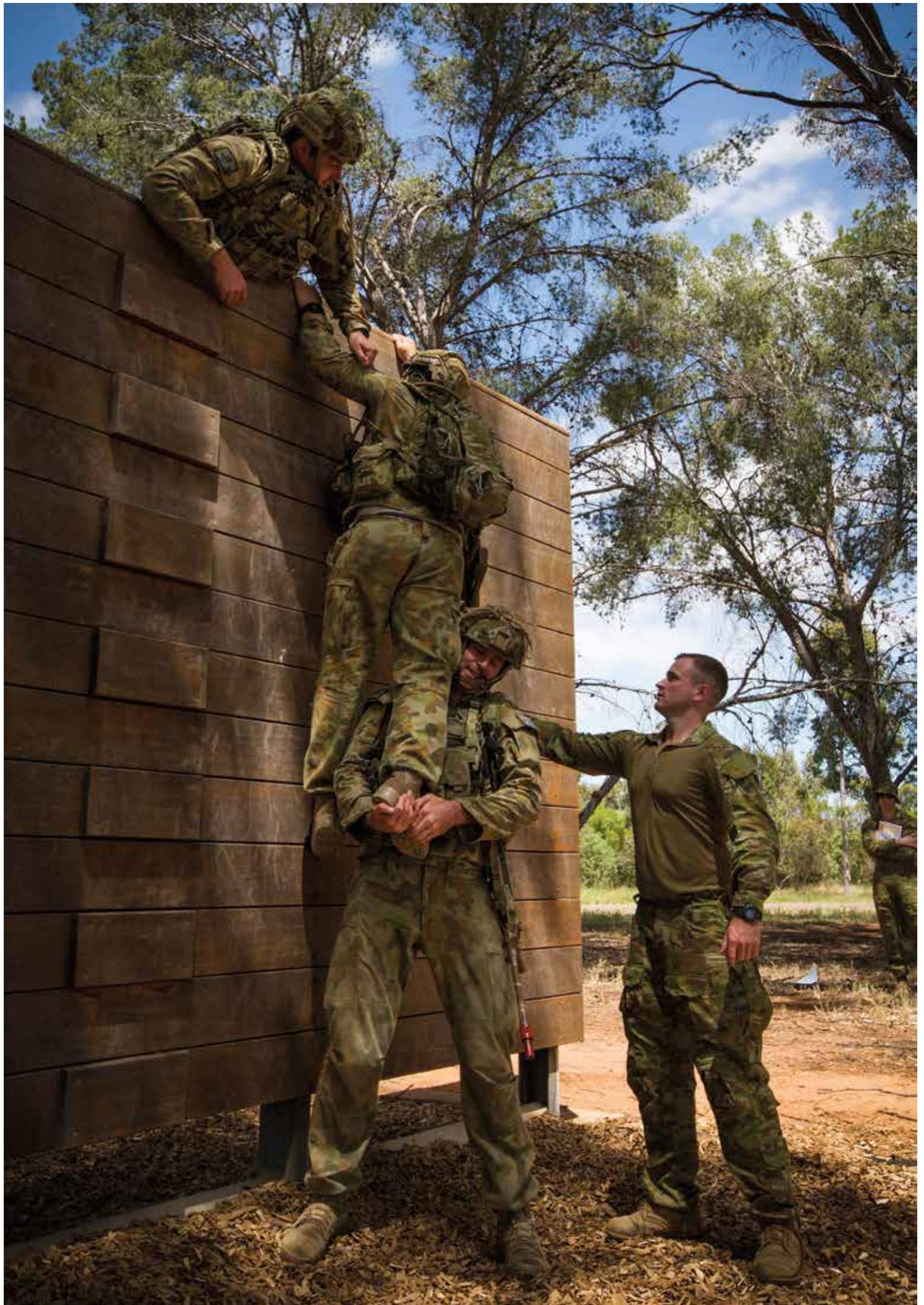
Your ADF Transition Coach will issue your Interim Transition Notice to Army.

Air Force – your Certificate of Service is produced when your transition is approved and sent to your Commanding Officer for presentation. If this isn't possible, it will be sent to the address listed in PMKeyS.

Honours and Awards

Before you leave Defence, ensure you have your full medal entitlement including service, campaign, and long service medals. If you have an outstanding entitlement complete an online application at defence.gov.au/medals

Phone: **1800 333 362** (toll-free within Australia) or **+61 2 6245 1440** (from overseas)



Total Workforce Model and Reserves

Things to do

- Talk to your Unit and family how the Total Workforce Model can assist you and what Reserve Service Category and Option suit your circumstances.
- Check that all of your PMKeyS information is correct.
- Create a ForceNet account.

Benefits of Reserve Service

Playing an active role in Reserves allows you to stay connected to your Service and your mates. You can provide Reserve service in different roles and times that suit your circumstances. You'll have the opportunity to go on exercises or deployments, undertake training, continue on your promotion pathway and go back into Full Time Service if offered. You can access these opportunities while in full time civilian employment in most locations around Australia.

As a family member, you can benefit from your family member's involvement in Reserves too. You can be reassured that you'll maintain the important Defence networks you've made, maintain a sense of belonging and community and you can flexibly build reserve work around your family circumstances. There may also be financial or tax benefits associated with Reserve service, contact your financial professional for advice specific to you and your family.

Eligibility

When you leave the permanent forces you automatically transfer to Reserves for a minimum of five years. Exceptions include members who:

- haven't completed initial recruit, officer, or employment training
- are subject to disciplinary action
- are leaving because of medical reasons
- reach Compulsory Retirement Age (65 for Reservists).

If you don't participate in the Reserves during the five years, you'll automatically leave your Service. Visit legislation.gov.au and see *Defence Regulation 2016*.

Service categories

When you transfer to Reserves, you'll join a new Service Category (SERCAT) and Service Option (SERVOP). All Reserve SERCATS are required to comply with a call-out order.

Once you've reviewed the Reserve options for your Service, talk to your Unit and family about which one best suits your circumstances. You'll then need to complete *Form AC853: Application to Transfer Within or Separate from the ADF* available on ForceNet or at your local Reserve Office.

The ADF Total Workforce Model

The ADF Total Workforce Model (TWM) is a contemporary workforce model that provides you with different ways of serving as your circumstances change, enabling you to balance your military career and personal life.

The TWM features a Service Spectrum, seen below, comprises of all ways of serving across Defence, including Permanent, Regular and Reserves.

You will be a part of a Service Category (SERCAT) according to your service arrangements, conditions of service, and obligation to serve. Service Options (SERVOP) overlay the SERCATs, grouping you according to capability. (SERVOPs are applied in addition to your SERCAT, and cannot be used separately or instead of your SERCAT.)

When you leave the Permanent Forces, you'll transition from SERCAT 7 to SERCAT 2-5 if you are joining the Reserves. Under SERCAT 6, the TWM provides you with the opportunity to work flexibly, complimentary with the Flexible Work Arrangement already in place. When approved, you have the option of remaining permanent while serving part time by working 'days per fortnight,' 'weeks per month,' 'months per year,' or a combination of the three.

In July 2016, all ADF members transitioned from their old 'Service Type' to a SERCAT and, where applicable a SERVOP.

For definitions of the SERCATS and SERVOPS and more information, visit:

defence.gov.au/ADFTotalWorkforceModel or email **ADF.TWM@defence.gov.au**

For Service related enquiries, email:

Navy: **dnppg.corro@defence.gov.au**

Army: **Army.TWM@defence.gov.au**

Air Force: **AirForce.TWM@defence.gov.au**

ForceNet

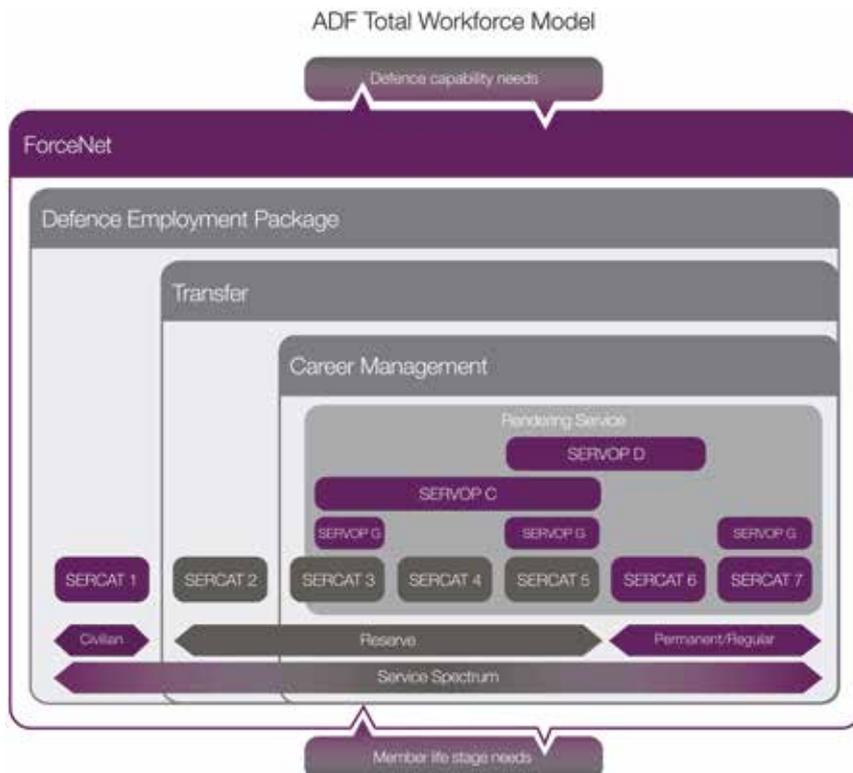
ForceNet is a secure online portal where ADF members and Reservists stay connected with their Service and each other. Reserve opportunities are listed on ForceNet. It's your responsibility to proactively engage with your Service to secure opportunities. All Navy and Air Force Reservists are required to have a ForceNet account. You'll need to create a profile with your personal details, skills, training, and availability to serve.

ForceNet is accessible anytime, anywhere including your home computer or smart phone. You can also:

- stay up to date with the latest activity happening in your Unit, Squadron, or Ship
- connect with other Defence members and groups from anywhere.

To register, visit **forcenet.gov.au** and have your PMKeyS number ready.

Email **forcenet@defence.gov.au** or call 133 272 if you need assistance.



Royal Australian Naval Reserve

The Naval Reserve consists of SERCAT 5, SERCAT 3, SERCAT 2 and SERVOP C.

Reserve service is voluntary and subject to the member's availability. Acceptance of a Naval Reserve member for Reserve service is subject to Navy needs. 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 year across multiple financial years.

SERCAT 3 Naval Reserve members may serve up to 200 RSD in one financial year.

SERCAT 3 and 5 Naval Reserve members may volunteer for SERVOP C (continuous full time service) to fill vacant Permanent Navy positions.

SERCAT 3 or 5 Naval Reserve members may be transferred to SERCAT 2 if they don't volunteer for service during two consecutive financial years.

SERCAT 2 Naval Reserve members aren't required to do any RSD.

Reserves, Service Positions

SERCAT 3 or 5 Naval Reserve members may volunteer to be posted to:

- Funded Reserve Commitment (FRC) positions which are part of Navy's Total Integrated Workforce. They work alongside Permanent Navy and civilian positions to deliver the capability outcomes of the unit or department
- Vacant Permanent Navy positions to fill a long-term (CFTS) or short-term (RSD) vacancy.

- Short Term Reserve Positions (STRP) intended to undertake project based or short-term tasking. The tasks are beyond the normal scope of the unit or department. These positions are for a single financial year but may be extended.

Reserve Health

SERCAT 3 or 5 Naval Reserve members must have a Comprehensive Periodic Health Examination (PHE) at a Defence Health facility every five years. To be accepted for SERVOP C Naval Reserve members require a Periodic Health Examination within the 12 months prior to commencing their engagement and then in line with Permanent Navy requirements. Call your local health centre to make an appointment.

An Annual Health Declaration is completed for SERCAT 3 and 5 and SERVOP C Naval Reserve members to update their medical status, and is a pre-condition for Health Support Allowance.

Uniform

When you transfer to the Naval Reserve you must keep and maintain your uniform at your own expense for three years. After this you should enquire about replacement options.

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 ending. You can update your details through ForceNet or by contacting your local Regional Reserve Office.

Navy Reserve Contacts

ACT	02 6144 7075	navyres-act@defence.gov.au
NSW	02 9359 4452	navyresnsw&fhq@defence.gov.au
ALBATROSS	02 4424 1357	navyres.nasnowra@defence.gov.au
SOUTH QLD	07 3332 3507	navy.res-qld@defence.gov.au
CAIRNS	07 4042 0188	navyres.cairns@defence.gov.au
CERBERUS	03 5931 5990	navyres.vic@defence.gov.au
STIRLING	08 9553 2959	navyres-wa@defence.gov.au
TAS	03 6237 7239	navyres.tas@defence.gov.au
SA	08 8305 6109	navyres.sa@defence.gov.au
NT	08 8935 5283	navyres.coonawarra@defence.gov.au

Army Reserve

The Army Reserve consists of SERCAT 5, SERCAT 3, SERCAT 2 and SERVOP C.

SERCAT 5 Army Reserve members are posted to a unit to fill an established position. Positions are available across Australia, with the pattern of service pattern dependant on the unit. SERCAT 5 members can expect to have a degree of stability in their pattern of service through the number of Reserve Service Days (RSD) 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 can access active career management and are required to meet individual readiness requirements. If there are no suitable SERCAT 5 positions, personnel may be transferred to SERCAT 3.

SERCAT 3 Army Reserve members are not automatically assigned RSD but can volunteer for opportunities advertised on ForceNet or for vacancies within Army units. The service provided is determined between the member and the tasking unit.

SERCAT 3 or 5 Army Reserve members may volunteer for SERVOP C at the discretion of Army.

SERVOP C is required for deployed Reservists.

SERCAT 2 Army Reserve members aren't required to do any RSD. The only obligation is to annually confirm or update their contact details.

Reserve Health

SERCAT 5 Army Reserve members must have a Comprehensive Preventative Health Examination at a Defence Health facility every five years. On transfer to the Reserves you should forward your Unit Medical Record to your transitioning location. Call your local health centre to make an appointment.

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 military service.

Being medically compliant is one of the requirements for the Defence Home Ownership Assistance Scheme, Health Support Allowance, Service awards and other benefits.

Visit army.gov.au

Website: army.gov.au/Army-life/Army-careers/Directorate-of-Projects-and-Standby-Reserve-Management

Army Reserve Contacts

Career Advisory Group (CAG) Contacts

CAG Eastern Region – ACT & NSW	02 8335 6690	cag.er@defence.gov.au
CAG Southern Region – VIC & TAS	03 9282 7193	cag.sr@defence.gov.au
CAG Northern Region - QLD	07 3233 4224	cag.nr@defence.gov.au
CAG Central and West – NT, SA, WA	08 8305 6373	cag.cwr@defence.gov.au

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

Email: drocma.cagsupport@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 Projects and Standby Reserve Management – Army

Email: standby.reserve@defence.gov.au

Phone: **1800 808 073**

Air Force Reserve

The Air Force Reserve (AFR) consists of SERCAT 5, SERCAT 4, SERCAT 3 and SERCAT 2. Reserve members may render continuous full time service (CFTS) in SERVOP C.

The allocation of Reserve Service Days (RSD) depends on the position, capability requirements and funding.

SERCAT 5 Air Force Reserve members agree to a specified pattern of service to deliver capability outcomes for a minimum of 20 RSD a year. Some SERCAT 5 positions have an Individual Readiness obligation.

SERCAT 4 Air Force Reserve members commit to provide service at short notice when required by Chief of Air Force. They have higher Individual Readiness requirements than other Reserve

SERCATs and may perform this duty on SERVOP C. SERCAT 4 members may access additional financial conditions of service not available to other SERCATs because of the higher readiness and availability obligation

SERCAT 3 Air Force Reserve members are posted to a pool position and can volunteer to serve for RSD if they meet capability requirements and secure funding.

SERCAT 3, 4 and 5 Air Force Reserve members may volunteer for CFTS (SERVOP C) to fill a vacant SERCAT 7 position or when deployed into an Area of Operation. For applications for periods of SERVOP C greater than 12 months, Air Force may transfer members back to SERCAT 7 for a specified period of service instead. They'll normally return to their previous Reserve position at the end of this service.

SERCAT 2 Air Force Reserve members aren't able to provide reserve service.

All SERCATs all liable for call out.

Your Career Manager

Air Force members have access to a Career Manager during their service. You should maintain contact with your Career Manager when you transfer to Reserves.

Contact details for Career Managers are on the Directorate for Personal – Air Force Intranet home page under the DP-AF Organisation and Contacts tab.

If you are a Group Captain or above, email the Directorate of Senior Office Management at **DSOM.AF@defence.gov.au**

Reserve Health

Air Force Reservists are required to complete regular health assessments. Refer to the Health Manual for guidance on specific requirements. On transfer to the Reserves you should forward your Unit Medical Record to your transitioning location.

AFR members are encouraged to complete an Annual Health Declaration to confirm they remain fit to serve.

Subject to meeting eligibility requirements applicable to your SERCAT, you may be entitled to the Health Support Allowance.

Mandatory Training

Air Force Reserve members undertaking RSDs need to complete the full suite of annual mandatory training before serving and should complete these requirements as soon as they commence their RSD period.

Uniforms

When you transfer to the Air Force Reserve you are expected to ensure your uniform is complete and in good order. If you are transferring from SERCAT 6 or 7 to SERCATs 3, 4 or 5 you may be able to exchange personal uniform items. See the *Air Force Clothing Policy and Entitlements Manual*.

Support for Reserves

Defence Reserve Support

The Defence Reserve Support (DRS) is a network of State and Territory offices that provide a local link between the ADF, Reservists, their employers, and the wider community. DRS educates employers about the benefits of employing Reservists, and recognises employers who support Reservists.

Contact your local DRS office for information on how they can support your employment goals.

Visit defencereservessupport.gov.au or call 1800 803 485.

Employer Support Payment

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

ESP is 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. ESP isn't payable for the first two weeks of eligible service during each financial year. Self-employed Reservists must be genuinely self-employed for at least 12 months before the first date of claimed service. You'll need to provide evidence that your self-employment is your principal source of income, or principal source of employment.

Visit defencereservessupport.gov.au for information on eligibility and rates.

Office of Reserve Service Protection (ORSP)

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. 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 significant and legitimate problems in releasing you, they can contact your ADF Reserve Unit Commander as detailed in the form.

You or your employer can contact the Office of Reserve Service Protection for information and assistance on **1800 671 998** or email orsp@defence.gov.au

For a brief overview of the protection provisions, visit fairwork.gov.au and search for Defence Reservists

Reserve Assistance Program (RAP)

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

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

To access the program:

1300 OUR EAP (1300 46 7425)

Veterans may be eligible for alternate support through **Veterans and Veterans Families Counselling Service** (VVCS).

Reservists rendering Continuous Full Time Service (on SERVOP Q) 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:

1800 IM SICK (1800 46 7425).



Department of Veterans' Affairs

Defence and the Department of Veterans' Affairs (DVA) are committed to working together to provide support for you throughout your ADF career and after you transition. DVA's services include:

- whole-of-person rehabilitation support and services
- mental health services
- advisory services
- compensation
- income support
- attendant care and household services
- vehicle support.

Visit dva.gov.au/i-am/current-or-transitioning-adf-member

Things to do

- Talk to ADF Transition about accessing services from the Department of Veterans' Affairs (DVA).
- Lodge all claims for acceptance of liability with DVA if you have sustained an injury or contracted a disease related to your service before your transition date (or at the time of injury).

On Base Advisory Service

The On Base Advisory Service (OBAS) can help you:

- access information and advice about DVA support and entitlements including rehabilitation, health services, and compensation
- lodge any current or prospective compensation claims, and show you how to use DVA's Online Services
- understand your post transition requirements for health, rehabilitation and income support.

Visit: dva.gov.au

Phone: **1800 555 254**

Email: generalenquiries@dva.gov.au

Engage Portal

Engage is an online portal that you and your family can access throughout your transition 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.

Visit engage.forcenet.gov.au

ADF Post Discharge GP Health Assessment

All former serving members of the ADF can access a comprehensive health assessment from their GP, funded by Medicare. The assessment will help your civilian GP identify and diagnose the early onset of physical and/or mental health problems. Talk to your GP about how to access the assessment.

Visit at-ease.dva.gov.au/professionals/assess-and-treat/adf-post-discharge-gp-health-assessment

Claims

If you have sustained an injury or contracted a disease which you believe is related to your ADF service, it is best if you lodge any claims for liability before your transition date. This will help you access assistance quickly if the condition causes problems later in life.

If DVA accepts liability for your injury or disease, your eligibility for compensation will be assessed. The type of compensation and the amount of financial or other assistance depends on the nature of your service and when you sustained the injury or disease.

In addition to financial assistance, compensation can include the provision of a health care card which covers the treatment of accepted conditions.

Rehabilitation support and services

Rehabilitation support and services are important if you're unable to continue your ADF duties because of your injury or disease. DVA provides rehabilitation assistance to entitled serving and former ADF members, reservists and cadets. No two people are the same and that is why we tailor each rehabilitation plan to suit the individual. Rehabilitation helps you:

- focus on recovery
- set a direction for the future
- find suitable employment
- develop effective life and health management skills
- build connections to a new community.

DVA's whole-of-person approach ensures that you have access to clear information about your options so you can make informed choices to progress your rehabilitation goals, improve your wellbeing and adapt to, and recover from, any injury or illness related to your ADF service.

There are three types of rehabilitation that can be included in a DVA rehabilitation plan

Medical Management: monitoring and coordinating your medical needs specifically aimed at treating your conditions to achieve recovery and well-being goals.

Psychosocial: will provide support with strategies to engage in the community, build resilience and manage pain and anger.

Vocational: will support you to translate your skills and qualifications into the civilian content to help you build a meaningful career beyond the ADF.

If you have been receiving support through the ADF Rehabilitation Program, DVA will work closely with Defence to transition your rehabilitation program.

For more information on DVA Rehabilitation services visit: dva.gov.au/health-and-wellbeing/rehabilitation-services

Treatment for cancer (malignant neoplasm) and tuberculosis are available if you have operational service or certain peacetime service.

See DVA Fact Sheet HSV109 Non-Liability Health Care.

Types of Compensation for Injuries

If your accepted injury or disease causes you impairment, impacts your lifestyle and ability to work, you may be eligible for compensation. Depending on your circumstances you may be entitled to one or more of the following types of compensation.

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 and your actual earnings at the time you're incapacitated for service or work. See DVA Fact Sheet MRC08 Incapacity for Work.

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. See DVA Fact Sheet MRC07 Permanent Impairment Compensation Payments.

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

Your dependants may receive compensation in the event of your death if it's related to your service or your injuries/diseases were assessed at/or above certain thresholds.

Household Services - you may be eligible for domestic assistance if your service injury or disease means you are unable to manage household tasks.

See DVA Factsheet MRC42 Household Services.

Attendant Care – you may be eligible for attendant care if you are unable to manage your personal care needs.

See DVA Factsheet MRC41 Attendant Care Services

Motor Vehicle Compensation Scheme - you may be eligible for assistance toward the cost of necessary motor vehicle modifications or a suitable and clinically required motor vehicle in certain limited circumstances.

See DVA Factsheet MRC10 Motor Vehicle Compensation Scheme.

Help Preparing Claims

OBAS advisers can provide you with information about the claim process including how to help you to lodge your compensation claim with DVA and with claiming online. They can't help you prepare your claim, this role is undertaken by the Pension Officers working through local Ex-Service Organisations.

Ex-Service Organisation Pension Officers are specifically trained to assist with claims under the *Veterans' Entitlements Act 1986* (VEA), *Safety, Rehabilitation and Compensation (Defence-related claims) Act 1988* (DRCA) and the *Military Rehabilitation and Compensation Act 2004* (MRCA). Their training also includes providing assistance with other services offered by DVA.

DVA Mental Health Support

If you have any period of SERVOP C (Continuous Full Time Service), DVA can pay for the treatment of any mental health condition regardless of whether the condition is directly related to your service. No diagnosis is required. This is called Non-Liability Health Care (NLHC), and you can access this through the use of a Repatriation Health Card – For Specific Conditions (White Card).

For more information, visit dva.gov.au

It's not unusual for ADF members to find the transition to civilian life challenging. You may experience sadness, distress or anger during your transition. The following DVA services are available to help you through this time:

- At Ease is DVA's portal to online mental health information. It provides self-help tools and information to support mental health and wellbeing. It's a gateway to websites and free mobile apps about stress, PTSD, alcohol management, resilience and suicide awareness and prevention.

Visit dva.gov.au/health-and-wellbeing/mental-health

- The Veterans and Veterans Families Counselling Service (VVCS) provides free and confidential, nationwide counselling and support for war and service-related mental health and wellbeing conditions. VVCS is here for you anytime. Support is also available for relationship and family matters that can arise due to the unique nature of military service. VVCS Clinicians have an understanding of military culture and can work with you to find effective solutions for improved mental health and wellbeing.

Call **1800 011 046** or visit vvcs.gov.au

- Stepping Out is a free, two day program which will give you and your family information and skills to manage your transition to civilian life. You'll examine your transition process and what it means to go from military to civilian life as an individual and as a family (in practical and emotional terms).

Visit vvcs.gov.au/Services/GroupPrograms/stepping-out.htm

- High Res is a new suite of resources to support the mental health and wellbeing of serving and ex-serving ADF members and their families. The High Res website and companion app offers interactive tools and self-help resources to help you cope better with stress, build resilience and bounce back from tough situations.

Visit at-ease.dva.gov.au/highres

- The new Operation Life app is designed to help those at risk deal with suicidal thoughts and is recommended to be used with the support of a clinician. The app provides on-the-go access to emergency and professional support and self-help tools to help you regain control, keep calm and take action to stay safe.

Visit at-ease.dva.gov.au/suicideprevention

DVA Income Support

DVA provides means tested income support payments and benefits to eligible veterans and their partners who have entitlements under the *Veterans' Entitlement Act 1986* (VEA). Your dependants may also be eligible for a service pension. See DVA Factsheets IS58 Qualifying Service in Post Second World War Conflicts and IS01 Service Pension Overview.

Other income support payments include the Income Support Supplement (ISS) payable to certain war widows, and the Defence Force Income Support Allowance (DFISA) payable to DVA disability pensioners eligible for income support from Centrelink. See DVA Factsheets IS46 Income Support Supplement and IS19 Defence Force Income Support Allowance (DFISA).

Some veterans and their partners who receive a Disability Pension from DVA can have their Age Pension paid by DVA. See DVA Factsheet IS05 Social Security Age Pension Overview.

Reserve Service and DVA

Reservists can also access support and services from DVA.

Contact DVA

Visit dva.gov.au

Phone: **1800 555 254**

Email: GeneralEnquiries@dva.gov.au



Department of Human Services

The Department of Human Services delivers social and health related payments and services through:

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.

Centrelink – delivers payments and services for retirees, job seekers, families, carers, people with disability, Indigenous Australians, and people from culturally and linguistically diverse backgrounds. Centrelink also provides special assistance at times of crisis.

Child Support Services – for separated parents to ensure their children are supported through the Child Support Scheme.

Visit humanservices.gov.au for full information on the payments and services available, and your eligibility.

Things to do

- Update your circumstances for Centrelink, Medicare, and Child Support.
- Request an Employment Separation Certificate.

myGov account

You can complete most of your Centrelink, Medicare, and Child Support business online through a myGov account and Express Plus mobile apps. To set up a myGov account, visit my.gov.au

If you register for a myGov account, you can manage your details and payments for Medicare, Centrelink or Child Support on your mobile using the Express Plus mobile apps. Download Express Plus Centrelink, Express Plus Medicare or Express Plus Child Support from the App Store or Google Play.

If your enquiry can't be resolved online, or you need assistance, a Customer Service Officer can help. Visit humanservices.gov.au/contact

Employment Separation Certificate

You need an Employment Separation Certificate to access income support payments and services through Human Services. Let your ADF Transition Coach know if you need an Employment Separation Certificate. Approximately four weeks after your separation you'll be sent a hard copy of the requested certificate by mail or if you have a Centrelink Customer Access Number, PAC-NSW can email Human Services.

Medicare

You must be enrolled in Medicare to access health benefits. Application forms are available at humanservices.gov.au/forms

Take your form to a Medicare Service Centre with your identification, proof of residency documents, and any other documents to support your application. Visit humanservices.gov.au/medicare

Child Support

Contact Human Services to discuss how your transition may affect your child support assessment. This includes change of location, income, employer deductions, or care arrangements. The department can advise you of your options and help you to apply for a change of assessment. It's important to update your circumstances as soon as possible to avoid incorrect payments. Visit humanservices.gov.au/separatedparents

Concession and Health Care Cards

Concession and health care cards help low income earners and people receiving income support access cheaper health care services and medicines. Concession and health care cards also provide various discounts from state and local government authorities and private businesses. Not all card types will attract the same type and amount of concessions. Your partner and children may also be covered by your concession or health care card, depending on your circumstances. Visit humanservices.gov.au/concessioncards



Ex-Service Organisations

Ex-Service Organisations (ESOs) provide support to current and former ADF members. Their services include:

- lobbying to promote improved conditions and entitlements for the serving and veteran community
- advocacy support, particularly if you're 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.

If you're interested in supporting other military personnel, talk to a Pension Officer.

Visit dva.gov.au/contact/ex-service-organisations

YourSay Leaving Defence Survey

Your Service would genuinely like to understand the reasons for your transition from the ADF. You're invited to complete the *YourSay* Leaving Defence Survey and share your experiences of ADF life.

The Survey is managed by the Directorate of People Intelligence and Research. Your responses are kept in a confidential database, held and accessed only by Workforce Planning Branch staff. The collective results of *YourSay* Leaving Defence Survey are delivered to the Chief of the Defence Force, Chief of Navy, Chief of Army, Chief of Air Force, and Service Workforce Managers to help Defence make improvements to for current and future members.

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

Visit defencesurveys.com.au/anon/2220.aspx
Email: your.say@defence.gov.au

Transition Centres – Contact details

Location		Email
Transition National Support		adf.transition@defence.gov.au
CTAS National Office		CTAS@defence.gov.au
New South Wales		
Location	Phone	Email
Defence Plaza, Sydney	02 9393 2847	ADFTC.SydneyCentral@defence.gov.au
Holsworthy Barracks	02 8782 8528	ADFTC.Liverpool@defence.gov.au
RAAF Richmond	02 9393 2847	ADFTC.Richmond@defence.gov.au
RAAF Williamtown	02 4034 7805	ADFTC.Williamtown@defence.gov.au
HMAS Albatross	02 8782 8533	ADFTC.Shoalhaven@defence.gov.au
Blamey Barracks	02 6933 8511	ADFTC.RMV@defence.gov.au
Gaza Ridge Barracks	02 6055 2119	ADFTC.RMV@defence.gov.au
Australian Capital Territory		
Location	Phone	Email
Canberra	02 6265 8806	ADFTC.Canberra@defence.gov.au
Victoria		
Location	Phone	Email
Defence Plaza, Melbourne	03 9282 7666	ADFTC.VictoriaTasmania@defence.gov.au
Queensland		
Location	Phone	Email
Gallipoli Barracks	07 3332 7239	ADFTC.SthQueensland@defence.gov.au
Lavarack Barracks	07 4411 7963	ADFTC.NthQueensland@defence.gov.au
Northern Territory		
Location	Phone	Email
Robertson Barracks	08 8925 2071	ADFTC.NorthernTerritory@defence.gov.au
Western Australia		
Location	Phone	Email
Leeuwin Barracks	08 9553 2674	ADFTC.WesternAustralia@defence.gov.au
RAAF Base Pearce	08 9553 2674	ADFTC.WesternAustralia@defence.gov.au
HMAS Stirling	08 9553 2674	ADFTC.WesternAustralia@defence.gov.au
South Australia		
Location	Phone	Email
Edinburgh Park	08 7383 0555	ADFTC.SouthAustralia@defence.gov.au

