



Australian Government
Department of Defence

ADF MEMBER AND FAMILY TRANSITION GUIDE



WHAT'S YOUR
GAME PLAN?

GET PREPARED
FOR **CIVILIAN LIFE**

MARCH 2022

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



Contents

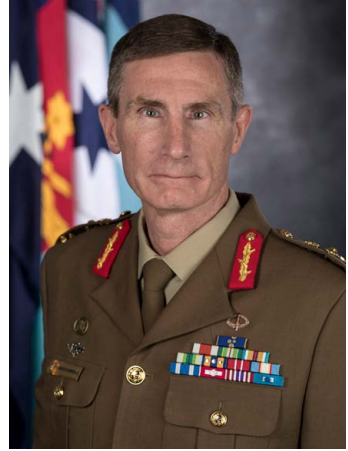
Page No.

A message from the Chief of the Defence Force	4
Introduction: Managing your transition	5
Transition Checklist	14
Section 1: Transition overview	20
Section 2: Continuing to serve post-transition	35
Section 3: Transition administration	55
Section 4: Career development and civil recognition	76
Section 5: Medical and dental	91
Section 6: Managing your finances	108
Section 7: Housing and accommodation	115
Section 8: Family support through transition	128
Section 9: Connecting to your community	142
Section 10: Ongoing support	150
Section 11: Useful information	177
Glossary	183

A message from the Chief of the Defence Force

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

Although you may not have made the decision to transition from Defence yet, now is the time to ask questions, gather information and include your family in the process. It's important that you engage your Unit Chain of Command early in your decision to transition. Your Commanding Officer is responsible for providing you with clear advice and ensuring you're provided appropriate access to transition support services.



Our Defence Transition Coaches, are available to you and your family to talk to at any point in your career, and will provide tailored coaching and mentoring throughout your transition. The coaches will work with you to set post-transition goals based on your unique skills, interests and aspirations.

They'll then assist you to develop an individualised plan for you to meet these goals. We encourage you to involve your family or a support person in these conversations. Please, make the most of the support available.

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

To the partners and family members reading this guide, I don't underestimate the support you've provided to your loved one, and continue to provide.

Transition from the Defence forces will be a big life change for your family. I recommend that you involve yourself as much as possible in the transition process. Your support and assistance will be incredibly valuable. While ADF members are the ones who are serving our Defence Force, you support them to do so and for that I am truly grateful. Thank you to all Defence family members for your contribution to our country in supporting our ADF personnel throughout their journey.

Thank you and best wishes in your transition.



INTRODUCTION



**MANAGING YOUR
TRANSITION**



TRANSITION STORY

Corporal Jeremy joined the Army to get a trade and thought it was an added bonus that he got to run everywhere, every day and play rugby.

Jeremy began thinking about transitioning from the Army in 2019, in order to start a new career outside of his trade.

“I didn’t leave immediately though. I took my time to make sure I looked at every aspect including what job I wanted to do and what courses or certifications I needed.”



Jeremy’s Transition Coach was a great help.

She made sure the transition process was as clear as possible and that he utilised all the resources and supports available.

“I cannot express enough how much my career coach Catherine helped me. She really opened my eyes to what the civilian world of looking for work was like.

My advice for other members considering transitioning is to really take the time to make sure it is what you want to do.

Most importantly, engage with the ADF Transition team early. They will help you and reduce your chances of making a rash decision.”

Jeremy, Army

INTRODUCTION: **Managing your transition**

Your personal identity is shaped by many things, including your role as a member of the ADF. When we join the ADF, we join a military organisation, a family, and begin to create our military identity. We learn the profession of arms, military language, military law, and our identity begins to evolve from our civilian lives and friends. We may see ourselves as military first and a civilian second.

When you make the decision to transition from the ADF, you are undertaking a change that impacts your identity as much as your employment.

Ask yourself, will the transition back to civilian life have an impact on my personal identity? Do I need to refine my identity for the future?

Remember, no matter where you go or what you do after your military service, your ethos – the personal and professional characteristics developed during your military service – will serve you well as the basis of your identity in your civilian life.

The shared military identity is a potent force that shapes us as individuals and brings coherence and a sense of purpose to the group. It is unavoidable, however, that everyone takes off the uniform someday, which means transitioning out of the ADF will involve a shift in your identity. Like all aspects of your transition from the ADF, it is important to be prepared for this change.

This guide contains transition related information that will help you and your family navigate through your transition. It will assist you and your family to prepare for transition including providing information on the support available to you and your family in the lead up to, during and post-transition and provide information on the administrative tasks you must complete before you transition.

If you need any assistance before, during or after transition call the Defence Member and Family Helpline on:

Phone: **1800 624 608**

Stages of change

Most people pass through a similar progression of stages when confronted with change. Having knowledge of these stages may help people cope and provide reassurance when they feel “stuck”.

Many accounts of change have three core stages as are shown in Diagram 1.

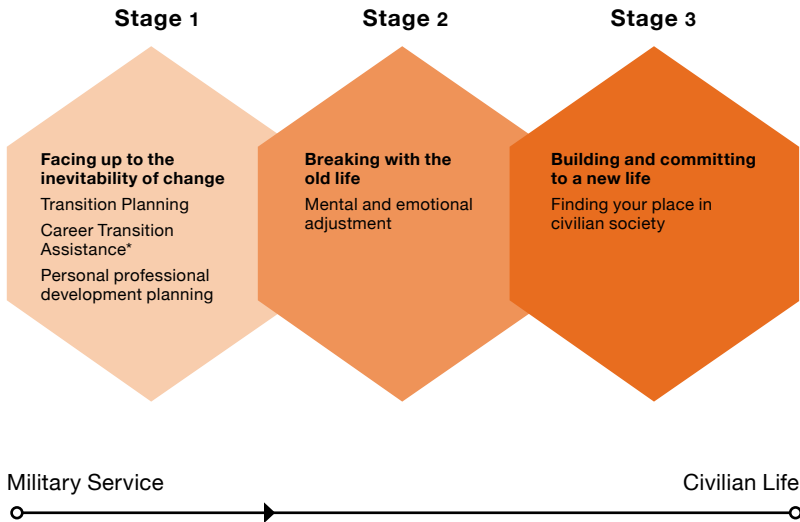


Diagram 1: “3 Stages of Change” showing the requirements for a smooth emotional transition from the military to civilian life.

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

What can I expect?

The process of transitioning from the ADF – from considering options, planning and preparation, to formalising your decision and reaching your transition date – can take some months. For many members it is not just about changing careers, it is also changing a way of life. The strong sense of commitment, purpose and belonging that comes from life in the ADF can be greatly missed when beginning a new life. Some liken the process to grieving. The changes can make people go through a period of shock and denial, before acceptance and adaptation. The good news is the knowledge, skills and attributes you have acquired during your service will assist you with your transition into civilian life.

Building your identity and social network

It is important to maintain your existing friendships within the ADF and to foster meaningful engagement outside the ADF. Defence encourages you to continue developing your civilian networks and relationships throughout your military career. Once you have made the decision to transition you can invest in your identity beyond the ADF. This can be done by engaging with community groups, hobbies, civilian friends, and family. These relationships and networks are likely to assist you through the transition period.

Family dynamics and relationships

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

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

Further information is available in [Section 8](#).

Find a mentor

Consider finding yourself a mentor, someone you respect and can call on for advice, and feel comfortable talking to. This may be someone you know who has already made the transition from the ADF. They will be able to share some of the experiences they encountered and what was helpful.

They may also have tips for things you can do to make your transition easier, based on their own experience, such as:

- planning ahead but take things one day at a time. Decision-making can be overwhelming; take it slow and don't overlook the simple things. Break things down into manageable chunks
- staying active, maintain a good diet, exercise regularly, sleep, nurture your social life, and enjoy hobbies and travel. Be patient
- get involved with the civilian community, and your new work colleagues.

Further information is available in [Section 8](#).

Talk to someone

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

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

If you don't feel comfortable approaching anyone for help, a list of helplines and support resources can be found in [Section 10](#).

Contact the Defence Member and Family Helpline on:

Phone: **1800 624 608**

Look after your mental health and wellbeing

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

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

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

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

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

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

You can access advice and assistance from the Defence All Hours Support Line on:

Phone: **1800 628 036**

or the Open Arms 24 Hour support line on:

Phone: **1800 011 046**

or the Defence Member and Family Helpline on:

Phone: **1800 624 608**

Figure 1. Mental Health Continuum

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



Do:

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



Don't:

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

Transition Checklist

Throughout your career

- Attend an ADF Member and Family Transition Seminar with your partner or support person.
- Consider how the ADF Service Spectrum can assist you in contributing to Defence capability on an ongoing basis and what Service Category (SERCAT) option suits your personal circumstances.
- Keep your personal details updated on PMKeyS including your residential address and mobile phone number.
- Create a ForceNet account for you and your family.
- Complete a Job Search Preparation (JSP) workshop on posting or promotion through Transition Coaching and Support. Register through CAMPUS.
- Establish a professional network.
- Subscribe to or join professional associations.
- Create a professional social media profile such as a LinkedIn profile.
- Make sure your military training and qualifications are accurately recorded in PMKeyS.
- Download a copy of your service record from PMKeyS.
- Consider who could be your referees, i.e. people who can speak positively about your skills and attributes. Ask them to be a referee and keep in touch with them.
- Record specific achievements, projects and skills you have utilised in your various roles within the ADF.
- Contact ADF Civil Recognition to have your Defence skills translated into civilian qualifications. www.defence.gov.au/adc/adftcr
- Develop connections in the civilian community through sports, clubs/associations, or other hobby/interest groups.
- Consider any additional training you can undertake, or skills that you can acquire, and apply for training support while still in the ADF.
- Consider a discussion with a Chaplain about pastoral, religious or spiritual support or about adapting to new world views/cultural imperatives in the civilian world. Call 1300 333 362.

- Maintain a current resume for civilian roles you may apply for at some point.
- Visit the Department of Veterans' Affairs (DVA) website and become familiar with the support services they offer. www.dva.gov.au
- Contact a Veteran Support Officer (VSO) who may be able to assist you with DVA specific queries. VSOs are on most Bases around Australia.
- Contact the ADF Financial Services Consumer Centre to discuss financial decisions including around superannuation, insurance and savings and download the budgeting toolbox. www.adfconsumer.gov.au
- Consider a discussion with a Chaplain about pastoral, religious or spiritual support or about adapting to new world views/cultural imperatives in the civilian world. Call: 1300 333 362.

Considering transition (at least 12 months out)

- Discuss transition with your family.
- Discuss transition with your Unit.
- Revisit the ADF Service Spectrum and see if there are options available to you without leaving the ADF such as trade transfers or permanent part-time SERCATs.
- Consider if a Service or Trade Transfer could be an option for you.
- Contact your local ADF Transition Centre (ADFTC) to discuss transition with one of our Transition Coaches.
- Attend an ADF Member and Family Transition Seminar with your partner or support person.
- Consider your post-transition employment options and goals.
- Attend a JSP workshop. For course information and schedules please contact your local ADFTC or visit the Transition section on the Defence website. www.defence.gov.au/dmfstransition
- Consider where your post-transition home location will be. Contact Toll Transitions for information about any removal assistance to which you may be entitled. tws.defenceuniform.movemaestro.com
- Start researching interview techniques and practice mock interviews.
- Plan how you will maximise the use of any leave you may have.

Further information is available in [Section 8](#).

Decided to transition

Transition administration

- Complete the AC853 Application to Transfer Within or Separate from the ADF form and forward electronically to your Chain of Command for approval.
- Engage with your Transition Coach – contact details are at the back of this guide.
- Update your personal information in PMKeyS. In particular your next of kin, post-transition address, personal mobile number and personal email address.
- Manage your ID card in line with Defence Security Manual procedures.
- Return your official passport.
- Process any outstanding Card Management System (CMS) transactions and cancel and destroy your Defence travel card (unless you are transferring to SERCAT 3 or 5).
- Process any outstanding transactions, cancel and destroy your Defence Purchasing Card (DPC).
- Return your Defence laptop and phone to your Unit.
- Submit all leave requests.
- Apply to transfer leave entitlements if you are moving to a Commonwealth Government employer.
- Transfer your Defence Drivers Licence to the state or territory you will be living in post-transition.
- Request any personnel records you may require prior to transition. These include:
 - Service Record through PMKeyS
 - Medical Records through Joint Health Command.
- Contact Defence Honours and Awards to claim your full medal entitlement. www.defence.gov.au/medals
- Ensure that your Chain of Command have closed off/managed all outstanding events in Sentinel.
- Arrange you Security Debriefing from your Unit Security Officer.

Decided to transition

Reserves

- Talk to your Unit and family about what Reserve SERCAT and option would suit your circumstances.
- Check that all your PMKeyS information is correct.
- If you don't already have one, create a ForceNet account.
www.forcenet.gov.au

Career development and civil recognition

- Book your transition planning and coaching sessions with your Transition Coach.
- Attend a JSP workshop. Registration is through CAMPUS.
- Contact ADF Civil Recognition to have your Defence skills translated into civilian qualifications. www.defence.gov.au/ADC/ADFTCR/
- Attend an ADF Member and Family Transition Seminar.
www.defence.gov.au/dmfstransition
- If applicable, acquire an appropriate wardrobe for you post-transition role.
- Create a social media profile such as a LinkedIn profile.
- Visit the Jobsearch and APSJobs websites. jobsearch.gov.au
www.apsjobs.gov.au

Medical and dental

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

Finance

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

Housing and accommodation

- Inform Defence Housing Australia (DHA) of your intent to transition from the ADF. www.dha.gov.au
- Decide where you are going to live post-transition.
- Set up or arrange rental accommodation, if not buying a home.
- Submit request for accommodation extension (if required).
www.dha.gov.au
- Seek approval to live on base after your transition (if required).
- Contact Toll Transitions to determine your removal entitlement.
www.tolltransitions.com.au.
- Contact your local Defence Relocation and Housing Management team if you need assistance. www.dha.gov.au
- Enquire about the Defence Home Ownership Assistance Scheme (DHOAS) and get a DHOAS Subsidy Certificate. www.dhoas.gov.au

Family support through transition

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

Connecting to your community

- Maintain your connection with or join sporting/hobby/social groups that may interest you.
- Build a social network in your community.
- Find a mentor.

Ongoing support

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

Post-transition

- Make sure your post-transition contact details have been provided to your Transition Coach or call 1800Defence (1800 333 36) and seek advice to update your details in PMKeyS.
- Support is available through your Transition Coach for up to 24 months post-transition.
- Complete the post-transition survey which you will receive at 3 month intervals for 24 months post-transition.
- Connect with other agencies as required e.g. DVA, CSC, Open Arms.
- Stay connected with ADF friends, associations and your community.
- If required contact the Defence Member and Family Helpline on: 1800 624 608 and/or 1800 DEFENCE (1800 333 362).
- If you have lost any medals during your service, apply to Defence Honours and Awards for replacements. Search Honours and Awards to submit an online application.
- If religious, find a religious organisation that you and your family are comfortable with.



01



TRANSITION OVERVIEW

Contents

	Page No.
<u>Transition story</u>	<u>22</u>
<u>Transition Coaching and Support</u>	<u>23</u>
<u>What do I need to know about transition?</u>	<u>23</u>
<u>Getting the most out of your transition</u>	<u>23</u>
<u>ADF Transition Centres</u>	<u>24</u>
<u>Transition Coaching</u>	<u>25</u>
<u>ADF Member and Family Transition Seminars</u>	<u>25</u>
<u>Defence Force Transition Program</u>	<u>27</u>
<u>Accessing the Defence Force Transition Program</u>	<u>32</u>
<u>Tax alert – Fringe Benefits Tax</u>	<u>32</u>
<u>ADF Transition drop-in sessions</u>	<u>33</u>
<u>Post-transition contact</u>	<u>33</u>
<u>Notes</u>	<u>34</u>



TRANSITION STORY

Lieutenant Commander Errika was just 13 when she went to an Australian submarine open day with her father. From that moment, she knew she wanted to join the Royal Australian Navy.

“After 12 years of service I transitioned to the Reserves. Since then I’ve worked in the Defence industry specialising in the design and production of military logistic systems and support equipment”.

Errika’s advice to other transitioning members is to seek connection with local community, and consider Reserve service.

“It’s been such an honour to return at this point in my life and offer my experience to the next generation of RAN members. The Total Workforce System allows flexibility, with short and longer term roles all over Australia.”



Errika, Navy

SECTION 1: Transition overview

Transition Coaching and Support

Transition to civilian life is an inevitable step in a member and their family's life. Participation in the transition process is mandatory and every permanent, full-time or Reservist member must undertake the transition process through an ADFTC.

What do I need to know about transition?

At some point, all ADF members will transition out of the military. It is a significant change that can involve the entire family. Planning early will make sure you are informed and ready to enter the next phase of your life.

Not all transitions involve leaving the ADF. The ADF Total Workforce System's (TWS) Service Spectrum allows members to explore options for full or part-time work, or transitioning to another service. For more information about the options available to you under the Service Spectrum please refer to [Section 2](#) of this guide.

Getting the most out of your transition

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

Tips to help you get the most out of your transition

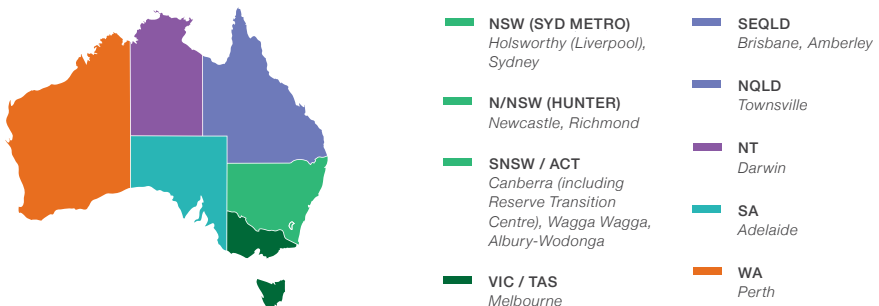
- **Plan for transition throughout your career:** start thinking about your post-transition plan and goals early, undertake research, talk to your peers and mentors, set goals and undertake a JSP workshop. All ADF members are encouraged to attend an ADF Member and Family Transition Seminar at regular intervals throughout their career to keep abreast of the support available. Attending a seminar does not mean you will be leaving, just that you are educating yourself on the supports that are available. Once you have made the decision to transition it is mandatory that you attend an ADF Member and Family Transition Seminar within 12 months of your transition date.
- **Start marketing yourself:** do not be afraid to document and highlight your ADF career and personal achievements. Research the equivalent civilian terminology for your ADF roles and responsibilities.

- **Work at it:** plan your transition like a project. Plan notice periods and deadlines, anticipate challenges and prepare contingencies.
- **Keep your support person involved in the process:** we encourage you to invite them to come along with you to your transition coaching sessions and attend an ADF Member and Family Transition Seminar. Identify what decisions need to be made by the family and what decisions will be made by you.
- **Connect:** keep in touch with colleagues who have already transitioned. Network with colleagues at ADF Member and Family Transition Seminars, ask questions and learn about what they did and any lessons they learned regarding their transition.
- **Volunteer:** get involved with local community groups and charities. This can help you get an idea of working in a civilian environment and how your ADF skills can transfer to a post-transition career.
- **Adapt:** be aware that social norms and rules that are present within the ADF may not be the same in civilian environments. Make the effort to adapt to your new environment, while maintaining your ADF values. Transition Coaching and Support (TCS) has Career Transition Coaching (CTC) modules that can support you with this aspect of transition.

The earlier you engage with TCS, the more prepared you will be for your transition. Keeping informed and asking for assistance is a positive step towards setting yourself up for transition to civilian life.

ADF Transition Centres

Your local ADF Transition Centre (ADFTC) will introduce you and your family to a Transition Coach who will help you with your transition.



The ADFTCs are located on or near most major bases and provide outreach services to other locations. A list of ADFTCs with contact details can be found in [Section 11](#).

Transition Coaching

Transition Coaches are available to you through the ADFTCs. You can talk to a Transition Coach at any time in your career, however you must link in with an ADFTC when you have made the decision to transition or you have been advised that you will transition as a result of a service decision.

Your Transition Coach will be your key reference point throughout your transition journey. Transition Coaches listen to you and your family, discuss your circumstances and goals, and work with you to design a Transition Plan that is specific to you.

Through the ADFTC you will be assigned a Transition Coach who will:

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

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

ADF Member and Family Transition Seminars

All ADF members are encouraged to attend an ADF Member and Family Transition Seminar at regular intervals throughout your career to keep abreast of the support available. Attending a seminar does not mean you will be transitioning, just that you are educating yourself on the supports that are available.

Once you have made the decision to transition it is mandatory that you attend an ADF Member and Family Transition Seminar within 12 months of your transition date.

ADF Member and Family Transition Seminars will help you and your family prepare for your transition. The seminars provide practical information on programs and services provided by:

- Transition Coaches (coaching aligned with your needs, including career transition)
- Joint Health Command (JHC)
- Department of Veterans' Affairs (DVA)
- Commonwealth Superannuation Corporation (CSC) (military superannuation)
- ADF Financial Consumer Services Centre
- External Service Organisations (ESOs).

There are also Navy, Army and Air Force information sessions focused on increasing your understanding of how to work flexibly across the ADF Service Spectrum.

ADF Member and Family Transition Seminars are accessible throughout the year. Seminars are available physically (face-to-face) or virtually and you are welcome to attend with your family or support person at any stage during your career.

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

Web: www.defence.gov.au/dmfstransition

Face-to-face seminars

To attend a face-to-face seminar, you are required to register your attendance through CAMPUS by searching 'Transition Seminar'.

ADF families and support people can register their attendance by emailing their intention to attend along with the PMKeyS number of the ADF member they are supporting to:

Email: DMFS.TransitionSeminar@defence.gov.au

Virtual seminars

Virtual ADF Member and Family Transition Seminar ‘live days’ are conducted regularly throughout the year and the virtual ‘static environment’ is available 24/7 and can be accessed from anywhere in the world. Like face-to-face events, the virtual seminar offering includes exhibition halls and information sessions relevant to your circumstances.

To attend a virtual seminar, you are required to register your interest through CAMPUS by searching ‘Virtual Transition’. ADF families and support people can register their attendance to a virtual seminar by emailing their intention to attend along with the PMKeyS number of the ADF member they are supporting to:

Email: DMFS.TransitionSeminar@defence.gov.au

Defence Force Transition Program

Defence provides transitioning members and their families with a broad range of programs to support transition to civilian life. This includes specific support to develop and achieve your post-transition career goals. It also includes goals not related to paid employment, including further study, volunteering, retirement, and other forms of meaningful engagement.

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

Access to the DFTP is provided by Transition Coaches following close consultation with you, and based on your individual needs and circumstances. Factors such as your existing qualifications and experience, your post-transition goals and your progress in your transition are all considered.

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

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

Transition Coaching – all transitioning members need to undertake the transition process and engage with a Transition Coach. A Transition Coach will provide tailored coaching, transition information and mentoring to you and your family throughout your career and your transition.

Your Transition Coach will work with you to set post-transition goals based on your unique skills, interests and aspirations and assist you to develop an individualised plan for you to meet these goals.

We encourage you to involve your family or a support person in these conversations. Please make the most of the support available. ADFTCs are located on or near most major bases and provide outreach services to other locations. A list of ADFTCs with contact details is available in [Section 11](#).

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

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

Job Search Preparation (JSP) workshop – the JSP workshop is available either face-to-face as a two day workshop or delivered virtually as four two-hour workshops. The workshop covers all aspects of managing your career, building a

resume to capture your skills and experience, and how to apply for jobs including advice on how to translate your military skills and experience to the civilian employment market. You will also receive ongoing access to an online platform with a library of e-resources to support your career planning. Talk to your Transition Coach for more information.

Approved Absence (AA) – permanent ADF members can apply for leave for transition related activities including house hunting, job interviews, appointments, and on-the-job experience (includes weekends and public holidays). Leave needs to be approved by your Chain of Command.

Career Transition Training (CTT) – a financial contribution of up to \$5320 towards training and upskilling. Where a training need is identified by your Transition Coach, CTT offers members access to funding for education and training to support your employment or meaningful engagement goals. Limited support may also be provided to help you with travel to attend this training. Access is in consultation with your Transition Coach and via web Form AC853-3.

Career Transition Coaching (CTC) – intensive specialist coaching is available to help you identify your motivators, skills and career options. CTC will assist you to develop an employment plan, develop interview skills, build a competitive resume, learn effective job hunting skills and adjust to the civilian environment. This coaching is modular so your Transition Coach will work with you to build an individualised package to support your needs.

Members who participate in CTC are provided with lifetime access to the online employment and training resources portal.

Career Transition Coaching offers ten modules that are tailored to individual members' needs:

- 1. Personality mapping and career insights** - you will undertake a Birkman Career Assessment which is an online personality, social perception and occupational interest assessment. Your CTC Coach will discuss your results with you to help you understand how to use this information to make decisions relating to your future career, including your work targets and goals.
- 2. Develop civilian career goals** - your CTC Coach will help you identify your career goals, create a plan and get you started on your civilian path. Your path might include finding paid employment, studying or retraining, volunteering, retirement, or other meaningful engagement.
- 3. Competency & capability mapping** - your CTC Coach will assist you to understand your current skills and how these skills can transfer to civilian work. Your CTC Coach can also help you to find the training and education options to fill any gaps you identify.

4. **Personal brand and marketing** - your CTC Coach will assist you in developing your networking skills including using online professional networking platforms such as LinkedIn to help you market yourself to find meaningful employment.
5. **Resume and job search skills (includes resume coaching)** - your CTC Coach will help you develop a market ready resume, interpret and respond to job advertisements, create job search strategies and develop a go-to-market plan.
6. **Interview skills** - your CTC Coach will discuss strategies for different types of interviews and provide an understanding of questions to expect as well as how to formulate response to challenging questions.
7. **Negotiation skills** - your CTC Coach will equip you with skills and strategies to have open conversations with potential employers while maintaining your personal brand and securing a positive outcome.
8. **Coaching for change** - your CTC Coach will help you explore the differences between military and civilian environments and support you in the creating of strategies to manage yourself through this change.
9. **Planning for retirement** - where your transition is due to retirement, specialist coaching is available to help you plan for the next phase of your life including an assessment to identify your goals, values, strengths and personal mission in retirement.
10. **Job Connections** - you will work with a CTC Coach to understand your job targets and they will then proactively source roles for you. In addition to your own job searching, your CTC Coach will approach companies and hiring managers to identify roles on your behalf and connect you to opportunities within your employer network.

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

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

- working closely with you to understand your work targets and career goals
- creating a hiring plan
- identifying target roles and organisations
- identifying salary expectations
- identifying must haves and no go's

- connecting you with opportunities from within their National Employer Network
- approaching organisations on your behalf
- researching and uncover opportunities in the local market
- providing feedback and consistent communication.

Personalised Career and Employment Program (PCEP) – provides up to three months of intensive career development and job placement support.

This program is focused on the ‘early leavers’ of Defence who are generally 18-30 years old and have served for less than four years, predominantly leaving under administrative or medical modes of transition.

This cohort may consist of those personnel who have not been successful in completing initial training, are leaving due to disciplinary reasons or have been injured early in their military careers (non-complex).

Access to the program is facilitated through your Transition Coach.

The program includes six individual coaching sessions with an employment specialist covering topics including career direction and planning, resume preparation, personal branding and marketing, and coaching for interviews.

The program also provides access to a library of online resources, and facilitated connection to potential employers.

Transition for Employment (T4E) – the T4E program supports a military member transitioning for medical reasons with complex circumstances to establish meaningful civilian employment or engagement post-transition.

The program provides a member with up to 24 months of support to secure employment (actual placement in employment) or meaningful engagement.

On The Job Experience (OJE) – provides opportunities for members to undertake unpaid work experience in their chosen post-transition field with a potential employer in that field. OJE requires consultation with and agreement by your Unit Command as you are covered by Comcare, and still being paid by Defence, while you undertake such a placement.

Financial advice – financial contribution of up to \$1000 for professional financial advice to assist you and your family in planning for your financial security after transition. Access is in consultation with your Transition Coach and via web Form AC853-3.

Partner Employment Assistance Program (PEAP) – provides funding towards initiatives to assist ADF partners with finding employment when they relocate due to posting or where the ADF partner is medically transitioning. Access is in consultation with your Transition Coach and via web Form AC853-3.

Accessing the Defence Force Transition Program

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

However, you don't have to wait until you have started the transition process to talk to a Transition Coach. The first step you should take when considering transition is to get in touch with your local ADFTC and speak to one of our qualified Transition Coaches. You can seek advice from a Transition Coach at any time in your career or attend a drop-in session (see page 33) at your local ADFTC. Transition Coaches are also available to assist you with registering for ADF Member and Family Transition Seminars.

TAX ALERT – Fringe Benefits Tax

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

ADF Transition Centre drop-in sessions

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

For further information about the next drop-in session in your area please contact your local ADFTC. A list of ADFTCs can be found at [Section 11](#).

Post-transition contact

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

Post-transition phone call - your first contact will be a phone call from a Transition Coach shortly after your transition date. This contact (phone, face-to-face, email) is to check that everything is going to plan and make sure you have access to any immediate support you may need in the first few months after transition.

Post-transition survey - you will receive the electronic post-transition survey, by email, every three months for two years after your transition. This survey provides you the opportunity to provide anonymous feedback on your experience and reach back in for support at any time in this period. Your responses to the survey are also used to improve the transition programs.



02



**CONTINUING
TO SERVE
POST-
TRANSITION**

Contents

	Page No.
<u>Transition story</u>	<u>37</u>
<u>Your post-transition Defence career</u>	<u>38</u>
<u>ADF Total Workforce System</u>	<u>38</u>
<u>Benefits of Reserve service</u>	<u>39</u>
<u>Requirement to serve in the Reserves</u>	<u>40</u>
<u>ForceNet</u>	<u>41</u>
<u>Navy Reserve</u>	<u>42</u>
<u>Army Reserve</u>	<u>45</u>
<u>Air Force Reserves</u>	<u>47</u>
<u>Support for Reserves</u>	<u>50</u>



TRANSITION STORY

When former Warrant Officer Phillip transitioned from permanent service in January 2001, the process was very different to the one that he now assists ADF members to navigate.

“The Defence Force Transition Program has gone through a huge transformation in the last few years. We have moved from providing purely administrative assistance to providing each transitioning member with a qualified career development coach.



This means we can now provide the tools transitioning members and their families need to reach their post-transition goals.

Members and their families need to give themselves enough time to experience the full transition process. The more you can do while you are still in the ADF, the easier you will find your transition when the time comes.

I love my job and I love helping current members transition to civilian life. One of the best feelings I get as a coach is when a transitioned member expresses their gratitude for the coaching and guidance they have received during this sometimes nerve-wracking time in their life.”

Phillip, Army

SECTION 2: Continuing to serve post-transition

Your post-transition Defence career

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

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

Maintaining a connection to military life, however small, can greatly assist you in making your broader transition to civilian life. It also allows you to maintain the sense of purpose and belonging that is so unique to military service.

ADF Total Workforce System

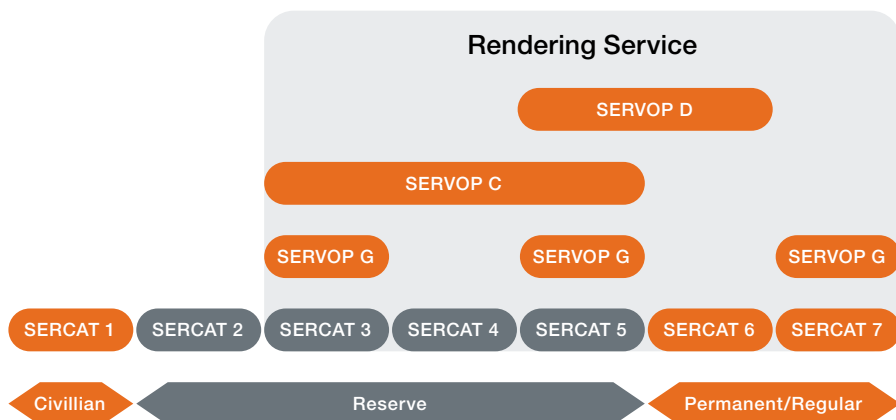
Introduced under the ADF TWS, the Service Spectrum provides you with the flexibility to remain in the ADF and serve in different ways. As a permanent member you can transfer to one of four Reserve SERCATs, and Reserve members can transfer to alternate Reserve SERCATs more aligned with their post-transition life.

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

- SERCAT 7 Permanent member rendering full-time service
- SERCAT 6 Permanent member rendering a pattern of service other than full-time
- SERCAT 5 Reserve member who provides a contribution to capability across financial years and has security of tenure for the duration of their approved commitment to serve
- SERCAT 4 Reserve member who provides a contingent capability at short notice, with their notice to move defined by their Service

- SERCAT 3 Reserve member who provides a contribution to capability by indicating their availability to serve, or are rendering service to meet a specified task within a financial year
- SERCAT 2 Reserve member who does not render service but may be 'called out'
- SERVOP C are SERCAT 3-5 members who are undertaking a period of Continuous Full-time Service (CFTS)
- SERVOP D are SERCAT 5 or 6 members who are undertaking a dual employment arrangement
- SERVOP G are members of the permanent or Reserve Force rendering full-time service in the ADF Gap Year program.

Figure 2: Service Spectrum



Benefits of Reserve service

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

As a SERCAT 3, 4 or 5 member you may have the opportunity to go on exercises, deployments, undertake training and continue your service career and promotion pathway. You can access these opportunities while in full-time civilian

employment in most locations around Australia. If you are in the Reserves and decide later that you want to serve full-time in the ADF, you can apply to your Service to be engaged on SERVOP C or transfer to SERCAT 7.

If you transfer to SERCAT 2 you will not render service unless you are subject to a call out. Should you wish to render service you can apply to your Service to transfer to SERCAT 3, 4 or 5. This can include CFTS during HADR operations.

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

Reservists transition from SERCATS 3-5 are also provided transition support through the Reserve Transition Centre (RTC). To contact the RTC email:

Email: dmfs.transition@defence.gov.au

Requirement to serve in the Reserves

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

This requirement does not apply to members who:

- haven't completed initial recruit, officer or employment training
- are subject to disciplinary action
- are leaving because of medical reasons
- reach compulsory retirement age (65 for Reservist).

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

For more information visit:

Web: www.legislation.gov.au

and see Defence Regulation 2016.

For more ADF TWS Service Spectrum Information:

Email: adftws.coe@defence.gov.au

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

For service-related enquiries email:

Navy: dnrrt.correspondance@defence.gov.au

Army: army.tws@defence.gov.au

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

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

To transfer to the Reserves you will need to complete the AC853: Application to Transfer Within or Separate from the ADF form available on Defence Protected Network WebForms, ForceNet or at your local Reserve office.

ForceNet

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

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

Registered users can:

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

To register visit:

Web: www.forcenet.gov.au

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

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

For more information visit:

Web: www.forcenet.gov.au

For assistance with ForceNet, contact the support team at:

Phone: **1800 DEFENCE (1800 333 362)**

Email: forcenet@defence.gov.au

Navy Reserve

The Naval Reserve consists of:

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

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

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

SERCAT 5 Naval Reserve members may serve up to 200 RSD per financial year across multiple financial years.

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

SERCAT 2, 3 and 5 Naval Reserve members may volunteer for SERVOP C (CFTS) to fill vacant SERCAT 7 Navy positions. SERCAT 2 members who apply for SERVOP C will automatically be transferred to the relevant SERCAT should they be offered a SERVOP C engagement.

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

SERCAT 2 Naval Reserve members are not required to do any RSD.

Reserve service positions

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

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

Reserve health

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

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

Uniform

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

Contact details

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

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

Navy Reserve contacts

ACT	02 5130 3197/3214	navytws.act@defence.gov.au
NSW	02 9537 1528/2182	navytws.nsw&fhq@defence.gov.au
ALBATROSS	02 4449 3016	navytws.nasnowra@defence.gov.au
SOUTH QLD	07 3016 2633/2638	navytws.qld@defence.gov.au
CAIRNS	07 4252 5598/5566	navytws.cairns@defence.gov.au
CERBERUS	03 5931 7435/7477	navytws.vic@defence.gov.au
STIRLING	08 9580 3053/4247	navytws.wa@defence.gov.au
TAS	03 6215 7588	navytws.tas@defence.gov.au
SA	08 7008 4163	navytws.sa@defence.gov.au
NT	08 7971 1010	navytws.coonawarra@defence.gov.au

Army Reserve

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

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

SERCAT 5 Army members are posted to a unit to fill an established position. Positions are available across Australia, with the pattern of service negotiated with the gaining unit. SERCAT 5 members can expect to have a degree of stability in their pattern of service through the number of RSDs allocated by the unit. SERCAT 5 members will receive an assurance of service based on the training or force generation requirements of their posted position or unit.

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

If there are no suitable SERCAT 5 positions within a member's geographic region, personnel may be posted to an alternate geographic position and work remotely. They may also be transferred to SERCAT 3 where they can serve through a DA26 agreement through the AE959 ADF Reserve Service Day Allocation form accessed via DPN Web Forms.

SERCAT 3 Army members are not automatically assigned RSD, but can volunteer for employment opportunities advertised on ForceNet.

For more information visit:

Web: www.forcenet.gov.au

To seek identified vacancies within Army units or through engagement with Career Management visit:

Web: www.defencejobs.gov.au

For SERCAT 5 and 3, completing a minimum of 20 RSDs per financial year will deem the member as having provided effective service. Effective service (20 RSD) is one of the requirements for the DHOAS, Health Support Allowance, Service awards and other benefits.

SERCAT 5, 3 and 2 members may volunteer for SERVOP C that renders full-time service, normally for one year.

A SERVOP C arrangement is required for Reservists undertaking deployment.

SERCAT 2 Army Reserve members are not required to undertake any RSD or maintain AIRN. Their only obligation is to confirm or update their contact details on an annual basis.

Reserve health

SERCAT 5 Army Reserve members must have a comprehensive preventative health examination at a Defence Health facility every five years.

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

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

For further information please visit:

Web: www.army.gov.au/our-work/army-reserves/continuing-your-service-contingent-workforce-member

Reserve contacts

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

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

Other useful contacts

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 Contingent Workforce Management – Army

Email: contingentworkforce.army@defence.gov.au

Phone: 1800 808 073

Web: www.army.gov.au/our-work/army-reserves/continuing-your-service-contingent-workforce-member

Air Force Reserves

The Air Force Reserve consists of:

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

If you are transitioning from SERCAT 6 or 7 you are encouraged to discuss part-time employment options in SERCAT 3-5 with your unit supervisors and Career Manager.

As a SERCAT 3, 4 or 5 member you may volunteer to serve in a part-time capacity; agreeing to a mutual, non-binding commitment in terms of the amount of RSDs and the general pattern of service across a specified period. This

agreement is intended to convey a measure of certainty for both the Commander, who must deliver against capability requirements, and for yourself in relation to surety in terms of ongoing service.

SERCAT 5 members are posted to an established position, usually for two or more years. SERCAT 5 positions have a specified number of RSDs and members agree to serve a specified pattern of service to deliver capability outcomes across the duration of a posting. Some SERCAT 5 positions have an Individual Readiness (IR) obligation.

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

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

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

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

SERCAT 2 – 5 members are liable for call out by the Governor General.

Your Career Manager

Under the TWS, Career Managers are responsible for the management of SERCAT 3 – 7 members. On transition to SERCAT 3 – 5, you should maintain contact with your Career Manager. You should also ensure your contact details remain current on PMKeyS.

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

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

Email: **DSOM.AF@defence.gov.au**

Reserve health

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

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

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

SERCAT 3 - 5 members are encouraged to complete an annual health declaration to confirm they remain fit to serve; members are entitled to an annual Health Support Allowance provided they meet the eligibility requirements.

Mandatory training

Members are required to maintain compliance with the full suite of Air Force mandatory training requirements when performing duty.

If not current, members should complete this training as soon as they commence their RSD period.

Uniforms

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

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

Support for Reserves

Defence Reserve and Employer Support

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

The DRES mission is to enhance Reservist contribution to Defence capability through mutually beneficial relationships, promoting the benefits of Reserve service and informing policy related to Reservists.

DRES comprises of four teams:

1. National Priority and Planning (NPP)

The NPP team is responsible for mid to long-term strategic planning and delivery of events that support strategic priorities through targeted stakeholder engagement. Activities include strategic relationship management planning and national events such as Exercise Boss Lift.

2. Regional Engagement (RE)

The RE team works closely with the NPP team to deliver strategic outcomes for Defence and provides a link between Defence, Reservists, employers and the community. They do this by delivering a range of events locally and nationally, such as the Employer Support Awards.

3. Employer Support and Service Protection (ESSP)

The ESSP team provides support to Reservists and their civilian employers by managing policy and providing guidance around the Employer Support Payment Scheme (ESPS) and by assisting them to understand their mutual obligations under the Defence Reserve Service (Protection) Act 2001. They also assist employers to develop more supportive leave policies for their Reservist employees.

4. Policy and International Engagement (P&IE)

P&IE represents Reserve interests in the development of Government, Defence and ADF policy. This includes remuneration and conditions of service and planning Joint Support Services Division (JSSD) involvement in national and international reserve activities. P&IE also provides secretariat support to the Joint Reserves Working Group (JRWG) and the Defence Employer Partnering Network (DEPN).

For more information:

Phone: **1800 DEFENCE (1800 333 362)**

Web: **www.defencereservessupport.gov.au**

Reserve Assistance Program

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

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

To access the program please contact:

Phone: **1300 OUR EAP (1300 687 327)**

Veterans may be eligible for alternate support through Open Arms.

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

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

Phone: **1800 IM SICK (1800 46 7425)**

Reserve Service Protection

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

Reservists also have obligations to their employer.

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

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

Phone: **1800 DEFENCE (1800 333 362)**

Email: **yourcustomer.support@defence.gov.au**

For a brief overview of the protection provisions please visit:

Web: **www.defencereservessupport.gov.au**

Employer Support Payment Scheme

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

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

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

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

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

You or your employer can contact the ESSP directorate for information and assistance on:

Phone: **1800 DEFENCE (1800 333 362)**

Email: **yourcustomer.support@defence.gov.au**

For information on eligibility, payment rates and to lodge a claim please visit:

Web: **www.defencereservessupport.gov.au**

Long Service Awards eligibility

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

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

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



03



**TRANSITION
ADMINISTRATION**

Contents

	Page No.
Transition story	57
Applying to transition from the ADF	58
Notice periods	59
Transition forms	59
Security de-brief	60
Leave entitlements	60
Transfer of leave to new employers	63
Conflict of interest	65
Recognition of prior service	66
ADF identity cards	66
Official passports	67
Defence travel cards	67
Defence Purchasing Cards	68
ADF driving licences	69
Honours and awards	69
Certificate of Appreciation or Service	70
YourSay Exit survey	71
Employment Separation Certificate	71
Final pay	71
Allotments and salary packaging	72
Termination payments	73
Wills, Power of Attorney and Enduring Power of Attorney	73



TRANSITION STORY

Able Seaman Nathan worked casual odd jobs until he decided to get himself a career.

“I joined the Navy as an electronics technician and maintained the communication and navigational systems on board the Guided Missile Frigate (FFG) warships”.

Nathan completed close to eight years’ service before he decided to transition.

“Going through the ADF Transition Centre made everything simple and I can’t recommend enough that anyone even thinking of transitioning should go to them— sooner rather than later”.

Nathan’s Transition Coach laid out everything he needed to do, and in what order. “She constantly checked up on me and was always just a call or email away if I ever got stuck or needed more advice.”

Nathan has transitioned to the Reserves and to a Defence public service role— testing and certifying missiles.



Nathan, Navy

SECTION 3: Transition administration

Participation in the transition process is mandatory. Transition administration is part of this process and must be undertaken by all members, no matter how long you have been an ADF member, and regardless of your transition mode.

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

Applying to transition from the ADF



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



Once you have completed the electronic form and submitted it to your supervisor, the form will be sent to Transition Coaching and Support for processing. Once Transition Coaching and Support receive your AC853 form, you will be assigned a Transition Coach and contacted to arrange your first transition coaching session.



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

Notice periods

Navy

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

Army

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

Air Force

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

Talk to your Unit Command about your notice arrangements.

Transition forms

AC853 Application to Transfer Within or Separate from the ADF

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

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

AC853-2 Transition Clearance form

The AC853-2 ADF Transition Clearance form is to be completed and returned to your Transition Coach at the Transition Clearance Session.

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

AC853-3 Defence Force Transition Program application form

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

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

Security de-brief

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

Leave entitlements

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

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

Unfinalised leave requests may result in overpayments or underpayments.

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

Leave check

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

Long Service Leave

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

If you are eligible for LSL payment, you may:

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

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

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

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

It is recommended you discuss your request with Pay and Administration Centre NSW (PAC-NSW) via 1800 DEFENCE (1800 333 362) as individual circumstances vary.

Note: Where you have elected to defer your LSL payment, you are required to advise PAC-NSW via an AE785 if you have commenced employment within 12 months of your transition date. If you wish to have your LSL paid out during this period, please advise PAC-NSW via 1800 DEFENCE (1800 333 362).

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

For more information visit:

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

Recreation leave

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

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

For most members, their recreation leave payment includes an additional 2 days of salary and allowances for every complete 5 days of accrued leave. For more information see PACMAN 5.4.44 and 5.4.44A:

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

Options for recreation leave credits include:

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

To transfer recreation leave entitlements, an AE785 Statement of Service and Transfer of Leave Liability must be submitted 30 days prior to your transition date. An AE785 enables other employers to recognise ADF service for LSL purposes and enables leave liability to be transferred to eligible government employers.

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

It is recommended you discuss your request with Pay and Administration Centre NSW (PAC-NSW) via 1800 DEFENCE (1800 333 362) as individual circumstances vary.

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

Personal leave

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

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

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

Former ADF members who commence Australian Public Service (APS) employment with the Department of Defence, within two months of leaving the ADF, are credited with three weeks personal leave on appointment. A further two weeks is credited for each completed year of ADF service. Refer Pages - Defence Enterprise Agreement and see F1.7 and F1.8.

For support contact:

Phone: **1800 DEFENCE (1800 333 362)**

Transfer of leave to new employers

Recreation leave

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

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

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

For more information see PACMAN Chapter 5:

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

Long Service Leave (LSL)

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

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

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

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

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

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

Personal leave

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

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

Conflict of interest

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

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

All transitioning members will be asked by their Unit Command to complete an AE916 Conflict of Interest Declaration form.

In relation to post-transition employment, you must:

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

All transitioning members are also required to make a declaration regarding their post-transition employment via an AE918 Letter of Notification web form.

For more information, please refer to the:

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

Recognition of prior service

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

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

Complete the AD575 Request for Prior Service Details (ADF Members) to request recognition of prior service.

Where non-Defence service is requested to be recognised, ensure that the information provided is authorised by either the payroll or HR department of your previous employer at section C of the AD575. A Certified Statement of Service will also be accepted.

For more information visit:

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

Phone: **1800 DEFENCE (1800 333 362)**

ADF identity cards

Purple series ADF security cleared Defence Common Access Card

If you are transitioning and not transferring to the Reserves, you must return your Purple series ADF security cleared Defence Common Access Card (DCAC). You must also return any ADF family member DCACs.

You must retain your Purple series ADF security cleared DCAC if you transfer to SERCAT 2-5, noting that any non-general access must be removed.

Note: You must maintain your Australian Government security clearance in accordance with the Defence Security Principles Framework 40.1 Personnel Security Clearance to hold a Security Cleared DCAC. To maintain your security clearance you must inform your Unity Security Officer who will alert the Australian Government Security Vetting Agency (AGSVA).

Grey series cards

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

Official passports

You must return your current Diplomatic, official and/or Defence sponsored ordinary passport to your sponsoring unit for retention or cancellation prior to your transition date.

For Defence members who are transferring to SERCAT 3, 4 or 5, your sponsoring unit may retain your passport if it is anticipated that you will be required to undertake official overseas travel as part of your Reserve duties.

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

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

Defence travel cards

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

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

For assistance contact:

Phone: **1800 DEFENCE (1800 333 362)**

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

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

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

Email: **defence.creditcards@defence.gov.au**

Defence Purchasing Cards

Ensure all outstanding transactions for your Defence Purchasing Card (DPC) have been fully processed in 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 hold a DPC you need to cancel and destroy it before your transition date. To cancel your card, you must email the below address requesting your card be cancelled and include:

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

Email: **defence.creditcards@defence.gov.au**

ADF driving licences

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

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

There are different processes for each Service:

Navy

Contact Chief Driving Instructor – Navy or Training Authority-Maritime Logistics and Health at: **CPO Carol Rotherham (carol.rotherham@defence.gov.au)** or **Mr Steve Pyne (steve.pyne@defence.gov.au)**

Army

Contact Chief Driving Instructor – Army cell at: **cdi.cellarmy@defence.gov.au**

Air Force

Contact Chief Driving Instructor – Air Force cell at: **cdi-af@defence.gov.au**

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:

Web: **www.defence.gov.au/medals**

For more information:

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

Phone: **+61 2 6245 1440 (from overseas)**

Certificate of Appreciation or Service

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

Each Service also provides Certificates of Appreciation or Service.

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

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

Email: navy.separations@defence.gov.au

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

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

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

Air Force – Certificates of Service for SERCAT 7 members are drafted when a member's transition is approved within Directorate of Personnel - Air Force (DP-AF). The draft will be sent to the member to review. Once the Transitions Cell receives the draft back, the certificate will be printed and sent to the appropriate signatory for their signature.

Once signed, the certificate will be sent to the member's unit generally before the member departs the unit. The member can elect to have their certificate sent to their home address. Four to six weeks' notice is required to Transitions Cell if the member's unit wishes to present the certificate to their departing member.

YourSay Exit survey

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

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

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

For more information:

Email: Your.Say@defence.gov.au

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

Employment Separation Certificate

If you require an Employment Separation Certificate for Centrelink then please request one either from the ADFTC or by emailing a request to:

Email: adf.payandadministration@defence.gov.au

Please ensure that you include your PMKeyS identification number, your transition date and your Centrelink Customer Reference Number as a minimum. This will be uploaded to the Department of Human Services within 10 days of your request or your final payment, whichever is the latter.

Final pay

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

Your final payment is calculated on:

- salary
- allowances/deductions
- pay in lieu of recreation leave and LSL accruals (where entitled)
- reconciliation of any over- or under-payments
- applicable taxes.

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

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

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

To determine if there are outstanding payments contact:

Phone: **1800 Defence (1800 333 362)**

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

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

Allotments and salary packaging

All allotments and salary packaging arrangements, which may include vehicle lease arrangements, will cease on the day you transition. You are responsible for making alternative arrangements for payment prior to transition.

If you have salary packaging via Smart Salary you should complete a cessation form at:

Web: **www.smartsalary.com.au**

Termination payments

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

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

For further information go to the Individuals section of the ATO website at:

Web: www.ato.gov.au

Further information related to managing your finances is in [Section 6](#).

Wills, Power of Attorney and Enduring Power of Attorney

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

Transition is a good time to review and update any legal instruments you have in place prior to leaving the ADF. For further information about updating your Will or other legal instruments, please visit the Defence Legal Division Website:

Web: www.defence.gov.au/legal/

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

Email: Adf.Wills@defence.gov.au

ADF Wills

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

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

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

Email: ADF.Wills@defence.gov.au

Notes



04



**CAREER
DEVELOPMENT
AND CIVIL
RECOGNITION**

Contents

	Page No.
<u>Transition story</u>	<u>78</u>
<u>Preparation</u>	<u>79</u>
<u>Questions to consider</u>	<u>80</u>
<u>Workplace likes and dislikes</u>	<u>81</u>
<u>Workplace motivators</u>	<u>83</u>
<u>Personal brand</u>	<u>85</u>
<u>Job search</u>	<u>86</u>
<u>Employers</u>	<u>87</u>
<u>Social media</u>	<u>87</u>
<u>Civil recognition</u>	<u>88</u>
<u>Defence Australian Public Service recruitment</u>	<u>88</u>
<u>Professional memberships</u>	<u>89</u>
<u>Prime Minister's Veterans' Employment Program</u>	<u>89</u>

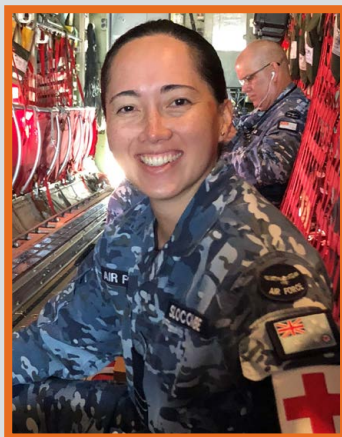


TRANSITION STORY

After 11 years in the Royal Australian Air Force, Flight Lieutenant Aimee transitioned from full-time service to the Reserves.

Aimee moved to Perth after high school to study science and specialised in environmental health at Curtin University.

Aimee decided to transition because she was ready for something different. Now working as a purchasing officer, Aimee liaises and negotiates with suppliers for ingredients, packaging and procurement needs.



“It’s completely different and I love being challenged in different ways.”

Aimee’s advice to others considering transitioning to civilian life is to submit a Recognition of Prior Learning application with Australian Defence College – she ended up being granted a Diploma in Leadership and Management and a Certificate IV in Business.

Aimee, Air Force

SECTION 4: Career development and civil recognition

Preparation

At any stage during your ADF career, planning for your future career is important. Your Transition Coach can help you with developing this plan.

Below are a few questions to help you think about possible career options:

- what should you consider when planning a career change?
- how prepared are you for a work-life change?
- what motivates you to work?
- how do your personal values influence the kind of work you are interested in?
- do you know what kind of work you would like to do when you transition?
- when employers speak about skills and abilities, do you know what yours are?
- do you know how to translate your ADF employment skills into language a civilian employer would understand?
- do you know what pay rate or salary you should be aiming for in the civilian job market?
- do you have a current CV?
- are there jobs available in your post-transition location? Or do you need to move?

What work style would suit you:

- semi-retired?
- self-employed?
- employed by an organisation or company in a full time, part time, casual or contract position?
- studying, part time or full time?
- consulting or contracting?
- adult apprenticeships?
- volunteering?

Questions to consider

If you're retiring:

- do you really want to retire, or are you going to have a break for a few months, or be semi-retired?

If you're self-employed:

- do you want to work full-time or part-time?
- are you planning to buy a franchise, or create a business?
- have you got the emotional, physical, financial ability, and commitment to do this?
- what do you know about business?
- what do you know about risk?
- are you good at making decisions?
- have you got the management skills to manage a company or even yourself?
- will you be able to avoid burnout?

If you're employed by another organisation:

- what type of contract would you prefer?

- do you want to work for someone else?
- how many hours per week do you want to work?
- what sort of company do you want to work for?
- do you want to work in the private or public sector?
- is shift work required?

If you're planning to study:

- is now the right time to study for the qualification you've always wanted?
- can you afford to study full-time? If not, do you qualify for a student loan and financial assistance?
- can your partner, spouse or family member support you financially?
- have you got a career plan that will use this qualification?
- what institutions offer the qualification you want?
- can you study by distance?
- do you need to move cities to complete this qualification?

Workplace likes and dislikes

What motivates you to come to work?

It is important to consider and understand what is important to you about your work/career and what motivates you to come to work every day.

Work can account for up to 1/3 of your life, so you want to make sure you enjoy it.

Workplace motivators to consider:

- is it the people you work with?
- is it close to home?
- is it the salary?
- is it the sense of security?

- is work-life balance important to you? If so, will your future workplace support this?
- do you need or want to work flexibly?
- do you need to see the immediate reward or benefit in what you are doing to feel satisfied?
- do you need a strong sense of autonomy? Or are you happy to work in a close-knit team?
- what impact will your family's needs and circumstances have on your employment choices?

Workplace motivators

Your motivations today are likely to stay true for several years, so take them into account as you consider your career. Pursuing a job or career that you do not really enjoy just because you want the reward may not actually provide a satisfactory result.

It is also important to keep in mind that some motivations will stay the same, some are likely to change as you get older and others may change with changes in life circumstances. Consider your personal values and how you would like these to align with your work:

- what are you passionate about?
- what things really annoy or energise you?
- what does this information tell you about what you value?

The following matrix of workplace motivators is a useful guide to help you start considering your priorities when thinking about post-transition employment.

This is a handy tool for you to bring along to your coaching sessions to discuss with your coach what is important to you when seeking a civilian employment role.

Workplace motivators

How much do the below factors motivate you in the workplace? Rate yourself on the 1-10 scale; 1 = highly un motivating, 5 = neutral and 10 = highly motivating

Security

The position offers a great deal of security in terms of predictable salary, benefits, and future employment.



Lifestyle

The position allows ample time to pursue other important aspects of my lifestyle (family, leisure activities, etc.).



Variety

The position offers a great deal of variety in the nature of the work performed.



Affiliation

The position offers a setting with enjoyable colleagues, with whom I feel a sense of belonging.



Intellectual challenge

The position offers consistent intellectual challenge.



Leading People

The position offers the opportunity to manage and lead other people.



Prestige

The position is with an organisation that is prestigious in its field.



Autonomy

The position offers considerable autonomy and independence.



Career advancement

The position offers experience and access to people and opportunities that will position me well for my next career move.



Recognition

The position is in an environment where individual accomplishments are recognised with praise from peers and superiors.



Altruism

The position is customer-focused and offers the satisfaction of regularly helping others with their individual or business concerns.



Power and influence

The position offers the opportunity to exercise power and influence (to be an influential leader and decision-maker).



Financial gain

The position pays very well.



Personal brand

Often referred to as your ‘elevator pitch,’ developing your personal brand requires deciphering who you really are (e.g., values, skills and personality), who you want to work for and how you differ from others.

This is basically your answer to the typical interview question “Tell me about yourself?”

Think about these three factors to help shape your personal brand:

1. Your outlook on the world; your outlook has led you to your chosen profession and has helped you develop your talents.
2. Your individual goals; what are your career goals? How do you want to make a difference to the world?
3. Your attributes and professional history; to identify your attributes.

Think of three words that would describe you as a professional. Then develop some sentences that sum up your professional history in relation to those attributes.

Sell yourself with a “secret sales weapon”

Instead of saying what you’ve done, sell yourself by using quotes from your superiors. You could also ask your colleagues to write you a recommendation on LinkedIn.

Believe in yourself and have a positive attitude

It is important to have belief in yourself, in your abilities, and in the positive contribution you can make in a civilian job. Without a humble but reasonable confidence in your own abilities, you cannot be successful.

Also be aware of your brand on social media (see [Social Media](#) on page 87).

Job search

Recruitment agencies, online job search platforms, social media and your own networks are all potential employment opportunities. You need to think about:

- what types of jobs are available?
- where are jobs located?
- what industries provide the best opportunities?
- what are salaries or remuneration packages like?
- what are employers' expectations of their staff?

jobactive and APS Jobs are two of the popular job seeking sites in Australia, however LinkedIn also posts and recommends employment opportunities based on your profile and experience.

APS Jobs Website

APS Jobs will help you to discover the many career paths the APS has to offer by linking you to vacancies available in the APS, the Parliamentary Service and many other Australian Government agencies.

APS Jobs publishes vacancies every weekday in a range of job categories, from entry level positions through to senior leadership roles.

For more information visit:

Web: www.apsjobs.gov.au

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
- employment planning tools
- labour market advice
- government employment assistance.

For more information visit:

Web: www.jobsearch.gov.au/jobseeker-info/employment-assistance-for-veterans

Employers

What are employers looking for in potential employees?

- candidates with a stable employment history
- part-time, full-time, apprenticeships, casual, contractors, flexible
- positive can-do attitude
- being able to use a range of software such as word processing, spreadsheets, and databases
- ability to manage work tasks effectively and meet deadlines
- the ability to work within a team environment, and work with others to deliver projects
- candidates able to determine priorities and achieve deadlines.

Social media

Social media can be a great tool for boosting job search opportunities. However, you need to be mindful about the type of information you are posting and your privacy settings.

Facebook:

Prospective employers may search for you on Facebook and see what information you have publicly available. Ensure that any photos, posts or content you do not want a prospective employer to see, are set to “private” in your Facebook settings.

LinkedIn:

LinkedIn is a social network that focuses on professional networking and career development. You can use LinkedIn to display your resume, search for jobs, and enhance your professional reputation by posting updates and interacting with other people.

LinkedIn is free, but a subscription version called LinkedIn Premium offers additional features like online classes and seminars, as well as insights into who’s searching for and viewing your profile.

Civil recognition

Defence recognises the professional mastery, intellectual edge, unique skills and broad experience transitioning veterans bring to civilian employers. The Civil Recognition team at the Australian Defence College helps members understand the unique skills gained from military service and how to articulate these transferable skills to a future employer.

Members are provided with an opportunity to gain relevant civilian accreditation of transferable skills gained during service via a Recognition of Prior Learning (RPL) process. This process maps existing skills against national qualifications recognised by civilian employers.

Defence Training & Skills (T&S) guides compare like-for-like training and skills at rank across the Services. The T&S guides are written in civilian language and provide a foundation on which to build your resume and can assist with preparing job applications.

T&S guides for rank levels up to level 06 can be downloaded at:

Web: www.defence.gov.au/adc/adftcr/ADF_transition.asp

For further information or to request an RPL assessment or Vocational Education and Training advice:

Email: adf.civilrecognition@defence.gov.au

Defence Australian Public Service recruitment

As a transitioning ADF member, you may wish to continue to be part of the Defence community in addition to or instead of Reserve Service. This could mean working in the Department of Defence as an Australian Public Servant (APS), or working for one of our Defence partner organisations, such as Defence Industry or academic organisations who provide valuable research for Defence.

Retaining your specialist Defence skills and experience in the Defence community, not only supports Defence capability but also contributes to Defence supporting the Prime Minister's Veteran Commitment initiative.

You can register your interest in potential future non-ongoing opportunities in the APS via the Defence non-ongoing register which can be found at the APS Jobs website under 'Temporary Employment Register'.

Another way is to complete a survey to register your interest. ADF members who are transitioning will be offered the option of completing this survey with their Transition Coach. Registering your interest may result in you being notified of suitable opportunities.

Further information about Defence APS Recruitment can be found at:

Web: www.defence.gov.au/jobs-careers

Professional memberships

Officers and Senior Non-Commissioned Officers may be eligible for membership of various professional institutions and associations because of their training and experience. These memberships can help you find civilian employment appropriate to your training and qualifications. You should contact the particular institution relevant to your specialty for further information.

Prime Minister's Veterans' Employment Program

The Prime Minister's Veterans' Employment Program aims to increase employment opportunities for veterans by raising awareness across industry of the unique skills and experience that veterans bring to the civilian workplace.

The Program website includes practical information to assist ADF members with their transition to civilian employment, as well as the details of many organisations of all sizes and industries that have publicly committed to recognising the skills and experience of veterans, and improving their employment outcomes.

Web: www.veteranemployment.gov.au



05



**MEDICAL
AND DENTAL**

Contents

	Page No.
<u>Transition story</u>	<u>93</u>
<u>Medicare</u>	<u>95</u>
<u>Ambulance cover</u>	<u>95</u>
<u>Private health insurance</u>	<u>95</u>
<u>Finding a General Practitioner</u>	<u>96</u>
<u>My Health Record</u>	<u>97</u>
<u>Pre-transition medical and dental information</u>	<u>98</u>
<u>Mental health support</u>	<u>100</u>
<u>ADF Rehabilitation Program</u>	<u>100</u>
<u>Injury claims</u>	<u>101</u>
<u>Support services</u>	<u>102</u>
<u>Notes</u>	<u>107</u>



TRANSITION STORY

After 12 years' service in the Air Force, Flight Lieutenant Paolo has transitioned to civilian life and self-employment.

Paolo started his career in 2009 at RAAF Base East Sale and, after years of study and training, graduated as a Weapon Systems Officer on the F/A-18F Super Hornet.



In June 2020 Paolo attended an ADF Member and Family Transition Seminar in Brisbane and was connected with an Transition Coach. He said the planning session with his Transition Coach was very useful and explained what services and support were available.

“I decided to transition from permanent service to pursue my interest in the family business and to provide more stability for my young family.”

Paolo's advice for members thinking about transitioning is to talk to those who have gone before you.

“Often the only thing holding you back is the fear of the unknown, especially if Defence is the only industry you have worked in since leaving school.

Be proud of your Defence career as you transition and use the experiences and skills you have gained to your advantage in your new endeavours.”

Paolo, Air Force

SECTION 5: Medical and dental

When transitioning from the ADF you will need to establish connections with civilian health professionals to take over from your ADF health services. Part of this will involve selecting suitable doctors, allied health professionals, and selecting appropriate healthcare cover (health insurance) for your individual needs.

You should aim to arrange your post-transition healthcare supports during the last 12 months of your service.

You should nominate a civilian 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:

Web: www.healthdirect.gov.au

Your eligibility for ADF healthcare continues up to your transition date, unless there are exceptional circumstances as outlined in the Defence Health Manual VOL 1 Part 4 Chapter 1 Eligibility for Defence Health Care.

After your transition date, you will be in the care of your nominated civilian health provider and you will be responsible for funding your health care. You must be enrolled in Medicare to access civilian health benefits. Your Transition Coach will discuss Medicare applications with you at your transition planning session.

You may be eligible to have some of your health treatment funded by DVA under Non-Liability Health Care. DVA pays for treatment for certain mental and physical health conditions without the need for the conditions to be accepted as related to service.

Further information is available from DVA:

Web: www.dva.gov.au/health-and-treatment/injury-or-health-treatments/treatment-your-health-conditions/treatment-overview

Medicare

Medicare looks after the health of Australians through programs such as the Pharmaceutical Benefits Scheme, the Australian Childhood Immunisation Register and Australian Organ Donor Register.

Ambulance cover

Medicare doesn't cover the cost of emergency transport. If ambulance cover is not included in your private health insurance or you do not want to purchase private health insurance, you can just purchase ambulance cover.

You can arrange Ambulance cover through a private health fund or from some State and Territory Ambulance authorities. Check with your health fund or contact your local ambulance organisation.

Private health insurance

Before you transition, you should consider your health insurance needs. Medicare covers most Australian residents for health care but it does not cover everything. You can choose to take out private health insurance to give yourself a wider range of options and more comprehensive cover.

There are two types of health insurance, hospital and general treatment (extras). You can buy them separately or most funds offer combined policies.

The Government offers a range of health insurance initiatives. The Private Health Insurance Rebate is a Government subsidy for the cost of insurance. Lifetime Health Cover rules are designed to encourage people to purchase private health cover earlier and stay covered. The Medicare Levy Surcharge is a tax that affects people earning above a certain threshold who do not hold private hospital cover.

For more information visit:

Web: www.privatehealth.gov.au

As a permanent member of the ADF you are considered to have had private hospital cover while serving. If you do not take out hospital cover after you transition, you have 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 will not be affected.

If you start a private health insurance policy the day after your transition, no waiting periods for benefits should apply. Your Transition Coach can provide a health insurance letter confirming the provision of full medical and dental health care during your service. You can use this letter when you are exploring your post-transition health care options.

For more information contact:

Phone: **1300 737 299**

Web: **www.privatehealth.gov.au/contactus.htm**

Finding a General Practitioner

A good GP can be one of the most important people in your life, particularly if you have ongoing health concerns.

To find a new GP you can:

- ask your current doctor for advice
- ask your family, friends and neighbours for recommendations
- ask a local pharmacist or other medical professionals who have dealings with doctors in the area
- search for a GP on Health Direct.

Web: **www.healthdirect.gov.au**

When you find a doctor, make sure the practice meets your financial needs including whether they provide services to veterans through DVA (if applicable).

My Health Record

My Health Record is the national electronic health record, a secure digital platform that can bring together health information from you, your health care providers and Medicare. Your Defence electronic health record can't be transferred across to My Health Record.

With your consent, health care providers including GPs, specialists and pharmacists can add clinical documents about your health to your record, such as:

- an overview of your health and your medical conditions
- hospital discharge summaries
- reports from tests and scans, e.g. blood tests
- medications you are taking
- allergies.

You or your authorised representative can control your My Health Record and who has access to your My Health Record:

- you can nominate a friend, family member or carer to help you manage your record
- you can review your own health information and add additional information such as an advance care plan, emergency contact details, Indigenous status, and Veterans' or ADF status
- you can decide which health care organisations can access your record
- you can restrict access to specific information within your record.

In a medical emergency, health care providers can access your My Health Record to see information such as allergies, medicines and immunisations so they can provide you with the best possible treatment.

For more information on My Health Record visit:

Web: www.myhealthrecord.gov.au

Pre-transition medical and dental information

Release of health records

If you are still serving, you can request a copy of your health records at any time.

To request your records, fill out a PM615 Consent for the Disclosure of Health Information form and send this from your Defence email address to:

Email: jhc.healthrecords@defence.gov.au

If you do not have access to your Defence email address, send the PM615 with proof of identity. Proof of identity must be a photo ID that includes your signature, such as your drivers licence or passport. Defence ID will not suffice.

If you have already transitioned, you can send a request to Defence Archives.

For information on requesting copies of your health documents after you transition visit:

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

Separation Health Examination

You must have a final medical examination within six months of transition. This Separation Health Examination will be conducted by your local Health Centre. At the examination, your Defence Medical Officer will prepare a handover of information about your current medical conditions and significant previous medical conditions to your nominated civilian GP. If possible, you should provide the name and contact details of your new GP.

Your Military Employment Classification (MEC) will be reviewed at this appointment to make sure it still reflects your level of function.

There is no particular medical standard that you must meet to transition from the ADF, and you don't have to complete all your treatment before transition. This can be handed over to your new health care providers.

If your health needs are complex, the Defence Medical Officer may contact your civilian GP or specialist directly.

After the examination, you will receive a:

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

To assist with the handover of your healthcare to the civilian health system, Defence will book and fund your first civilian GP appointment. This appointment will usually be organised during your Separation Health Examination process.

If you are transitioning for medical reasons, your Medical Officer will complete the DM042 Medical Transition from the Defence Force CSC Certificate of Capacity at your examination. This form helps Commonwealth Superannuation Corporation (CSC) determine your level of incapacity and corresponding superannuation benefit. You will also need to apply to CSC for invalidity benefits.

The forms you need to complete depend on which superannuation scheme you are in. Details are available on the CSC website at:

Web: www.csc.gov.au

Separation Dental Examination

You should have a final periodic dental examination within six months of transition. Undergoing an examination early means any necessary dental treatment can be identified and potentially addressed before your transition date.

The longer the period between your final periodic dental examination and your transition date, the greater the chance that any identified conditions will be treated before you transition.

Complex dental treatment plans may not be able to be completed before your transition. You should discuss with your treating dentist whether this can be started while you are still serving then handed over to civilian dentists on transition or if commencement needs to be delayed until after transition.

Mental health support

ADF members can receive mental health support from their local Defence health facility by contacting the Mental Health team via phone or email, or presenting in person during business hours. Contact details can be found by visiting the ADF Mental Health Services webpage.

Web: www.defence.gov.au/adf-members-families/health-well-being/garrison/adf-mental-health-services

Members can also contact the Defence Member and Family Helpline on:

Phone: 1800 624 608

If you are receiving mental health treatment while serving in the ADF, a transfer of care to DVA's Open Arms can be arranged. If you need support after your transition from service, Open Arms can provide free psychological and mental health support as well as a range of mental health training and literacy programs.

Alternatively, you can discuss your mental health needs with your GP who may refer you under the Better Access initiative. This Federal Government initiative gives Medicare rebates to help people access mental health professionals and care, regardless of where they live.

To find out more information visit:

Web: www.health.gov.au/initiatives-and-programs/better-access-initiative

You may elect to use the services of a private mental health provider which will result in some out of pocket expenses.

Mental health screening

As part of your Separation Health Examination, you will complete a number of brief mental health questionnaires. Based on your responses and a discussion with your Medical Officer, a referral for mental health services may occur prior to your transition.

ADF Rehabilitation Program

If you become injured or ill during your service, Defence will support your occupational rehabilitation through the ADF Rehabilitation Program (ADFRP), regardless of whether your illness or injury is service-related.

JHC manage the program, which offers:

- a dedicated rehabilitation consultant to support workplace-based rehabilitation and coordinate care arrangements
- non-clinical aids and appliances to support serious and complex rehabilitation needs.

Depending on your circumstances, the ADFRP may facilitate a Vocational and/ or a Functional Assessment to help you determine an appropriate vocation after transitioning. Your rehabilitation consultant will work closely with TCS and DVA (if required) to determine your funding and training requirements. The ADFRP will also liaise with Member Support Coordinators appointed by Command to ensure you are supported through your transition.

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

Injury claims

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

The DVA Veteran Support Officers (VSOs) can:

- teach you and your family how to submit claims on DVA's MyService online platform
- provide advice on what supporting documents will assist in the claim processing (e.g. medical evidence)
- provide information on support and entitlements available through DVA.

To make an on-base appointment with a VSO:

Email: vso@dva.gov.au

For more information on support and services available from DVA refer to [Section 10](#).

Support services

The Veteran Health Check

The annual Veteran Health Check is an opportunity for you to gain access to a fully funded comprehensive health check designed specifically for veterans that can be accessed through your community or family GP. Early intervention and targeted referrals can help veterans enjoy better health outcomes and manage their health during and after transition to civilian life.

Your GP – DVA

Even if you are feeling healthy, it's good to develop a relationship with a GP so that they can get to know you and work with you to manage your health over the years.

If you transitioned from the ADF from 1 July 2019 you can gain access to a fully funded comprehensive annual Veteran Health Check every year for the first five years post-transition. All former serving ADF members can gain access to a comprehensive one-off Veteran Health Check at any time (a Medicare rebate is available).

Talk to your GP, tell them you have served in the ADF and ask them about the annual Veteran Health Check. It's important to know that at these health checks you can take a support person such as a family member, friend or someone else you trust if you want to.

The Veteran Health Check is a DVA initiative. To find out more about visit:

Web: www.dva.gov.au/veteranhealthcheck

ADF mental health programs

Defence recognises that mental health is not solely related to diagnosable mental disorders but encompasses a broad range of lifestyle, mental wellbeing and job performance factors.

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

For a full list of policies, training and programs, visit:

Web: www.defence.gov.au/health

HeadStrength

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

The app is accessible to any member of the ADF community who is eligible or enrolled to use ForceNet. This platform was used to host the HeadStrength app to maintain anonymity of information.

Sign up or log into ForceNet and download the app through the Useful Links tab. If you have trouble installing the app from ForceNet please call:

Phone: **1800 DEFENCE (1800 333 362)**

ADF Health and Wellbeing portal

The JHC ADF Health and Wellbeing Portal 'Fighting Fit' will direct you to Defence resources, apps and websites for ADF health (including mental health). The portal includes information for Commanders, Reservists and ADF members preparing for deployment, family members and veterans who are transitioning from the ADF, and health professionals.

Web: **www.defence.gov.au/health/healthportal**

Alcohol, Tobacco and Other Drugs Program

The Alcohol, Tobacco and Other Drugs Program provides evidence-based prevention, early intervention and health promotion initiatives and education that helps members to minimise harm related to alcohol, tobacco and other drug use. If you are concerned about your own or someone else's alcohol or other drug use, you are encouraged to talk to a health professional or your Chain of Command.

For more information visit:

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

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

Web: **www.openarms.gov.au**

All-hours Support Line

The All-hours Support Line (ASL) is a 24/7 confidential telephone service for ADF members and their families seeking assistance for current serving members. The service is designed as a triage line to help members and their families to access ADF or civilian mental health services.

This includes psychology, medical, social work, and chaplain services. When calling the ASL, you can expect to speak to a qualified health professional who has an understanding of support available to you.

Phone: **1800 628 036**

Your General Practitioner

In many cases, the first step in accessing services for treatment of anxiety, depression, or related conditions will be a consultation with your GP. Your GP can work with you to write a Mental Health Treatment Plan and refer you to a mental health specialist such as a psychologist, social worker, occupational therapist, or psychiatrist.

Just like the other health checks you can, if you want to, take a support person such as a family member or friend.

You can also access a health assessment from your GP. A Medicare rebate is available for this assessment.

Health hotline

1800 IMSICK is a national 24-hour call service providing nurse triage and health support for ADF members within Australia. Use the service if you become ill or injured after hours, or are not in close proximity to an on-base health facility. It is not an emergency number; in an emergency dial 000.

Phone: **1800 IMSICK (1800 467 425)**

Open Arms – Veterans & Families Counselling

Open Arms is a nationally accredited mental health service that provides 24-hour free and confidential nationwide counselling and mental health and wellbeing support services.

Open Arms services are available to all current or ex-serving members of the ADF who have completed at least one day of CFTS, and their immediate families. Former partners are also eligible within five years of separation, or while co-parenting a child under the age of 18 years. Where there has been a death of a service person, parents and siblings can access the service.

Open Arms counsellors and staff understand veteran and military culture. This assists them to deliver specialised support and care to members of this community.

Open Arms services include:

- counselling for individuals, couples and families
- case management for clients with more complex needs
- group programs to develop skills and enhance support
- lived experience veteran and family peer workers
- after-hours telephone counselling
- suicide prevention training
- mental health literacy and awareness training
- information, education and self-help support resources on the 'Living Well' website
- referrals to other services or specialist treatment programs, as needed.

Phone: **1800 011 046**

Web: **www.openarms.gov.au**

Web: **www.openarms.gov.au/living-well**

Beyond Blue

Beyond Blue provides information and support to help everyone in Australia achieve their best possible mental health, whatever their age and wherever they live.

Beyond Blue is independent from Defence and can support you and your family if you are experiencing anxiety, depression, or suicide risk.

Web: www.beyondblue.org.au

Spiritual health

Spiritual health provides part of the whole of life health of a person. In the ADF spiritual health comes under the care of the ADF Chaplaincy. Within the ADF, spirituality is a broad concept that is often confused with religion. While spirituality can be part of a religious practice, it can also be independent of religion.

Spirituality connects us to our state of mind, being and place, and gives us a sense of belonging and purpose. Some people explore their spirituality through a relationship with a higher force, such as God, while others develop their spirituality through a self-directed relationship with their inner self.

Chaplains are Spiritual Health Professionals within the ADF and are well equipped to assist you or facilitate for you to work through your spiritual issues.

To access Defence Chaplaincy support and to speak to a Duty Chaplain from your area and service, call:

Phone: **1300 333 362**

Notes

SECTION 1
SECTION 2
SECTION 3
SECTION 4
SECTION 5
SECTION 6
SECTION 7
SECTION 8
SECTION 9
SECTION 10
SECTION 11



06



MANAGING YOUR FINANCES

Contents

	Page No.
<u>Transition story</u>	<u>110</u>
<u>Defence Force Transition Program – financial advice</u>	<u>111</u>
<u>ADF Financial Services Consumer Centre</u>	<u>111</u>
<u>Superannuation</u>	<u>112</u>
<u>Commonwealth Superannuation Corporation</u>	<u>112</u>
<u>Notes</u>	<u>114</u>



TRANSITION STORY

Leading Seaman Roger joined the Royal Australian Navy in July 1968 to experience life outside of Alice Springs and to travel the world. Now 51 years later, he has retired from permanent service and is enjoying the transition to civilian life.

“Mine has been a gradual and smooth transition from military to civilian life and I have been very well supported by the Navy and the ADF. They were so good and quick to act to ensure I was medically fit and healthy before I transitioned.”



Roger now lives in Melbourne and shares his home with a good friend, which has been a lifesaver for both of them during the pandemic.

Roger encourages other ADF members to take advantage of the ADF Member and Family Transition seminars.

“You should actually look to attend a couple of seminars over your career — one earlier on and then again as part of your transition. They provide insight into what support and assistance is available to you.”

Roger, Navy

SECTION 6: Managing your finances

Being on top of your finances is an important part of your transition. The ADF Financial Services Consumer Centre and the MoneySmart website provide a source of reliable, impartial information, useful tools and other resources to guide you in understanding your post-transition financial decisions.

Web: www.moneysmart.gov.au

Defence Force Transition Program – financial advice

Through the DFTP, you may be able to access a financial contribution of up to \$1,000 towards professional financial advice to assist you and your family in planning for your financial security after transition. Talk to your Transition Coach for more information.

ADF Financial Services Consumer Centre

The ADF Financial Services Consumer Centre (ADF Consumer) is an independent financial and consumer education service for ADF members.

ADF Consumer can help you and your family achieve greater financial security during your career and throughout your transition. Their transition guide is a good place to start and is available at:

Web: www.adfconsumer.gov.au/transition/

For access to the Program, educational resources, and links to information on military superannuation, saving, budgeting, and investing, visit:

Web: www.adfconsumer.gov.au

Superannuation

When leaving the ADF, it is important to be aware of your superannuation fund and what options you have available for your super.

If you are starting a new job and don't choose a super fund with your new employer, your employer may contact the Australian Taxation Office (ATO) to request details of an existing super account of yours to pay your super into (known as a stapled super fund).

This simply means your super fund can follow you when you change jobs, helping to reduce the likelihood of you having multiple funds and paying multiple fees. Note this does not apply to the defined benefit schemes MSBS and DFRDB, please contact Commonwealth Superannuation Corporation (CSC) to discuss your options if you are a member of either of these funds.

Your superannuation entitlements are dependent on your individual circumstances, and you will need to seek financial advice tailored to your individual circumstances. Information about authorised financial advisors can be found on the ADF Financial Services Consumer Centre website.

Web: www.adfconsumer.gov.au

Commonwealth Superannuation Corporation

It is important to know your superannuation options when you are transitioning. In general, these will vary based on:

- your personal circumstances
- your scheme
- your mode of transition.

To assist in your preparation, start with the various factsheets and forms available for download at the CSC website.

Web: www.csc.gov.au

CSC also has services for veterans and families designed to help you navigate your options, including webinars, seminars and member consultations at select locations across the country. Member consultations are in high demand so book as soon as possible.

If you want to get into the detail of your personal circumstance and are looking for advice on your options and your financial future, you may wish to speak to one of CSC's authorised financial planners. Find out more at CSC Financial Planning.

Web: www.csc.gov.au/Members/Advice-and-resources/Financial-planning

You can call the CSC customer contact centre on the numbers listed below.

CSC is the Trustee for MilitarySuper (MSBS) and ADFSuper and administrator of the Defence Force Retirement and Death Benefits Scheme (DFRDB) and ADFCover.

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

Useful contacts

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

Financial Advice

Phone	1300 277 777
-------	--------------



07



**HOUSING
AND
ACCOMMODATION**

Contents

	Page No.
<u>Transition story</u>	<u>117</u>
<u>Service residences and Member Choice Accommodation (MCA)</u>	<u>118</u>
<u>Living-in accommodation</u>	<u>119</u>
<u>Private rent payments</u>	<u>119</u>
<u>Removal entitlements</u>	<u>119</u>
<u>Storage of effects entitlement</u>	<u>120</u>
<u>Toll Transitions</u>	<u>120</u>
<u>Defence Service Homes Scheme</u>	<u>121</u>
<u>Defence Home Ownership Assistance Scheme</u>	<u>121</u>
<u>Defence Service Homes Insurance Scheme</u>	<u>123</u>
<u>Home Purchase or Sale Expenses Allowance</u>	<u>124</u>
<u>What is Fringe Benefits Tax and how does it impact you?</u>	<u>125</u>
<u>Things to consider when looking for post-transition housing</u>	<u>126</u>
<u>Notes</u>	<u>127</u>



TRANSITION STORY

SECTION 1
SECTION 2
SECTION 3
SECTION 4
SECTION 5
SECTION 6
SECTION 7
SECTION 8
SECTION 9
SECTION 10
SECTION 11

Originally from the coastal town of Lennox Heads, John joined the military so he could serve Australia.

“I was, and am, very patriotic. I always wanted to be a clearance diver — to prove to myself that I could pass the test and training.”

John worked in maritime explosive ordnance disposal and was deployed to the ‘battle tanker’ HMAS Success for two years.



John transitioned from the Navy for medical reasons and now lives in southern Sydney with his partner, son, and daughter.

John’s advice to other members looking to transition is to trust the system.

“There is so much support and many cogs turning in the engine room when you are transitioning. You just need to let things take their course naturally.”

John, Navy

SECTION 7: Housing and accommodation

Prior to transitioning, there are a number of things you will need to do to secure your post-transition housing or accommodation.

Service residences and MemberChoice Accommodation (MCA)

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

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

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

Your application should provide information on:

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

DHA will 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 will pay the market rent and a bond through a nominated real estate agent. Market rent is the rent charged to the ADF by DHA.

For more information call or visit:

Phone: **139 342**

Web: **www.dha.gov.au**

Living-in accommodation

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

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

Private rent payments

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

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

For more information please call or visit:

Phone: **139 342**

Web: **www.dha.gov.au**

Removal entitlements

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

You are entitled to removal services if you:

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

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

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

For more information email or visit:

Email: ttcsc@tollgroup.com

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

Storage of effects entitlement

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 will be invoiced directly by Toll Transitions.

For more information visit:

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

Toll Transitions

Toll Transitions has been appointed by Defence to provide ADF members and families with a relocation service when a member is posted or relocates.

A Toll Transitions case manager will assist you and your family with organising all your relocation requirements, including:

- arranging removal(s) and storage
- booking travel and temporary accommodation
- calculating and arranging payments of relocation allowance and entitlements.

For more information call or visit:

Phone: **1800 819 167**

Web: tws.defenceuniform.movemaestro.com

Defence Service Homes Scheme

The Defence Service Homes (DSH) Scheme provides housing benefits to eligible veterans, ADF members and their partners. The benefits include:

- subsidised housing loans
- home support loans
- insurances.

For more information on DHOAS:

Phone: **1800 722 000**

Email: **dshlending@dva.gov.au**

Web: **www.dsh.gov.au**

Defence Home Ownership Assistance Scheme

The DHOAS helps ADF members and their families achieve home ownership through a subsidy payment. You will need to meet certain conditions to join the scheme.

To apply for a subsidised home loan, you will need a DHOAS Subsidy Certificate as proof of your eligibility. You need a new certificate for each home loan granted. Your subsidised home loan can be taken out with one of the following banks:

- Australian Military Bank
- Defence Bank
- National Australia Bank.

Transitioning from the ADF changes your DHOAS entitlement in regards to accruing service credit, accessing additional subsidy certificates, and your eligible tier level.

You are encouraged to apply for a DHOAS Subsidy Certificate before transitioning because you can only apply for one last certificate through DVA within five 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).

Transferability

In the event of your death, any residual entitlement to the DHOAS may be fully transferable to your partner. No FBT or Reportable Fringe Benefits Amount (RFBA) should be incurred by your partner. There are eligibility requirements and conditions, so please refer to the website for further details:

Web: www.dhoas.gov.au

Fringe Benefits Tax

Loan subsidy payments through the DHOAS may be considered a reportable fringe benefit under the Fringe Benefits Tax Assessment Act 1986. Defence may be required to pay FBT on your DHOAS loan subsidy for up to 28 years after you separate from Defence. Payment of FBT by Defence may result in the grossed-up value, known as a RFBA being reported on a MyGov Income Statement to the Australian Taxation Office for inclusion in your annual tax assessment.

For further detailed information on FBT consequences for DHOAS loan subsidies, please refer to the website:

Web: www.dhoas.gov.au/fringe-benefits-tax.html

Future rental of property receiving DHOAS loan subsidy

There are situations where a DHOAS loan subsidy may not be considered reportable for FBT purposes and therefore may no longer generate a RFBA. The most common situation is when the property to which the DHOAS loan subsidy relates is rented. If you rent your property, Defence should be made aware of this by submitting a Loan Subsidy Declaration form.

Once you have met the scheme conditions, renting out your property will not impact the amount of subsidy paid by Defence to your bank, but it may result in Defence not having to pay FBT. This may result in no RFBA being reported to the Australian Taxation Office on an Income Statement.

To ensure applicable FBT and RFBA reductions are applied, it is important to keep your contact details up to date with Defence to ensure final Payment Summaries and Loan Subsidy Declaration forms can be sent to you after transitioning from Defence.

You can keep your contact details up to date by emailing:

Email: dfg.accessmgt@defence.gov.au

For more information on DHOAS:

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

Email: dhoas@dva.gov.au

Web: www.dhoas.gov.au

Defence Service Homes Insurance Scheme

Defence Service Homes (DSH) Insurance offers competitive premiums on comprehensive home building insurance tailored specifically for ADF members and veterans who have one day of service, including Reservists, widows, and widowers of those ADF members.

Government owned and administered by the DVA, DSH Insurance's home building insurance covers your building, including permanent fixtures and fittings, from a range of damaging events. Unlike other insurers it doesn't charge excess (other than for earthquake damage and some accidental damage).

With over a hundred years of Defence expertise, DSH Insurance focuses on individual needs and requirements and making the insurance journey an easy one – from getting a quote through to making a claim.

Key benefits include:

- cover for flood and accidental damage
- storm damage to fences
- no excess (other than for earthquake damage and some accidental damage)
- temporary accommodation should your home become unfit to live in
- tailored claims process supported by a broad network of loss adjusters and contractors
- flexible payment options at no extra cost.

With a 'Defence first' approach, DSH Insurance runs almost like any other insurer but keeps the needs and expectations of ADF members, veterans and their families front of mind.

For more information:

Phone: **1300 552 662**

Email: **dsh@dva.gov.au**

Web: **www.dsh.gov.au**

Home Purchase or Sale Expenses Allowance

Subject to certain eligibility provisions, you may be entitled to Home Purchase or Sale Expense Allowance (HPSEA) on the sale of your home if you have previously received HPSEA for a purchase or a payment under the Home Purchase Assistance Scheme (HPAS).

You must have been living in the home in your final posting location and move from the final posting location to another location when you transition. The date of contract for sale must be within 12 months before or after your transition.

Reimbursement of costs associated with an approved HPSEA sale application will be paid after you have moved out of the posting location.

Members who are seeking more information should contact the Defence Service Centre on:

Phone: **1800 DEFENCE (1800 333 362)**

and your query will be raised with ADF Delegations if they are unable to assist.

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

Please see PACMAN Chapter 3 and Chapter 7 for additional information.

What is Fringe Benefits Tax and how does it impact you?

FBT is a tax payable by Defence based on certain benefits provided to current, future and former employees.

Benefits may be classed as reportable or non-reportable benefits. Where the value of reportable benefits exceeds \$2,000, a RFBA may be reported on an annual Pay As You Go Payment Summary provided directly to the Australian Taxation Office.

A RFBA does not make up part of your taxable income for the purposes of paying income tax.

However, a RFBA can affect:

- obligations such as child support payments or HECS-HELP payments. For these purposes, your income is assessed as including the RFBA amount, which may result in increased child support payments or increased HECS-HELP repayments
- eligibility for Government allowances such as Family Tax Benefits A and B, Newstart Allowance and Age Pensions (or Part-Pension). For these purposes, your income is assessed as including the RFBA amount, which may result in decreased Government Allowances.

A RFBA is a grossed-up value and is reflective of the benefit value.

Things to consider when looking for post-transition housing

If you are looking for post-transition accommodation, you and your family may like to consider:

- what state or city would I/we like to live?
- do I/we know anyone (friends, family etc.) in that area?
- are the services that my family and I require available in this area?
- do I/we have a support network in the area that could assist in an emergency?
- would my spouse/partner be able to find work?
- can I/we afford to buy a house or will I/we need to rent?
- have you started a conversation with your partner about post-transition housing?
- what features do you need in a house? (single level, bedrooms, bathrooms etc.)
- based on your financial situation could you/your family afford to live comfortable in this new home?
- would this home meet my children's needs?
- are there good reasons to want to live in this community?



08



**FAMILY
SUPPORT
THROUGH
TRANSITION**

Contents

	Page No.
<u>Transition story</u>	<u>130</u>
<u>Family dynamics and relationships</u>	<u>131</u>
<u>Defence Member and Family Support</u>	<u>131</u>
<u>Partner Employment Assistance Program</u>	<u>133</u>
<u>Support for Defence kids</u>	<u>134</u>
<u>Dependants with specials needs</u>	<u>135</u>
<u>Parents of ADF members</u>	<u>136</u>
<u>Defence School Mentors</u>	<u>136</u>
<u>Other Defence related support</u>	<u>137</u>
<u>Notes</u>	<u>141</u>



TRANSITION STORY

Leading Seaman Medic Carly always had a passion for healthcare but as an 18 year old school leaver she didn't feel ready for university. So instead she decided to join the Navy as a Communication and Information Systems sailor.

For three years, Carly studied nursing while working full-time, including two deployments, and also being a mum to two small children.

She transitioned from permanent service in January 2021 and took on a role as a civilian registered nurse at RAAF Base Williamtown.

“This role will allow me to use my military experience and my clinical skills to continue to support ADF members while having a more balanced lifestyle for myself and my family.”

Her advice for other ADF families considering transition is to sit down together and write out your goals for the next five years and see if the ADF can help achieve those goals.

“If not, investigate your next step. Find somewhere you want to live, find work, a good school and your type of housing. These are all important considerations to make, to help your transition go smoothly.”



Carly, Navy

SECTION 8: Family support through transition

Family dynamics and relationships

It is important to be mindful that your partner or family will be going through your transition with you. While their experience will differ from yours, transition may mean a new place to live, changes to schools, jobs and friends.

Families usually feel considerable pride for their member's service so they too need to be supported in knowing that a change in circumstances does not diminish their member's achievements.

Some partners and families may find relief in the decision, seeing opportunities for new beginnings and more time together now that the member is transitioning from the ADF.

In the build up to the member's transition date there are a number of actions a member needs to take. As part of the member's transition, it is equally important to consider the family's needs before, during and after transition. The good news is that there are a number of supports ADF members and their families can access both before and after the member's transition from service.

Defence Member and Family Support

On 1 July 2021 Defence Community Organisation (DCO) changed its name to Defence Member and Family Support (DMFS).

DMFS offers a range of programs and services to help Defence families manage the military lifestyle, from recruitment through to transition. DMFS 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.

Before a member transitions, DMFS can provide:

- 24/7 access to support and advice from the Defence Member and Family Helpline
- practical and emotional support from a social worker
- help sourcing childcare through an individual case management service
- support from Defence funded community groups

- support to schools with high numbers of Defence students
- access to family mobility support programs including partner employment (including support for partners of members medically transitioning), dependants with special needs, and education assistance for children
- support and resources for families during deployment, other Service absence and relocation
- support and information to help you connect with and contribute to your community.

Family considerations for when a member is thinking of transitioning:

Childcare: if you are currently accessing a Defence Childcare Service, please speak to your centre manager about your continued eligibility to access these services post-transition.

Special needs: Defence provides mobility support for dependants recognised as having special needs. If your family has a dependant recognised as having special needs it is important to ensure your family member has appropriate support in the location your family decides to live. Speaking to your local GP or, where relevant, the National Disability Insurance Scheme (NDIS) can start the process of putting in place needed specialist support.

Schools: if your children are moving schools as part of the member's transition, it is important to start researching what schools are available in your local area. Going to the government MySchool website is a good place start to understand what school options there are. Additionally DMFS has Education Liaison Officers (EDLO) who can provide advice on schools and school systems to families moving locations.

Partner employment: for partners of medically transitioning members you may be able to access assistance in finding a job through the Partner Employment Assistance Program (PEAP). The PEAP assists partners by funding a range of initiatives to assist in gaining employment.

Emotional support: for ADF members and their families who are struggling with the thought of transitioning from service, there is immediate support and advice available from the Defence Member and Family Helpline. The Helpline can also refer you to a local Defence social worker for short term support when the member is providing full-time service. Additionally, Open Arms provides ongoing psychosocial support for current and former ADF members and their families, both before and after transition from service.

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

Phone: **1800 624 608**

Email: **memberandfamilyhelpline@defence.gov.au**

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

Partner Employment Assistance Program

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

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

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

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

For more information on PEAP and to apply online, visit the Partners pages at:

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

or contact the all-hours Defence Member and Family Helpline:

Phone: **1800 624 608**

Email: **partner.employment@defence.gov.au**

Support for Defence kids

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

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

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

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

For more information about any of these services or products, contact the all-hours Defence Member and Family Helpline:

Phone: **1800 624 608**

Email: **memberandfamilyhelpline@defence.gov.au**

Dependants with special needs

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

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

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

Phone: **1800 624 608**

Email: **memberandfamilyhelpline@defence.gov.au**

The Defence Special Needs Support Group (DSNSG) provides extra peer support and programs to ADF families.

You can contact the DSNSG via:

Phone: **1800 037 674**

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

Web: **www.ndis.gov.au**

The Scheme is being rolled out in stages across Australia, so visit the website to find out if it's available in your area.

Recognition of dependants with special needs

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

Once your dependant is recognised by Defence, you may be entitled to receive assistance in the event of a posting.

To access any of this assistance or to find out more, contact the all-hours Defence Member and Family Helpline:

Phone: **1800 624 608**

Email: **memberandfamilyhelpline@defence.gov.au**

Parents of ADF members

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

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

For more information or to access any of our support services, contact the all-hours Defence Member and Family Helpline:

Phone: **1800 624 608**

Defence School Mentors

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

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

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

This may include:

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

If you would like any information about the Defence School Mentor Program please contact:

Email: dsm.program@defence.gov.au

Other Defence related support

Defence Special Needs Support Group

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

The DSNSG aims to provide a solid support network to ADF families that have a loved one with special needs, in order to mitigate against the challenges and to harness the opportunities of the unique and transient ADF lifestyle.

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

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

Ex-serving members do not need to be currently affiliated with the ADF or DVA in order to join.

If you would like further information, then please make contact via:

Phone: **1800 037 674**

Email: **general.manager@dsnsg.org.au**

Web: **www.dsnsg.org.au**

Defence Families of Australia

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

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

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

For further information visit:

Web: **www.dfa.org.au**

Toll Transitions

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

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

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

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

Web: tws.defenceuniform.movemaestro.com

If you require any assistance, please contact:

Phone: **1800 819 167**

Defence Relocations and Housing Managers

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

DRHM's are available to provide you with advice, and can help address and resolve any concerns or queries you may have about any relocation or housing process. Your local DRHM may contact you during or after the move for your feedback.

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

Phone: **1800 DEFENCE (1800 333 362)**

ADF Member and Family Transition Seminars

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

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

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

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

Email: DMFS.TransitionSeminar@defence.gov.au

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

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

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

Web: www.defence.gov.au/dmfstransition

Transition Coaching

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



09



**CONNECTING
TO YOUR
COMMUNITY**

Contents

	Page No.
<u>Transition story</u>	<u>144</u>
<u>What can I expect?</u>	<u>145</u>
<u>Building your identity and social network</u>	<u>145</u>
<u>Family dynamics and relationships</u>	<u>145</u>
<u>Find a mentor</u>	<u>146</u>
<u>Talk to someone</u>	<u>146</u>
<u>Chaplaincy support</u>	<u>147</u>
<u>Taking care of yourself</u>	<u>148</u>
<u>Notes</u>	<u>149</u>



TRANSITION STORY

For former RAAF Corporal Chris the idea of transitioning from full-time service was initially quite terrifying. It was all he'd known for eight and a half years and the ADF played an instrumental role in his development.

Chris joined the RAAF when he was just 18 years old and his first posting was to RAAF Williamtown where he worked on the Classic Hornet's armament systems.

In late 2020 he decided it was time for him to transition to civilian life.



Chris said the main advice he would offer to anyone considering transitioning, is to make sure you've exhausted all options available to you in the military first.

"Ensure you are on the same page as your partner about where you both want to be in life, and then just trust in the process of transitioning and take the leap."

Christopher, Air Force

SECTION 9: Connecting to your community

What can I expect?

Transition from the ADF is an ongoing process. For many members it is not just about changing careers, it is also changing their way of life. Although the strong sense of commitment, purpose and belonging that comes from life in the ADF can be greatly missed when undergoing transition, it is important to remember that this can be found in civilian life too.

Building your identity and social network

It is important to maintain your existing friendships within the ADF and beyond. There are many opportunities for the camaraderie of shared service experience to continue post-transition. It is recommended that you continue to engage with your network, and the broader ADF community after your transition (refer to [Section 10](#)).

It is also recommended that you make an effort to identify and build other parts of your identity beyond the ADF before you leave. This can be done by engaging with community groups, hobbies, civilian friends, and family. These relationships and networks are likely to assist you through the transition period.

Family dynamics and relationships

Transition from the ADF may also affect your partner or family. It is important to recognise that they are going through their own transition while you do.

Transition may mean finding a new home, new responsibilities and changes in schools, jobs or friends.

Families often feel considerable pride for their member's service, and may share in any sense of loss you have when you transition from the ADF.

Families may find relief in the decision, seeing opportunities for more time together now that your ADF career has ended.

There may be a need to renegotiate family responsibilities.

Clear communication during transition is central to a smooth experience and outcomes.

Find a mentor

Consider finding yourself a mentor, someone you respect and can call on for advice, and feel comfortable talking to. This may be someone you know who has already made the transition from the ADF. They will be able to share some of the experiences they encountered and what was helpful.

They may also have tips for things you can do to make your transition easier, based on their own experience, such as:

- plan ahead but take things one day at a time. Decision-making can be overwhelming, take it slow and do not overlook the simple things
- break things down into manageable chunks and stay linked in to your Transition Coach to support your progress
- stay active, maintain a good diet, exercise regularly, sleep, nurture your social life, and enjoy hobbies and travel
- be patient. The transition process can sometimes take several months
- get involved with the civilian community, and your new work colleagues.

Talk to someone

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

This can include:

- your Transition Coach
- a co-worker
- a friend
- a family member
- your Chain of Command
- a psychologist
- a Chaplain
- Defence Member and Family Helpline.

Contact the Defence Member and Family Helpline on:

Phone: **1800 624 608**

Chaplaincy support

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

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

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

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

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

Phone: **1300 333 362**

Taking care of yourself

Transition involves significant change which can challenge your resilience and impact your overall health.

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

Do:

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

engage with a Transition Coach to find out what support is available to you and your family to assist you through your transition. For details of the ADFTC nearest to you refer to [Section 11](#).

Don't:

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

Notes



10



**ONGOING
SUPPORT**

Contents

	Page No.
<u>Transition story</u>	<u>152</u>
<u>Ongoing support</u>	<u>153</u>
<u>Chaplaincy support</u>	<u>153</u>
<u>Post-transition survey</u>	<u>153</u>
<u>Engage Portal</u>	<u>154</u>
<u>Department of Veterans' Affairs</u>	<u>154</u>
<u>Get support for mental health</u>	<u>159</u>
<u>Accessing your entitlements</u>	<u>161</u>
<u>Health and wellbeing support</u>	<u>162</u>
<u>Family support</u>	<u>164</u>
<u>Open Arms</u>	<u>165</u>
<u>Compensation for injuries</u>	<u>167</u>
<u>Income support</u>	<u>168</u>
<u>Services Australia</u>	<u>171</u>
<u>Ex-Service Organisations</u>	<u>174</u>
<u>Staying connected</u>	<u>175</u>
<u>Feedback</u>	<u>175</u>
<u>Notes</u>	<u>176</u>



TRANSITION STORY

Andrew joined the Army straight out of school and ended up choosing the logistics stream.

“I never looked back from that decision and served for 12 years providing logistic support for artillery regiments, support battalions and special operations.”

It was after a posting as a technical quarter master within Special Operations Command that Andrew decided to make the transition to civilian life. He secured a position as a warehouse shift supervisor at a logistics company in Brisbane.



Andrew’s advice to other ADF members thinking of transitioning to civilian life is to identify your milestones and develop a plan. For Andrew, his first milestone after filling in his transition paperwork was finding a job.

“After this I secured an apartment — which unlocked the location for the removalists. Take a good look at what you need to do, think logically and make a plan.

Also, seek out information to help make informed choices. While I didn’t get to attend a transition seminar, my coach says I have had one of the smoothest transitions. I could not have done as well as I have, if I was not on the phone to my Transition Coach every week.”

Andrew, Army

SECTION 10: Ongoing support

Ongoing support

Transitioned members can access transition support through their local ADFTC for a period of up to 24 months post-transition. For details of the ADFTC nearest to you refer to [Section 11](#).

Outside of this timeframe, and for any immediate concerns during or post-transition, you can contact the Defence Member and Family Helpline:

Phone: **1800 624 608**

Email: **memberandfamilyhelpline@defence.gov.au**

Chaplaincy support

Pastoral, spiritual, religious or links to welfare support can be provided or facilitated through Defence Chaplaincy.

Chaplains provide care to members and their families. Chaplains are available 24/7 through an on call system. To speak to a Chaplain in your area call:

Phone: **1300 333 362**

Post-transition survey

Once you have transitioned we will send you a post-transition follow up survey. We will send this anonymous survey to you by email regularly for the first two years after you transition.

These surveys will also provide you with an opportunity to reach back into Transition Coaching and Support for further coaching and support should you need it by requesting us to contact you directly.

Engage Portal

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

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

Web: engage.forcenet.gov.au

For assistance with Engage, contact the support team at:

Phone: **1800 DEFENCE (1800 333 362)**

Department of Veterans' Affairs

DVA understands that transitioning from military to civilian life can be a big change for you and your family. DVA can help you pre and post-transition with:

- mental health services and wellness resources
- health treatment (post-transition)
- individual and family counselling (Open Arms – Veterans & Families Counselling)
- information, advice and assistance pre and during transition – see a VSO
- employment resources and targeted support to find work
- accessing your entitlements
- rehabilitation support based on your needs and circumstances.

Do not wait until after you leave the ADF, DVA can help you and your family now. Remember if you are feeling overwhelmed with where to start, DVA can talk to someone else on your behalf once you have given them permission.

Things to do:

- sign up to DVA's online portal MyService as soon as you enlist or any time during your ADF career at www.dva.gov.au/myservice or visit a VSO and a member of the team will assist you with registration
- submit a claim for any service-related injury or disease through MyService as soon as possible
- find a GP and book in a Veteran Health Check 9-12 months after transition to ensure you continue to live well
- allow a nominated representative such as a family member or organisation to speak or act on your behalf. Find out more visit www.dva.gov.au/civilian-life/nominate-someone-act-your-behalf.

Phone: **1800 VETERAN (1800 838 372)**

Email: **GeneralEnquiries@dva.gov.au**

Web: **www.dva.gov.au**

Veteran Covenant

The Australian Defence Veterans' Covenant encourages Australians to recognise and acknowledge the unique nature of military service and the contribution of veterans and their families.

The Veterans' Recognition Program underpins the Covenant aims.

If you have at least one day of CFTS you are eligible for the Veteran Card, Lapel Pin and copy of the Covenant Oath. If you are a Reservist without CFTS you will be eligible for all or some of these items depending on your service.

The Veteran Card provides access to specific health treatment services. The Lapel Pin is another way to show you have served if not in uniform or wearing your medals or badges. The Oath is a declaration on behalf of the Australian people to give enduring and formal recognition of veterans and their families.

You can apply online for Covenant recognition through your MyService account or contact:

Phone: **1800 VETERAN (1800 838 372)**

Please also refer to Veteran Concessions section in the guide:

Web: www.dva.gov.au/my-service

Web: www.recognition.dva.gov.au

Veteran Benefits Program

In addition to providing access to health treatment services, the Veteran Card also gives you access to the Veteran Benefits Program.

If you have a Veteran Card, you or your spouse can register for a free account with Australian Partners of Defence (APOD) for discounts and offers from participating businesses across Australia.

Registration is via the APOD website using your Veteran Card number:

Web: www.apod.com.au/register

Veterans' Concessions

DVA issued cards such as the Pensioner Concession Cards or health cards including the Veteran Gold Card or Veteran White Card. These may be used by state and territory governments to provide concessions or discounts for goods and services. This may include public transport, household bills (for example, water rates) and vehicle registration.

Concession eligibility is a state and territory government responsibility, therefore veterans and their families may see differences in concessions depending on which state or territory they are in.

Further concessions information can be found by visiting the relevant state and territory governments' agencies websites.

For more information visit the DVA website:

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

Veteran Support Officers

DVA's VSOs provide:

- personalised information and advice about DVA programs
- help for you and your family to gain access to DVA health and wellbeing support
- help to use DVA's online services, such as making a claim using MyService.

VSOs visit around 56 ADF bases nationally and can also provide remote service delivery support to serving veterans where environmental factors require it.

To make an appointment with a VSO please email the address below and provide the following:

- your full name and date of birth
- your PMKeys number
- preferred telephone contact number
- the name of your base
- the state or territory where you live.

A member of the VSO team will then be in touch to confirm an appointment.

Email: vso@dva.gov.au

Web: www.dva.gov.au/VSO

DVA Transitioning Members Case Management Program

Medically and administratively transitioning ADF members with vulnerabilities or complex conditions may access a case manager. Case managers provide a primary point of contact to assist with submission of claims and accessing DVA entitlements, as well as psychosocial supports from external services.

Case managers are available by email and telephone only. This service is available through a referral from the VSO team prior to transition date or by a self-referral to:

Email: triageandconnect@dva.gov.au

Phone: **1800 VETERAN (1800 838 372)**

MyService

MyService is DVA's online platform enabling veterans and their families to manage their business with DVA and connect with DVA services online. All veterans (including serving and separating members) and their families can have a MyService account to manage their DVA business.

Initially focused on Initial Liability and Compensation claims, MyService is now becoming the single portal where clients can carry out and manage most of their DVA business online and includes:

- apply for veteran recognition
- claim initial liability for service related conditions
- claim incapacity payments for lost income
- claim and manage income support payments
- apply for support transitioning into the civilian workforce
- request a DVA official letter for third parties (about payments and concession eligibilities, and Income and Assets statements)
- book transport and claim expenses for approved medical treatment
- request a review of a DVA decision
- nominate a representative to help them with their DVA business
- upload supporting documentation.

MyService is continually adding more services to make it easier for you and your families to access DVA online. A VSO can sign you up and teach you how to use MyService.

For more information about MyService or to register visit:

Web: www.dva.gov.au/myservice

Get support for mental health

DVA can pay for treatment of any mental health condition regardless of whether it is service related. This is called Non-Liability Mental Health Care.

You can receive treatment for any mental health condition from a mental health provider if you have served at least one day of CFTS in the ADF.

Reservists without CFTS who participated in disaster relief, border protection operations or who were involved in a serious service-related training accident may also be eligible. You can access this through your White Card.

If you automatically received a White Card after transitioning from the ADF, you can access mental health treatment straight away. You do not need to apply.

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

- GPs
- psychiatrists
- allied mental health providers, including psychologists, mental health social workers and mental health occupational therapists
- pharmaceuticals
- inpatient and outpatient hospital treatment
- community-based treatment programs.

To find out more, visit the free mental healthcare DVA webpage:

Web: www.dva.gov.au/health-and-treatment/injury-or-health-treatments/mental-health-care

Open Arms

Veterans & Families Counselling (Open Arms) provides 24-hour free and confidential counselling and support services with an understanding of military culture and experience.

Any ADF member with one day of CFTS can access Open Arms services, as can their partners and children.

Open Arms services include:

- counselling for individuals, couples and families
- group programs to develop skills and enhance support
- after-hours telephone counselling
- suicide prevention and mental health training
- information, education and self-help resources.

Web: www.openarms.gov.au

Phone: **1800 011 046**

The 'Living Well' section of the Open Arms website provides information, education and digital self-help tools to maintain the mental health and wellbeing of veterans and their families.

Resources available for veterans and their families cover topics including: thriving in civilian life, drinking responsibly, exercise and rewarding activities, eating and sleeping well, managing finances, building healthy relationships, and managing pain and injury.

Web: www.openarms.gov.au/living-well

Stepping Out is a free, two-day program which aims to raise awareness of key issues related to personal and social adjustment following transition. You will 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).

Web: www.openarms.gov.au/get-support/group-programs/stepping-out

The High Res app offers resources to support the mental health and wellbeing of serving and transitioned ADF members and their families. The interactive tools help you manage stress, build resilience and bounce back from tough situations.

Web: www.openarms.gov.au/resources/apps-and-online-resources/high-res-app

The Operation Life app can help if you are experiencing 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.

Web: www.openarms.gov.au/resources/mobile-apps

Safe Zone Support is a free and anonymous counselling line for veterans and their families. This service is available 24/7 and provides access to specialised counsellors, with an understanding of military culture and experience. The service offers care without the need for individuals to identify themselves or be concerned that their call will be recorded.

To access this support:

Phone: **1800 142 072**

Accessing your entitlements

DVA funds a range of health services to treat your accepted health conditions or mental health conditions under non-liability mental healthcare arrangements.

For more information visit:

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

Claims

It is best to lodge a claim through MyService as soon as possible for any health conditions you believe have been caused by your service, from minor to serious injuries and illnesses. Lodge a claim online with MyService, and if accepted you can gain access to benefits.

DVA can help with claims

On base VSOs can help you with information about the claim process and how to lodge your injury/illness claims with DVA online through MyService.

VSOs will provide you and your family with expert advice and support tailored to your personal circumstances. They are not advocates but will advise if you should consider advocacy support. Where an advocate is engaged, VSOs can work with your advocate to ensure your DVA business is in order.

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

For more information visit:

Web: www.dva.gov.au/civilian-life

Health and wellbeing support

Heart Health Program

The Heart Health Program aims to help you increase your physical health and wellbeing through practical exercise, nutrition and lifestyle management support. The program runs for 52 weeks and includes regular physical activity sessions tailored to your needs and fitness level and 12 health education modules.

The program covers a range of topics including; setting healthy goals, nutrition and healthy eating, physical activity, chronic conditions, quitting smoking, responsible alcohol consumption, back care, stress management and maintaining a healthy heart.

The program is offered in two formats – the Heart Health Group Program and the Heart Health Individual Program. To find out if you are eligible for this program visit the website or call Corporate Health Management.

Phone: **1300 246 262**

Web: www.dva.gov.au/health-and-treatment/work-and-social-life-programs/heart-health-program

Web: www.veteranshearthealth.com.au

Rehabilitation support and services

No two people are the same and that is why each rehabilitation plan is tailored to suit the individual. A DVA rehabilitation program helps you:

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

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

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

1. Medical Management can provide assistance to find appropriate services and health professionals to assist in managing your conditions and may help you to coordinate and attend health appointments specifically aimed at treating your conditions.

2. Psychosocial will support you with strategies to engage in the community, build resilience, find purpose, and to effectively adapt to your health conditions.

3. Vocational will support you to translate your skills and qualifications into the civilian context, learn effective job seeking skills, and help build a meaningful career beyond the ADF.

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

Web: www.dva.gov.au/health-and-treatment/injury-or-health-treatments/rehabilitation

Family support

DVA has a range of financial supports and services for veteran families including children. Find out more by visiting:

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

Family Support Package

This package provides additional support for eligible veterans and their families who are participating in a DVA rehabilitation program. This may include:

- counselling

Web: www.dva.gov.au/health-and-treatment/injury-or-health-treatments/mental-health-care/counselling-package-families

- support with childcare

Web: www.dva.gov.au/help-cost-child-care

Education schemes

Eligible children of current and former ADF members who have either died or been severely injured as a result of their service can access support to help them with their full-time education or career training needs.

Student support available may include the education allowance, mental health counselling, additional tutoring and other supports which can be accessed when and if a need arises, anytime throughout the year.

To find out more including eligibility and the types of assistance available visit the DVA Education Schemes webpage.

Web: www.dva.gov.au/education-schemes

Household services

Veterans may be eligible for domestic assistance if their service injury or disease means they are unable to manage household tasks.

Web: www.dva.gov.au/household-services

Attendant Care

Attendant care may be available if a veteran is unable to manage personal care needs due to their service injury or disease.

Web: www.dva.gov.au/attendant-care

Respite Care

DVA provides respite care to give carers a break from caring duties. This support is available through the Veterans' Home Care program.

For more information regarding respite care and carer assistance visit:

Web: www.dva.gov.au/health-and-treatment/care-home-or-aged-care/services-support-you-home/respice-care

Income support and interim financial support

DVA provides a range of financial support to help veterans and their families. This includes payments like the Partner Service Pension and Veteran Payment for partners.

For further information regarding financial support visit:

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

Compensation

Families of a veteran may receive compensation in the event of the death of the veteran if it is related to service or if their injuries/diseases were assessed at/or above certain thresholds.

Open Arms

Open Arms is a national mental health service that provides 24-hour free and confidential counselling, group programs and suicide prevention training for current and ex-serving ADF members and their families, including partners and children. Former partners are also eligible within five years of separation, or while co-parenting a child under the age of 18 years.

Open Arms counselling takes a tailored approach to work with clients to enhance mental health and wellbeing through individual, couples and family counselling to provide help and support for:

- relationship and family issues
- transitioning to civilian life
- anxiety
- depression
- anger
- sleep difficulties
- PTSD
- alcohol or substance misuse.

Programs

Open Arms programs include therapeutic treatment groups, lifestyle and relationship programs, ADF transition, and suicide awareness and prevention. Programs generally involve a small group of veterans led by 1-2 experienced facilitators with an extensive understanding of veteran issues and focuses on improving mental health and wellbeing.

Peers

The Open Arms Community and Peer Program is delivered by Peer Workers who bring a dual 'lived experience' of military service/military life and mental health recovery. Our Peers are representatives of the Navy, Army and Air Force ex-Service communities and Defence Families.

Peer Workers work collaboratively with clinicians to support a comprehensive, holistic and wrap-around 'roadmap' for recovery driven by the needs of the veteran or family member.

Open Arms Peers are trained as Mental Health Peer Workers. They have an excellent understanding of the local support services and work collaboratively with veteran and family supports, services and networks and community agencies. Peers can also provide linkages and referrals to other activities and services, including Open Arms counselling and group programs.

Peers can assist with:

- navigating transition and post-service identity for both veterans and families
- personal relationships and family dynamics, including managing change
- building connections and engaging with what's important
- identifying education and employment goals and navigating finances

- improving physical health
- making sense of mental health and creating a pathway to recovery, acknowledging that a mental health diagnosis does not restrict your ability to lead a whole and fulfilling life
- understanding and managing stress and distress, including thoughts of suicide
- taking care of yourself as you care for others.

To get support or to find out more, call or visit:

Phone: **1800 011 046**

Web: **www.OpenArms.gov.au**

Compensation for injuries

Incapacity benefits – are payments for economic loss due to the inability (or reduced ability) to work because of an injury or disease that has been accepted as service related. Incapacity benefits represent the difference between your normal earnings (the amount you were earning prior to the injury or incapacity) and your actual earnings at the time you are incapacitated for service or work.

Web: **www.dva.gov.au/financial-support/income-support/support-when-you-cannot-work/what-are-incapacity-payments-and-how**

Permanent Impairment compensation – paid in respect of any permanent physical and/or mental impairment in combination with any lifestyle restrictions resulting from your accepted conditions.

For an accepted condition under the Military Rehabilitation and Compensation Act (MRCA) visit:

Web: **www.dva.gov.au/financial-support/compensation-claims/claims-if-you-were-injured-after-30-june-2004/benefits-if-you**

For an accepted condition under Defence-Related Claims Act (DRCA) visit:

Web: **www.dva.gov.au/financial-support/compensation-claims/claims-if-you-served-1-july-2004/drca/support-under-drca/**

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

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

Motor Vehicle Compensation Scheme – you may be eligible for assistance toward the cost of necessary motor vehicle modifications or a suitable and clinically required motor vehicle in certain limited circumstances. This scheme is available to clients with claims accepted under the MRCA.

Web: www.dva.gov.au/health-and-treatment/help-cover-healthcare-costs/help-your-vehicle-costs/motor-vehicle-compensation

Income support

Means tested income support payments and benefits are available to eligible veterans and their partners. Dependants may also be eligible for a service pension.

For more information regarding Qualifying Service visit:

Web: www.dva.gov.au/qualifying-service

For the Service Pension overview visit:

Web: www.dva.gov.au/financial-support/income-support/service-pension

An Income Support Supplement is also payable to certain war widows and wholly dependent partners.

An Income Support Allowance is available for certain DVA disability pensioners eligible for income support from Centrelink.

For Income Support information visit:

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

Some veterans and their partners who receive a Disability Pension from DVA can have their Age Pension paid by DVA.

For Social Security Age Pension overview visit:

Web: www.dva.gov.au/financial-support/income-support/support-when-you-cannot-work/pensions/social-security-age-pension

Interim financial support

The Veteran Payment provides interim financial support to eligible current and former members of the ADF who lodge a claim for a mental health condition. Partners may also be eligible.

For more information visit:

Web: www.dva.gov.au/veteran-payment-overview

You can claim and manage your veteran payment through MyService:

Web: www.dva.gov.au/myservice

Employment resources

DVA can also help you transition to civilian employment with resources and practical information.

The Prime Minister's Veterans' Employment Program website provides links to funded programs to assist you and in some circumstances, your partner, to gain employment or explore business ownership and information to help you with:

- transitioning into the civilian workforce
- translating your skills
- identifying businesses that support the employment of veterans.

Web: www.veteranemployment.gov.au

Reserve service and DVA

Reservists can also access support and services from DVA.

If you have Reserve service since 1 July 2004, for more information and advice visit:

Web: www.dva.gov.au/financial-support/compensation-claims/claims-reservists

If you have Reserve service prior to 1 July 2004, for more information and advice visit:

Web: www.dva.gov.au/financial-support/compensation-claims/claims-if-you-were-injured-1-july-2004/drca/overview-drca

Contact DVA

Phone 1800 VETERAN (1800 838 372)

Email GeneralEnquiries@dva.gov.au

Web www.facebook.com.au/DVAAus

Go online

Web www.dva.gov.au

Web www.OpenArms.gov.au

Web www.veteranemployment.gov.au

Web www.dva.gov.au/transition

Make an appointment on base with a VSO:

Email VSO@dva.gov.au

Web www.dva.gov.au/VSO

Visit a DVA office

Web www.dva.gov.au/locations

Stay Updated

Keep your details updated in MyService so DVA can contact you and provide the best support. Register now at:

Web www.dva.gov.au/myservice

Services Australia

Services Australia delivers Medicare, Centrelink and Child Support payments and services.

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

Web: www.servicesaustralia.gov.au

Medicare

Medicare helps Australians with the cost of health care. Medicare makes some medicines more affordable and helps with the cost of necessary healthcare through programs such as the Medicare Benefits Scheme, Pharmaceutical Benefits Scheme, and the Australian Immunisation Register.

You must be enrolled in Medicare to access health benefits. Find out how to enrol at:

Web: www.servicesaustralia.gov.au/enrolmedicare

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

For more information about Medicare visit:

Web: www.servicesaustralia.gov.au/medicare

Centrelink

Centrelink delivers payments and services for:

- job seekers
- older Australians
- families
- students, trainees and apprentices, carers
- people with disability

- Indigenous Australians
- people from culturally and linguistically diverse backgrounds.

Centrelink also provides special assistance at times of crisis. You need to keep your information and circumstances up to date. If your circumstances change, you need to tell Services Australia as soon as possible to make sure payments are correct. You can do this using your Centrelink online account or the Express Plus Centrelink app.

For more information about Centrelink visit:

Web: www.servicesaustralia.gov.au/centrelink

Child Support

Child Support helps separated parents to ensure their children are supported through the Child Support Scheme.

You can contact Services Australia to discuss how your transition may affect your child support assessment and your options. This may include a change of location, income, employer deductions or your care arrangements. You need to keep your information and circumstances up to date. If your circumstances change, you need to tell Services Australia as soon as possible to make sure payments are correct. You can do this using your Child Support online account or the Express Plus Child Support app.

For more information about Child Support visit:

Web: www.servicesaustralia.gov.au/childsupport

Concession and health care cards

Concession and health care cards help you access cheaper health care services and medicines. The cards also provide some discounts from state and local government authorities and private businesses.

Not all card types get the same type and amount of concessions. Depending on your circumstances, your concession or health care card may also cover your partner and your children.

For more information visit:

Web: www.servicesaustralia.gov.au/concessioncards

MyGov

myGov is a simple, secure way to access government online services in one place. You can use your myGov account to link and access government services including:

- Medicare
- Australian Taxation Office
- Centrelink
- Child Support
- National Disability Insurance Scheme
- Individual Healthcare Identifiers Service
- Australian JobSearch
- My Aged Care
- My Health Record
- DVA
- National Redress Scheme
- National Cancer Screening Register
- Housing Vic online services
- State Revenue Office Victoria
- Department of Health applications portal.

In 2022, you'll see improvements to myGov. myGov will help you discover information about payments and services from government relevant to your life, even before you sign into your account.

myGov will continue to be how you access government services online.

To create a myGov account and link your services visit:

Web: www.my.gov.au

Ex-Service Organisations

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

ESO services may include:

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

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

If you are interested in supporting other military personnel, talk to a Pension Officer or visit:

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

Staying connected

Transition from the ADF can be less stressful when you use social supports and share with others what you are doing or going through. It is important to stay connected with your ADF colleagues and unit, as comradeship and identity formed in the ADF does not need to end when you leave the ADF.

Stay connected through:

- Service publications: Navy, Army, Air Force Newspapers, Defence Magazine and the Defence Family Matters magazine
- Service/unit associations: these continue your connection to the ADF units you served in. They can also provide good resources for networking and connecting with people and opportunities
- ForceNet
- DVA
- ADF related social groups found across the country
- ADF related social media pages/groups.

Feedback

Do you have any feedback on this guide?

We're keen to hear your thoughts.

- Have we missed any information you needed during transition?
- Is any of our content wrong?
- What did you find useful about the guide?

Please email your feedback to:

Email: DMFS.transition@defence.gov.au

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



11



**USEFUL
INFORMATION**

Contents

Page No.

List of forms	179
ADF Transition Centre locations	180
Glossary	183

SECTION 11: Useful information

List of forms

The following forms are referenced in this guide:

- AC853 - Application to Transfer Within or Separate from the ADF
- AC853-2 - ADF Transition Clearance form
- AC853-3 - Defence Force Transition Program Application
- AE380 - Tri Service Notification of ADF Reserve Service
- AE427 - Service Category form
- AE785 - Statement of Service and Transfer of Leave Liability
- AE918 - Conflict of Interest Declaration
- AE918 - Letter of Notification
- AD575 - Request for Prior Service Details (ADF Members)
- DM042 - Invalidation Retirement from the Defence Force Medical Information form
- PM615 Consent for the Disclosure of Health Information form

ADF Transition Centre locations

NEW SOUTH WALES

Defence Plaza, Sydney

Phone 02 8440 0754

Email DMFS.TCSsydneycentral@defence.gov.au

Holsworthy Barracks

Phone 02 8108 2337

Email DMFS.TCSliverpool@defence.gov.au

RAAF Richmond

Phone 02 8440 0754

Email DMFS.TCSrichmond@defence.gov.au

RAAF Williamtown

Phone 02 4078 4778

Email DMFS.TCSwilliamtown@defence.gov.au

Shoalhaven (HMAS Albatross)

Phone 02 8108 2337

Email DMFS.TCSshoalhaven@defence.gov.au

Riverina (Kapooka)

Phone 02 5942 9513

Email DMFS.TCSrmv@defence.gov.au

Bandiana

Phone 02 6053 1410

Email DMFS.TCSrmv@defence.gov.au

AUSTRALIAN CAPITAL TERRITORY

DMFS Deakin, Canberra

Phone 02 6265 8806

Email DMFS.TCScanberra@defence.gov.au

Reserve Transition Centre

Phone 02 6265 8806

Email DMFS.TCScanberra@defence.gov.au

VICTORIA/TASMANIA

Defence Plaza, Melbourne

Phone 03 9200 0171

Email DMFS.TCSvictoriatasmania@defence.gov.au

QUEENSLAND

Gallipoli Barracks

Phone 07 3320 2404

Email DMFS.TCSsthqueensland@defence.gov.au

Lavarack Barracks

Phone 07 4411 7963

Email DMFS.TCSnthqueensland@defence.gov.au

Amberley

Phone 07 3320 2404

Email DMFS.TCSsthqueensland@defence.gov.au

NORTHERN TERRITORY

Roberston Barracks

Phone 08 7971 6840

Email DMFS.TCSnorthernterritory@defence.gov.au

WESTERN AUSTRALIA

Leeuwin Barracks

Phone 08 9580 4584

Email DMFS.TCSwesternaustralia@defence.gov.au

RAAF Base Pearce

Phone 08 9580 4584

Email DMFS.TCSwesternaustralia@defence.gov.au

HMAS Stirling

Phone 08 9580 4584

Email DMFS.TCSwesternaustralia@defence.gov.au

SOUTH AUSTRALIA

Edinburgh Park

Phone 08 8288 4328

Email DMFS.TCSsouthAustralia@defence.gov.au

Glossary

AA	Approved Absence
ADF	Australian Defence Force
ADFTC	ADF Transition Centre
ADFTCR	ADF Transition and Civil Recognition
ADFRP	ADF Rehabilitation Program
AIRN	Area Individual Ready Notice
APOD	Australian Partners of Defence
ASL	All-hours Support Line
ATO	Australian Tax Office
CAG	Career Advisory Group
CFTS	Continuous Full-time Service (SERVOP C)
CMA	Career Management Agency
CMS	Card Management System
CSC	Commonwealth Superannuation Corporation
CTC	Career Transition Coaching
CTT	Career Transition Training
DCAC	Defence Common Access Card
DCO	Defence Community Organisation – former name of Defence Member and Family Support
DFA	Defence Families of Australia
DFTP	Defence Force Transition Program
DHA	Defence Housing Australia
DHOAS	Defence Home Ownership Assistance Scheme
DMFS	Defence Member and Family Services
DPC	Defence Purchasing Card

DRES	Defence Reserves and Employer Support
DSH	Defence Services Homes
DSNSG	Defence Special Needs Support Group
DVA	Department of Veterans' Affairs
EDLO	Education Liaison Officer
ESO	Ex-Service Organisation or External Service Organisation
ESPS	Employer Support Payment Scheme
ESSP	Employer Support and Service Protection
FBT	Fringe Benefits Tax
GP	General Practitioner
HADR	Humanitarian Aid and Disaster Relief
HPAS	Home Purchase Assistance Scheme
HPSEA	Home Purchase or Sale Expense Allowance
IR	Individual Readiness
JHC	Joint Health Command
JRWG	Joint Reserves Working Group
JSSD	Joint Support Services Division
JSP	Job Search Preparation
JTA	Joint Transition Authority
LSL	Long Service Leave
MCA	Members' Choice Accommodation
MEC	Military Employment Classification
NPCMA	Navy People Career Management Agency
NPP	National Priority and Planning
OJE	On-the-job Experience
P&IE	Policy and International Engagement

PEAP	Partner Employment Assistance Program
PCEP	Personalised Career and Employment Program
PHE	Periodic Health Exam
PMKeyS	Personal Member Identification and Management System
PSS	PMKeyS Self Service
RAP	Reserve Assistance Program
RE	Regional Engagement
RFBA	Reportable Fringe Benefits Amount
RPL	Recognised Prior Learning
RSD	Reserve Service Day
SERCAT	Service Category
SERVOP	Service Option
SHE	Separation Health Exam
STRP	Short Term Reserve Position
T4E	Transition for Employment
TCS	Transition Coaching and Support
TWS	Total Workforce System
USO	Unit Security Officer
UWO	Unit Welfare Officer
VSO	Veteran Support Officer

Notes



**WHAT'S YOUR
GAME PLAN?**

1800 624 608
www.dmfstransition

WHAT'S YOUR GAME PLAN?

GET PREPARED
FOR **CIVILIAN LIFE**

Visit the
Transition
Coaching
and Support
Website

