



We provide high quality housing and relocation services to members of the Australian Defence Force and their families, to meet the operational requirements of the Department of Defence.



We manage approximately 17,000 residences in all states and territories of Australia - representing around \$6 billion worth of housing stock.

Our houses

We acquire houses through a mix of construction, purchase and leasing. DHA managed properties are located in metropolitan, regional and remote areas throughout Australia.

We aim to provide members with a diverse range of housing solutions to suit their lifestyle choices, including detached family homes, townhouses, apartments, and courtyard housing.

All of our housing meets the standard of quality, amenity, and location required by Defence.

Our relocations

We arrange the relocation of ADF members and their families. These include Defence postings, member initiated moves and DHA funded moves.

DHA arranges approximately 25,000 relocations for Australian Defence Force (ADF) members and their families each year. Each move is organised by a DHA Case Manager from the Housing Management Centre in the gaining locality. This ensures that members and their families are efficiently relocated, with a minimum of inconvenience and in accordance with Defence policy.

Our investors

Our Sale and Leaseback Program is an integral part of our business that ensures efficient use of our capital. This innovative program allows us to develop quality residential properties in key locations across the country, sell them to investors and then lease them back.

DHA provides a peace of mind investment strategy, with a secure long term lease offering a regular income stream for the total lease period (usually 9-12 years); no loss of rent due to vacancies; worry-free maintenance and property management; and excellent make-good provisions upon the expiry of the lease. We also lease properties directly from the open market as another means of providing well-located quality housing for members of the ADF and their families.

DHA is proud to play such an important role in supporting ADF members and their families.

Our future

The future holds many exciting challenges for DHA.

We will continue to look for ways to improve our service to key stakeholder; and to broaden the scope of our activities, which will allow us to take full advantage of emerging business opportunities in an increasingly commercial environment.

DHA properties give investors the opportunity to build wealth through investment in quality property.



Our people

We achieve operational excellence through the attraction and retention of motivated staff. Our highly effective and efficient people contribute to our core values and organisational culture.

We provide face-to-face service in the vicinity of most major military establishments around the country, and have more than 680 staff positioned in 32 Housing Management Centres across Australia. Many of our staff are also Defence spouses and understand the pressures faced by ADF members and their families. Our Customer Service Charter, developed in consultation with our staff and key stakeholders sets high standards of customer service.

Our strategic objectives

We focus on our customers and clients, and have seven strategic objectives to direct our business:

1. To provide housing, related services that anticipate and meet customer needs.
2. To provide relocation services that facilitate customer mobility.
3. To meet agreed shareholder financial requirements.
4. To provide value to Defence and other clients.
5. To attract and retain lessors and other investors.
6. To operate commercially, efficiently and innovately; and
7. To attract, develop and retain commercially minded, customer focused staff.



Our services

Housing solutions include:

- sourcing and arranging housing; and
- administering Rent Allowance.

Relocations services include:

- processing and authorising removal entitlements and allowances;
- booking travel for postings;
- arranging temporary accommodation; and
- coordinating uplifts.

Property management services include:

- tenancy management;
- cleaning and maintenance;
- vacancy management; and
- leasing administration.



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Defence Housing
AUSTRALIA

At a glance