

When necessary, our staff will consult the Defence Housing and Relocation Manager whose role is to ensure that the service provided by both Toll Transitions and DHA is in accordance with the standards specified in their individual contractual agreements with Defence.

If you are not happy with the way your issue or complaint has been handled, you may ask to have it escalated to your local Customer Relations Officer (CRO), who has the responsibility for co-ordinating the management of the complaint. The CRO will refer the matter to the HMC Manager and /or their representative. The Manager will review your case and where possible, propose a resolution.

If you are not satisfied with the outcome proposed by your HMC Manager, and wish to escalate your issue or complaint, you may contact DHA's National Customer Relations Department, via the following methods:

- Phone our Customer Service Line on 139 DHA (139 342)
- Email clientservices@dha.gov.au
- Write to:
National Customer Relations
Department
Defence Housing Australia
26 Brisbane Avenue
Barton ACT 2600

We will make every effort to resolve your issue at a regional or national level in a timely manner.

Monitoring, review and feedback on this Charter

Consistent with our commitment to continual improvement, we will review our Service Charter annually. We encourage input and feedback on the charter from the Defence Community, staff and other key stakeholders. Your comments can be sent via email to clientservices@dha.gov.au

Contact information

DHA Customer Service Line
139 DHA (139 342)

For a full listing of contact details visit www.dha.gov.au

DHA Values

RESPECT we collaborate, are ready to listen and learn, and show respect for each other, our customers, stakeholders and the community

EXCELLENCE our goals are achieved with a commitment to quality and professionalism in all aspects of our work – with a customer and commercial focus

INTEGRITY we have moral courage – backed by trust for each other, honesty, responsibility, and accountability for our actions

ENTHUSIASM pride and empowerment come from our passion and commitment

INNOVATION we initiate and embrace new and better ways of working and improving our business



DHA is accredited by the Customer Service Institute of Australia.



Defence Housing Australia's Service Charter

At Defence Housing Australia (DHA), we strive to provide high quality housing and relocation services for members of the Australian Defence Force (ADF) and their families. We also pride ourselves in offering our lessors the security of worry-free residential property investments.

Our Service Charter has been developed in consultation with our customers, our stakeholders and our staff, by listening to their feedback and conducting regular surveys.

What we do

DHA is a Government Business Enterprise. Our mission is to deliver housing and relocation services that meet Defence operational and client needs.

We deliver our services in accordance with Defence policy and under our Service Agreements with them.

Our vision is to provide excellence in Defence housing and relocation services.

We value our customers

We value our customers and our relationships with the community. Our key customers include:

- ADF members and their families, to whom we provide a large range of services
- ADF members, who are single, to whom we provide relocations services, book on-base accommodation and, in some instances, provide housing services
- Members of other organisations to whom we may provide housing services
- Private investors who lease properties directly to us, or who purchase housing from DHA and lease it back to us through our Sale and Leaseback Program.

We value our customers' opinions, whether from a personal viewpoint, or via the stakeholder organisations who represent them.

Groups such as Defence Families Australia, the Defence Community Organisation and the Defence Special Needs Support Group play an important role in assisting us to manage our customer's needs.



Our service standards

We pursue the highest level of service standards in the provision of homes and relocation services to ADF members. Our services to ADF members are administered in accordance with Defence policy. We monitor and review our performance consistent with our commitment to the continuous improvement of the service we provide.

When you deal with us, we will:

- be courteous, fair, ethical and professional
- be objective and unbiased
- be positive and helpful to you and provide reasons for any decisions we make

- provide you with accurate advice
- provide you with assistance when required and keep you informed
- answer your enquiries or requests in a timely manner
- acknowledge written correspondence within five working days of receipt
- respect your privacy and confidentiality.

Help us to help you

You can assist us to provide the best possible service by:

- treating our staff, contractors and lessors honestly, fairly and with courtesy

- being mindful that we are required to administer policy within Defence guidelines
- telling us if your personal circumstances change at any time so that we can keep your personal information accurate, complete and up-to-date
- discussing your relocation needs with your case manager
- providing us with complete and accurate information in your relocation submission (pre-AFR and electronic AFR)
- allowing reasonable access to your home for staff, contractors, owners, valuers and prospective purchasers of houses managed by DHA
- keeping your house clean, tidy and free from damage during your tenancy.

Tell us what you think!

We encourage and appreciate your feedback. It helps us to know when we haven't met the service standards outlined in our Service Charter.

Your feedback, and any compliments or complaints, provides us with an opportunity to improve our service to you—and it's nice to know when you think we have done a great job. Your feedback can be provided in the following ways:

- via telephone and postal surveys conducted by DHA
- talk to staff at your local Housing Management Centre
- call our National Customer Service Line – 139 DHA (139 342)
- email our National Customer Relations Department (clientservices@dha.gov.au)
- write a letter to: National Customer Relations Department
Defence Housing Australia
26 Brisbane Avenue
Barton ACT 2600

How to resolve a complaint

Our complaints resolution process provides you with:

- an opportunity to have your concern heard and investigated
- a clear and direct process to resolve the dispute
- a fair and independent review
- a clear explanation of any decisions.

If you have a concern or a complaint about any aspect of DHA service, the best way to proceed is as follows:

Your Housing Management Centre should always be your first point of contact — our staff will respond to your concerns and seek a resolution quickly and at a local level.