

# Resettlement Advice

2005

FOR DEFENCE MEMBERS



# Contents

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RESETTLEMENT ADVICE FOR DEFENCE MEMBERS

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## PART 1

# Removal Entitlements on Discharge



## Eligibility

Generally, removal entitlements on discharge are available to serving members on completion of their initial engagement or following a Medical Discharge (unless due to your own neglect). You are NOT eligible if you have not completed your initial period of service or if you are discharged due to disciplinary reasons.

## Furniture and Effects Entitlement

Your furniture and effects will be moved at public expense to your new place of permanent residence within Australia. If you are relocating overseas, you may have the option for your furniture and effects to be moved to the nearest port.

## Storage Entitlement

If you do not have a new residence, your furniture and effects will be delivered to the removalist's storage facility. **You are responsible for all storage and insurance charges from the date the goods are placed in storage. Any items that are already in storage at departmental expense are covered up until the date of your discharge or delivery date (whichever occurs first). After this, you will be responsible for any further storage or delivery of these goods.**

If you elect to store your effects at a private storage facility, this will be the completion of your discharge removal entitlement.

If you elect to store your goods with the removalist, Defence will meet the costs for further delivery to the residence in the delivery area that is nominated on your Discharge Application For Relocation (AFR), within 12 months of your discharge date.

## PART 2

# Removals Entitlements



Members who enlist in full time service are entitled to have a removal from the losing locality to a new locality, in accordance with the entitlements set out in PACMAN Chapter 4, on completion of their service.

The following applies to discharging members moving in *advance* of their discharge date.

### **If a Discharge Authority has been issued**

If you receive a Discharge Authority during the last 12 months of your service, you will be required to sign an undertaking to refund the cost of removal if you *do not* discharge. Storage and insurance applies as previously stated. Please read the Discharge Declaration in AFR before signing.

### **If a Discharge Authority has not been issued**

The move will be made at your own expense, with reimbursement for the actual cost or the cost incurred for the Commonwealth to arrange (whichever is less). Once a Discharge Authority has been issued, you are entitled to be reimbursed for your removal.

### **Deferred Move**

You are entitled to a commonwealth funded relocation within the 12 months following your discharge. This is subject to approval and must be applied for in writing to your local HMC prior to your discharge. Storage limitations apply. If you are planning to move directly after your discharge date the same conditions and entitlements apply, subject to approving authority.

## PART 3

# Travel



When posted within Australia, travel to the new posting locality is paid for by Defence. The means of travel used will generally be the most economical to the department.

**Travelling Allowance (TA):** TA will be paid to those members who elect to drive their own vehicle to their new location. It is calculated based on a cost comparison between Normal Departmental Liability (NDL) and the distance travelled via a vehicle including an element for meals and accommodation.

TA also includes taxi fares which are payable to those members who elect to fly to their discharge destination.

## PART 4

# Reimbursement and Allowances



If you are granted a removal you may be entitled to payment of a number of Allowances. These may include:

**Technical Reimbursement:** A reimbursement of reasonable labour costs may be granted for the following:

- Dismantling and re-erecting TV antennae
- Dismantling and reassembling waterbeds
- Dismantling and reinstalling security alarms
- Window mounted air conditioners
- Piano retuning
- Any other item that you may need technical assistance to prepare for removal, subject to prior approval by your local DHA office.

**Childcare Reimbursement:** This is paid to reimburse childcare costs when you or your spouse cannot assist with the uplift and/or set down of the removal because of service commitments or illness. Single parents are

eligible. The child must be under 11 or a child with a special need.

**Temporary Accommodation Allowance (TAA):**

TAA is paid for each day that you and your dependants occupy Temporary Accommodation. This is only payable in the event that you are waiting for the delivery of your furniture and effects to store or residence (whichever occurs first). TAA provides a breakfast, lunch and dinner meal allowance for each occupant, and in the event that there are no laundry facilities, the reimbursement of laundering costs.

**Temporary Accommodation Allowance**

— **Serviced Apartment (TAASA):** This is a single payment in order to assist in the establishment of a pantry for the preparation of meals. As cooking facilities are provided, you are expected to prepare your own meals for the remainder of your stay. Like TAA, this is only payable in the event that you are waiting for the delivery of



your furniture and effects to store or residence (whichever occurs first).

**Telephone Reconnection Fee (TRF):** You may receive an amount for reconnection of your telephone in your new location. This will only be paid if you had the telephone connected in your previous residence, and it has been disconnected due to your discharge.

**Vehicle Registration Fee (VRF):** Members with vehicles moving interstate will receive an amount for vehicle registration, providing the vehicle is not already registered in that state.

***This amount is only payable for one vehicle, and will not be paid unless the vehicle registration and expiry date are included on your AFR form.***

**Pet Relocation Reimbursement:** Defence will *reimburse* reasonable costs for the commercial transportation and boarding of household pets owned by you. You must make your own arrangements for the relocation of your pets, and then claim reimbursement by providing original, itemised receipts. Types of reimbursements allowed include hire of a pet relocation container (not purchase), vet fees for sedation (not for any inoculations) and boarding of your pet.

## PART 5

# Housing Entitlement on Discharge



## Discharging in current locality

Your responsibilities:

DHA requires notification of your discharge a minimum of 28 days prior to your discharge date in order to organise a Pre-Vacation Inspection (PVI).

If you will be applying to stay in a Service Residence (SR) after your discharge date, you must forward this request to DHA a minimum of 28 days prior to your discharge date. If the request is approved, you will then be required to pay the market rent and a bond through a nominated real estate agent. Approval is on a case-by-case basis and is NOT an entitlement for discharging members.

As members leaving the Service normally have adequate prior knowledge of their date of separation and time to place their

post-discharge accommodation arrangements, requests for tenancy after discharge are not normally approved unless extenuating or compassionate circumstances exist.

## Discharging into another locality

The most common form of Housing Assistance utilised when moving into another locality is Rental Allowance (RA). This can be granted only if you arrive in the new locality prior to your discharge date. Note that the entitlement to RA will cease automatically on your discharge date.

You may apply for bond and rent advances. However, you are liable to pay these back in full on or prior to your discharge date. No entitlement exists for a House Hunting Trip (HHT) or rent prior to occupancy.

## HANDY CONTACT INFORMATION

### DHA contacts

[www.dha.gov.au](http://www.dha.gov.au)  
[www.homefind.com.au](http://www.homefind.com.au)

### DHA Housing Management Centres

#### SA / NT

|               |                |
|---------------|----------------|
| Adelaide      | (08) 8245 7800 |
| Alice Springs | (08) 8952 8923 |
| Darwin        | (08) 8901 7100 |
| Tindal        | (08) 8972 8000 |

#### NORTH QLD

|            |                |
|------------|----------------|
| Cairns     | (07) 4040 2400 |
| Townsville | (07) 4726 1800 |

#### SOUTH QLD

|           |                |
|-----------|----------------|
| Brisbane  | (07) 3355 8800 |
| Ipswich   | (07) 3924 2600 |
| Toowoomba | (07) 4699 1300 |

#### ACT / NSW

|                        |                |
|------------------------|----------------|
| Canberra               | (02) 6268 3700 |
| Hunter Valley          | (02) 4983 5300 |
| Nowra                  | (02) 4421 1500 |
| Sydney (Hurstville)    | (02) 8567 1200 |
| Sydney (Liverpool)     | (02) 8778 6900 |
| Sydney (Parramatta)    | (02) 8836 5700 |
| Sydney (Pennant Hills) | (02) 9875 8600 |
| Sydney (Richmond)      | (02) 4588 1000 |
| Wagga Wagga            | (02) 6933 7200 |

#### VIC / TAS

|             |                |
|-------------|----------------|
| Hobart      | (03) 6215 7600 |
| Melbourne   | (03) 9947 8100 |
| Puckapunyal | (03) 5736 1100 |
| Sale        | (03) 5143 6500 |
| Wodonga     | (02) 6049 2300 |

#### WA

|            |                |
|------------|----------------|
| Perth      | (08) 9210 3400 |
| Rockingham | (08) 9591 4401 |

### National Customer Service Line

**1800 249 711** (between 8am and 6pm EST  
*Monday to Friday*)

### Maintenance line

**1300 366 615** (24 hours)

### Emergency relocations Hotline

**1800 626 698** (24 hour hotline when in transit)

### Toll Transitions contacts

**1800 819 167** or [www.tolltransitions.com.au](http://www.tolltransitions.com.au)

### Department of Defence contacts

#### FIND (Family Information Network for Defence)

**1800 010 031** [www.dco.dod.gov.au](http://www.dco.dod.gov.au)

#### Defence Families Australia

**1800 100 509** [www.defence.gov.au/dpe/dfa](http://www.defence.gov.au/dpe/dfa)

#### Defence Pay and Conditions Manual (PACMAN)

[www.defence.gov.au/dpe/dpedet/](http://www.defence.gov.au/dpe/dpedet/)

#### Defence Special Needs Support Group

**1800 037 674** [www.dsng.org.au](http://www.dsng.org.au)

#### Defence Tax Management Office

**1800 806 053**

