This guide is designed to explain your Rent Allowance (RA) entitlements, the administrative processes that support RA and your responsibilities as a recipient of RA. You should not sign any leasing documentation for a rental residence until you have read these guidelines. For enquiries regarding your entitlements, please contact your local Defence Housing Australia (DHA) Housing Management Centre (HMC).

The RA provisions described in this guide are specified in the Defence Pay and Conditions Manual (PACMAN), Chapter 7.
What is Rent Allowance?

Rent Allowance (RA) subsidises the cost of renting a property in the private rental market. If you are approved for RA you will need to find a suitable property for which you will be responsible for paying the rent to the landlord or agent. The allowance will be paid to you to help cover the cost of the rent. The amount paid is determined under Defence Policy and is based on many conditions, including:

- your rank
- property rent
- number of sharing occupants
- your categorisation, and
- your posting locality.

What are the categorisations?

**Member With Dependants (MWD)** - a Defence member who maintains a home for dependants and occupies the home with at least one dependant. Categorisation as MWD is not confined to married members or those in a Defence-recognised de facto relationship. Members who are single and have a child or children for whom they provide overnight care for 90 nights or more per year may also qualify as a MWD.

**Member With Dependants (Unaccompanied) (MWD(U))** - a Defence member who maintains a home for dependants and who is separated from them for service recognised reasons.

**Member Without Dependants (MWOD)** - a Defence member who is not a MWD or MWD(U).

Some points to be mindful of when applying for RA:

- The availability of your own home or Living in Accommodation (LIA) and/or the levels of LIA in your posting locality could affect your entitlement to RA.
- If you are MWD(U) your entitlement includes food allowance and reimbursement of certain utility costs.
- If you are MWOD or MWD(U) when applying for RA you must hand back your LIA as you cannot maintain both LIA and RA.
- If you are MWD Service Residences can be more beneficial for you and your family. In a Service Residence you are entitled to a ‘Halcyon clean’ at the end of your tenancy; there is no requirement for a bond or rent in advance, and you can also access 24-hour maintenance support when you need it. When your rental lease is due to end, contact DHA as soon as possible to discuss the availability of Service Residences.

Availability of LIA varies between Defence bases and in many areas is limited. There are also different levels of LIA available; this could impact your RA entitlement.

In accordance with the Defence Pay and Conditions Manual (PACMAN), Chapter 7, policy now directs that certain members may be required to live in. To live off-base you must have the prior permission of your Commanding Officer/Officer Commanding.
The Rent Allowance process

**STEP 1** Check your RA entitlement with DHA

**STEP 2** Search and apply for a rental property in the private market

**STEP 3** Submit your documents to DHA

**STEP 4** DHA will arrange for your RA to commence in your pay

**STEP 5** Notify DHA of any change to my domestic circumstances, operational conditions

**STEP 6** Notify DHA when you plan on vacating
What are the different Rent Allowance entitlements?
Rent Allowance (RA) is dependent on your categorisation and the reason for the RA approval.

<table>
<thead>
<tr>
<th>Full Rent Allowance</th>
<th>applies to:</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. MWD(U) and MWOD where no LIA is available</td>
<td></td>
</tr>
<tr>
<td>b. MWD(U) and MWOD with at least five years aggregate continuous full time service (including any foreign military service for lateral recruits), even if LIA is available, and</td>
<td></td>
</tr>
<tr>
<td>c. MWD(U) and MWOD where rank is SGT(E) or higher, non-commissioned officer rank or MAJ(E) and above, even if LIA is available.</td>
<td></td>
</tr>
</tbody>
</table>

*Note:* Members qualifying under categories b and c are not entitled to an increase in their rent ceiling.

<table>
<thead>
<tr>
<th>Partial Rent Allowance</th>
<th>applies to:</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. MWOD and MWD(U) if they do not qualify under a, b or c above and if only levels 1, 2 or 3 LIA are available.</td>
<td></td>
</tr>
</tbody>
</table>

*Note:* Members qualifying under this provision are not entitled to an increase in their rent ceiling.

<table>
<thead>
<tr>
<th>Partial Rent Allowance</th>
<th>applies to:</th>
</tr>
</thead>
<tbody>
<tr>
<td>b. A change to the availability or level of LIA during your tenancy doesn’t change your Partial RA entitlement.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>MWD Rent Allowance</th>
<th>applies to:</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. MWD when a suitable Service Residence is unavailable.</td>
<td></td>
</tr>
</tbody>
</table>

| b. Change of categorisation and remaining in the same approved MWOD RA property – see below for further information. |

**NOTE:** You may have no entitlement to RA if you own your own home in your posting location or levels 4 or 5 LIA are available. You should discuss your situation with your DHA Consultant.

Are you a family with special needs?
If you are a family with special needs you may be approved for Rent Allowance (RA). You may also find that you need to apply for a rent ceiling increase to accommodate paying the rent of a suitable rental property; refer to the ‘rent ceiling’ section for further information on this entitlement.
DHA has prepared RA regional fact sheets; these are available on our website (www.dha.gov.au) and provide details about your region, including schools, day care, services and hospital locations. The Defence Special Needs Support Group (DSNSG) can also provide support, information and assistance to Defence families with special needs. Contact details for DSNSG can be found at the back of this guide.

What happens when?
The following scenarios may help you in understanding the process and requirements surrounding Rent Allowance (RA) in particular circumstances. In each instance we recommend that you speak with your DHA Consultant for advice.

<table>
<thead>
<tr>
<th>Situation</th>
<th>RA Entitlement</th>
<th>How can your DHA Consultant help you?</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>I have been evicted out of Living In Accommodation</strong></td>
<td>You need to speak with Toll Transitions first to discuss your removal entitlement. An RA entitlement would exist in this instance but can’t be processed until Toll Transitions confirms your eviction.</td>
<td>DHA can provide you further details about your housing entitlement and what supporting documents are needed. Refer to our regional fact sheets on our DHA website for assistance with finding a rental property.</td>
</tr>
<tr>
<td><strong>I’m an MWOD and currently in receipt of RA and I changed my categorisation to MWD</strong></td>
<td>You will have a continued RA entitlement and DHA will assist you with looking at available Service Residences. You will need to submit a completely new application for MWD RA, even if you remain in the same residence.</td>
<td>DHA can provide you with preview access to HomeFind to view available Service Residences. We can also help with the documents you will need to submit to cease your MWOD RA.</td>
</tr>
<tr>
<td><strong>I’m posting to a new base in the same region, I want to remain in my current rental property.</strong></td>
<td>You may need to seek approval to live outside your posting locality from your CO/OC. Whilst you have a continued entitlement to RA you need to let DHA know - because the rates that apply to your RA calculation will change at the end of your current lease to the lower applicable rates.</td>
<td>DHA can outline what your new rates and RA would be. You can also access the RA calculator on our website (<a href="http://www.dha.gov.au">www.dha.gov.au</a>) to calculate how a decision to remain in your old posting locality will affect your allowance amount.</td>
</tr>
</tbody>
</table>
Finding my rental property

I'm not familiar with the rental location, can DHA help me?

Finding a suitable rental property can be challenging, especially if you are not familiar with the location. DHA has produced some regional fact sheets that provide advice and highlight some of the rental issues in all the major posting locations.

These fact sheets contain information about applying for properties, schools, sporting facilities, distance to Defence bases from the city centres, water restrictions, suburb detail, child care and links to regional council websites.

You can access these fact sheets on our website (www.dha.gov.au).

Can I live outside my posting locality?

To have an entitlement to Rent Allowance (RA) and live outside your posting locality you will need to provide written permission from your Commanding Officer/Officer Commanding.

This includes if you have recently posted to a new base in the same region and wish to remain in your current rental property; your particular rent ceiling is effected by this decision.

If you are considering living outside your posting locality you should discuss this with your DHA Consultant in the first instance.

Can my lease letting fees and stamp duty be reimbursed?

Letting fees or stamp duty fees that you incur in leasing a rental property can be reimbursed. This also applies if you pay stamp duty on renewal of a lease.

Please provide your DHA Consultant with a receipt for these amounts.
How is my Rent Allowance calculated?

The amount of RA payable is calculated as:

“Rent less Contribution”

Rent is the lesser of:
  a. your share of the weekly rent, or
  b. the applicable RA ceiling, as determined by Defence.

Contribution is the applicable member contribution, as determined by Defence.

For assistance in calculating your potential RA, an allowance calculator is available on our website ([www.dha.gov.au](http://www.dha.gov.au)).

NOTE: All rates are determined by Defence and reviewed annually. Refer to the section on ‘rent ceilings’ and ‘member contributions’ or speak with your DHA Consultant for advice on the rates applicable to you.

What are advance payments?

If you need to pay a bond, utility connection deposit and/or rent in advance, you may be entitled to an advance of the amount required (within limits).

Some points you need to be aware of:

- You will need to repay any advance to Defence; this is completed fortnightly generally over the term of your lease to a maximum of 26 fortnights.
- You can only apply for a rent advance of up to four weeks (limited by your approved rent ceiling).
- You can apply for a bond advance for the total amount due or part thereof.
- Within 14 days of entering into a lease you must provide DHA with proof of payment of the advance. Failure to provide proof of or full use of the advance, will mean the full or part unused must be recovered in full from your pay.
- When you cease your Rent Allowance you need to make arrangements with the Defence Call Centre (1800 DEFENCE – 1800 333 3623) to repay any outstanding advance that may not yet be re-paid.

If you wish to apply for an advance – complete the advance section on the application for Rent Allowance or notification of housing change forms; these are located on our website ([www.dha.gov.au](http://www.dha.gov.au)). After you have paid your bond or rent in advance you will need to provide DHA with a receipt of payment.
What is the rent ceiling?

The rent ceiling is a financial limit on the allowance that you can be paid; this limit is determined by Defence.

The rent ceiling is determined by:

- your rank
- your categorisation
- your posting locality
- the number of Defence members and/or civilians sharing a residence (including children), and
- for MWD only - the bedroom entitlement.

If you occupy a property with a rent greater than your rent ceiling you will need to pay the excess.

Can I increase the rent ceiling?

To apply for a ceiling increase you must show that rental properties within your rent ceiling are not available or not suitable.

If you are categorised as MWD you may apply for a ceiling increase.

If you are an MWOD or MWD(U) you may also apply for a ceiling increase, but only if your Rent Allowance was approved due to no LIA being available.

If you wish to apply for a ceiling increase, you should use the ceiling increase form located on our website (www.dha.gov.au) and contact your DHA Consultant for more information on the entitlement and approval process.

What is the member contribution?

If you are MWD or MWOD you are required to make a contribution towards your rent.

Contribution rates are based on:

- your rank
- your categorisation
- the number of Defence members and/or civilians sharing a residence (including children), and
- for MWD only – election of the two bedroom rates.

If you are MWD(U) you are not normally required to make a contribution but you must pay any excess if your rent exceeds your rent ceiling.

Where the spouse of an MWD(U) is also a serving member and you are both in receipt of Rent Allowance, only one contribution is payable by the member that holds the senior rank.
Are there any circumstances where I am not required to pay a member contribution?

Under the following circumstances, a MWOD may not be required to pay rent contributions:

- on and from the 22nd day of a period in which the member has been living under field conditions or on a seagoing ship, even if the period after that day is broken by a return of up to seven days to his or her accommodation
- if posted to a seagoing submarine, or
- if absent from Australia on a deployment as outlined in the Defence Pay and Conditions Manual (PACMAN), Chapter 7.

All of the above circumstances require written confirmation to support the claim. For members going on deployment the deployment housing retention form should be completed during the pre-deployment preparations and is available on our website (www.dha.gov.au).

Occupying my rental property

How do I set up my utility services?

In your rental property, you are responsible for opening, closing and making ongoing payments of your utility accounts. In some instances there may be a connection fee. If necessary, you can apply for a utility advance from Defence to assist you in making these payments; refer to the ‘advance payments’ section for how to apply and the rules associated with advances.

When arranging the connection or disconnection of your electricity, gas, telephone, internet and Pay TV you may choose to use the Fast Connect service. This is a free service, offered by DHA to improve the quality of your move and housing experience – you will have access to a choice of service providers.

If you wish to use this service a Fast Connect authority form is available online (www.fastconnect.net.au) or you can access this via our website (www.dha.gov.au). If you have any questions about this service contact Fast Connect on 1300 661 464 (local call cost around Australia).

Does Defence reimburse me for any other charges associated with renting privately?

Arrangements for the payment of water usage, post box, gardening charges and/or other domestic charges in rental properties vary. As with any legal document, you should carefully read and familiarise yourself with your responsibilities and liabilities in regards to these types of charges before signing the lease. If required to pay for these charges they should be clearly stated in the lease and you should be aware of the payment requirement/s when signing the document. Defence does not provide any subsidised support or reimbursement for these elements.
What happens if I pay rent before moving in?

If it is necessary for you to pay rent prior to moving in, your rent paid up to the approved rent ceiling may be reimbursed subject to certain qualifying conditions.

If you have incurred this cost you should seek advice from your DHA Consultant. This is not an automatic entitlement and you may be required to apply in writing.

Can I hire furniture?

If you are an MWOD or MWD(U) you may seek an allowance for the hire of essential items of furniture.

The hire of items must be within your approved rent ceiling; you will be responsible for any costs that exceed your approved rent ceiling.

You should be aware that this provision is to hire furniture only and cannot be used to purchase furniture.

The *furniture rental* form is available on our website ([www.dha.gov.au](http://www.dha.gov.au)). Items that can be included for hire are listed in the Defence Pay and Conditions Manual (PACMAN); if in doubt contact your DHA Consultant.

Who do I speak with to arrange the removal of furniture and effects?

Toll Transitions is your relocations service provider. For enquiries on your relocation and entitlements or the transportation of your furniture and effects, phone Toll Transitions on 1800 819 167.

What if I board?

If you live in a boarding house, your ceiling and member contribution rates will be those applicable for a member sharing with two or more persons.

If you board with relatives, friends or others, the ceiling and member contribution rates are the applicable rates for the number of persons sharing the accommodation.
How do I apply for Rent Allowance?

So that DHA can process your Rent Allowance (RA) entitlement accurately you must supply appropriate supporting documentation.

Supporting documentation will differ depending on your situation and the grounds for your RA approval.

Providing supporting documentation within 10–14 days of your RA application or when notifying of any change to your domestic circumstance, will ensure that your RA can be calculated in a timely manner. All RA forms are provided on our website (www.dha.gov.au).

What forms and other supporting documentation do I need?

<table>
<thead>
<tr>
<th>Form/Document</th>
<th>Purpose of the form</th>
<th>Other detail</th>
</tr>
</thead>
<tbody>
<tr>
<td>Application for Rent Allowance</td>
<td>To provide your details and the information that determines your entitlement and your occupation date.</td>
<td>To be completed when posting into a location for the first time or in conjunction with a removal at Commonwealth expense.</td>
</tr>
<tr>
<td>Notification of housing change form</td>
<td>To provide your details and the information that determines your entitlement and your occupation date.</td>
<td>Use this form when relocating in locality without a removal at Commonwealth expense.</td>
</tr>
<tr>
<td>Lease</td>
<td>To determine the tenancy start and end dates, the property address, rental amount and the occupants.</td>
<td>If the rental property does not involve a lease, use the Owner/Member statement.</td>
</tr>
<tr>
<td>Owner/Member statement</td>
<td>To determine the tenancy start and end dates, the property address, rent due/paid, advance due/paid and the occupants.</td>
<td>This substitutes both a lease and initial rent receipt.</td>
</tr>
<tr>
<td>Rent receipt</td>
<td>To confirm the rent amount and the period of payment for the approved rental property.</td>
<td>Initial – for original application. Current – for any rent change or during the annual RA Review. Final – for cessation of RA and payment of any rent reimbursement.</td>
</tr>
<tr>
<td>Bond/Utilities receipt</td>
<td>To confirm payment and use of advanced monies. The utilities receipt or invoice can be used by MVD(U) for claiming utility reimbursements.</td>
<td>Failure to provide proof of full use of advances for bond, rent or utilities will result in the un-used amount being recovered in full from your pay.</td>
</tr>
<tr>
<td><strong>Release clause</strong></td>
<td>Whilst not required; it is suggested to include this document as part of your tenancy agreement, to potentially reduce any costs associated with breaking a lease due to service reasons.</td>
<td>Allows you to terminate the lease with one month’s notice, when the termination is for service reasons.</td>
</tr>
<tr>
<td>-------------------</td>
<td>-------------------------------------------------------------------------------------------------</td>
<td>-----------------------------------------------------------------</td>
</tr>
<tr>
<td><strong>Change of domestic circumstance form</strong></td>
<td>To notify DHA of any change to categorisation, sharing occupants, rent change or the purchase of your own home.</td>
<td>It allows DHA to adjust your current RA or entitlement accordingly. Please forward this form to DHA within 10–14 days of the change to reduce any possible debt being incurred.</td>
</tr>
<tr>
<td><strong>Visitor notification form</strong></td>
<td>To advise when you have a visitor come to stay for a period greater than five weeks.</td>
<td>In case the visitor affects your RA calculation.</td>
</tr>
<tr>
<td><strong>Ceiling increase application</strong></td>
<td>To provide the details of your request including your property search.</td>
<td>Refer also to the ceiling increase section in this RA Guide.</td>
</tr>
<tr>
<td><strong>Deployment housing retention form</strong></td>
<td>To advise DHA and Defence that you intend to maintain your current subsidised housing whilst deployed.</td>
<td>MWOD and MWD(U) only. It confirms and authorises the deployed status to allow adjustment of your RA entitlement accordingly.</td>
</tr>
<tr>
<td><strong>Furniture rental form</strong></td>
<td>To advise the inclusion of furniture rental into your RA calculation.</td>
<td>MWOD and MWD(U) only. Refer to the Finding RA section of this guide.</td>
</tr>
<tr>
<td><strong>Property search form</strong></td>
<td>When posting to a remote locality, this provides evidence of properties available to you.</td>
<td>DHA can then determine your rent ceiling. Contact your DHA Consultant to discuss.</td>
</tr>
<tr>
<td><strong>Cease Rent Allowance form</strong></td>
<td>To advise us that you intend to vacate your rental property, your forwarding address and your reason for vacating, with effective dates.</td>
<td>Forward with a final rent receipt for cessation of RA and payment of any rent reimbursement.</td>
</tr>
<tr>
<td><strong>Partial to Full Rent Allowance form</strong></td>
<td>Complete when you have completed five years of service or attained the rank of SGT – WO, MAJ or above equivalent.</td>
<td>A change to the availability or level of LIA during your tenancy doesn’t change your Partial RA entitlement.</td>
</tr>
</tbody>
</table>

DHA will provide you with information about what paperwork your particular Rent Allowance (RA) requires. This includes a ‘checklist’ to help ensure you provide the correct document within 10–14 days.
How is Rent Allowance paid to me?

Rent Allowance (RA) is paid fortnightly through the Defence Pay System – ADFPAY. As with other allowances it is paid in arrears. This means that the payment that you receive each pay day is for the previous two weeks.

It is important to note that there can be a time lag of two to six weeks from the date your application is submitted to DHA to when you first receive payments or amendments to your pay. As such the quicker you provide your supporting documents the quicker your allowance will commence.

If you have any questions about when Defence will process your allowance or you want to discuss any debt repayment opportunities, you can contact the Defence Call Centre on 1800 DEFENCE (1800 333 3623).
What are my responsibilities?

You must provide supporting documentation within 10–14 days of your Rent Allowance (RA) application or when notifying of any change to your domestic circumstance. This will ensure that your RA can be calculated in a timely manner. Relevant RA forms are provided on our DHA website (www.dha.gov.au).

What happens if I have a change to my domestic circumstances?

Your ‘domestic circumstances’ are the grounds by which RA entitlements and calculations are determined.

Examples of changes include but are not limited to:

- marriage
- an interdependent relationship approved by Defence
- birth of a child
- rent change
- separation from spouse or interdependent partner
- change of sharing occupants
- a change in rank
- purchase of own home
- moving house within locality (refer to section in this guide about vacating)
- operational conditions i.e. deployment or going to sea
- promotion/demotion of rank
- changing your unit, but not moving locality

If there is a change to your categorisation to MWD and you are currently in receipt of a type of MWOD/MWD(U) RA, you will be given visibility of available Services Residences that you can occupy.

If you have recently posted to a new base in the same region and wish to remain in your current rental property you will need to provide written permission from your Commanding Officer/Officer in Commanding; your particular rent ceiling is affected by this decision. For more information refer to page 5.

If there is a change to your circumstances you will need to inform DHA, in writing as soon as possible; the change to domestic circumstance and deployment housing retention forms are available on our website (www.dha.gov.au). If you do not inform us you could risk potential debt or incorrect entitlement.
What is the Rent Allowance Review?

DHA, on behalf of Defence, conducts an annual Rent Allowance Review (RA). Commencing in April each year, it assesses your domestic circumstances and confirms an ongoing entitlement to RA.

A letter and statement will be forwarded to you asking for confirmation of your tenancy information and requesting a current rent receipt.

If your unit confirms that you are absent at the time of the review, it will be delayed until your return.

If you fail to provide relevant information in the advised timeframe, your allowance will be ceased and you will be asked to show cause for it to recommence.

If you know you will be deployed during the April to July period you should contact your DHA Consultant and complete a RA Review statement prior to departure.
What happens when I am vacating my rental property?

How is Rent Allowance ceased in my pay?

When you no longer require Rent Allowance (RA), you must complete a Cease Rent Allowance form and provide your final rent receipt to DHA.

Both of these documents are needed for DHA to cease your RA in the Defence ADFPAY system. If you do not provide these documents you could incur a debt to the Commonwealth.

Please note that submission of removal documentation does not automatically cease your RA.

Remember if you have not fully repaid your advances, you will also need to make arrangements for payment with Defence. You can contact the Defence Call Centre on 1800 DEFENCE (1800 333 3623).

What if I pay rent after I moved out or I have to break my lease?

Where it is necessary to break the lease for service reasons that are beyond your control (e.g. being posted before your lease expires), and you have a legal obligation to continue paying rent after vacating the residence, you may be entitled to reimbursement of the rent paid after vacation (up to your approved rent ceiling).

You may also be entitled to reimbursement of other administrative costs, such as advertising claimed by the agent or owner.

Every effort should be made to give the landlord maximum notice of your intention to vacate so that the residence can be re-let. Any dispute arising in relation to your bond is a matter between yourself and the agent/owner. As you are the leaseholder, neither DHA nor Defence may enter a bond disputation.

If you need to break your lease, you should contact your DHA Consultant for advice.

If you are purchasing a home or moving to a new residence voluntarily you cannot claim this entitlement.
What about just moving residence in locality?

If you receive Rent Allowance for one property and you are moving to a new property, a notification of housing change form must be submitted.

If there was a rent ceiling increase approved for your original residence it will not necessarily be transferred to the new residence. If a new ceiling increase is sought you will need to again provide evidence that no rental properties were available within your ceiling using the ceiling increase form.

The above forms are available on our website (www.dha.gov.au).

If you are MWD:

» Four to six weeks before your lease expires please contact DHA to determine if a Service Residence is available.

» If there are no suitable Service Residences available then DHA can approve your continued RA entitlement and you can then renew your lease.

For further information on your RA entitlement or access to view available Service Residences on HomeFind, please contact your DHA Consultant.

Did you know that you can also speak with your local DRHM for support?

At any stage in your relocation or tenancy, you can contact your Defence Relocations and Housing Manager (DRHM).

Each region has a dedicated DRHM for the support of all Defence members and their families. At the local level the DRHM is the primary Defence representative with DHA and Toll Transitions. The ultimate aim of the DRHM is to ensure that you experience high quality customer service as you undergo a removal or change to your housing situation.

Contact numbers for your local DRHM can be found at the back of this guide.
Handy contacts

Defence Housing Australia
139 DHA (139 342)
www.dha.gov.au
email: info@dha.gov.au

Toll Transitions
1800 819 167

Defence Call Centre
1800 DEFENCE (1800 333 3623)

Defence Community Organisation
www.defence.gov.au/dco
see website for office locations
and contact details.

Defence Families of Australia
1800 100 509
www.dfa.org.au

Defence Special Needs Support Group
1800 037 674
www.dsnsng.org.au

Defence Pay and Conditions Manual
(PACMAN)

Fast Connect
1300 661 464
www.fastconnect.net.au

Defence Relocations and Housing Managers

Central and West Australia
Adelaide
(08) 7389 3225
(08) 7389 3226
Darwin
(08) 8935 4346
(08) 8935 4224
Perth
(08) 9311 2376
Tindal
(08) 8973 6594

Queensland
Brisbane
(07) 3332 6975
Cairns
(07) 4411 7922
Toowoomba/Ipswich
(07) 4631 4414
Townsville
(07) 4411 7922

Northern NSW
Hunter
(02) 4034 6964
(02) 4034 9565
Liverpool
(02) 8782 4100
Richmond
(02) 4587 2314
Sydney
(02) 9393 2146

Southern NSW
Canberra
(02) 6127 2898
(02) 6127 2847
Bandiana
(02) 6055 2187
Nowra
(02) 4421 3855
Wagga
(02) 6937 4220

Victoria and Tasmania
Southern Victoria
(03) 9282 3667
Hobart
(03) 6237 7277