



AUSTRALIAN DEFENCE FORCE TOTAL WORKFORCE MODEL

Why deliver a Total Workforce Model?

- To enhance **capability** through our ability to respond to changing environments and operational requirements.
- The TWM will help Defence to achieve **strategic flexibility** through the ability to formulate different workforce mixes to deliver the right force, in the right place, at the right time.
- Responding to Permanent/Regular ADF individuals' desire for more flexible career options, to enable retention of our people.
- It can increase the ADF's supply of people by attracting the best talent and by more effectively drawing on all people in our existing workforce.



What is the Total Workforce Model?

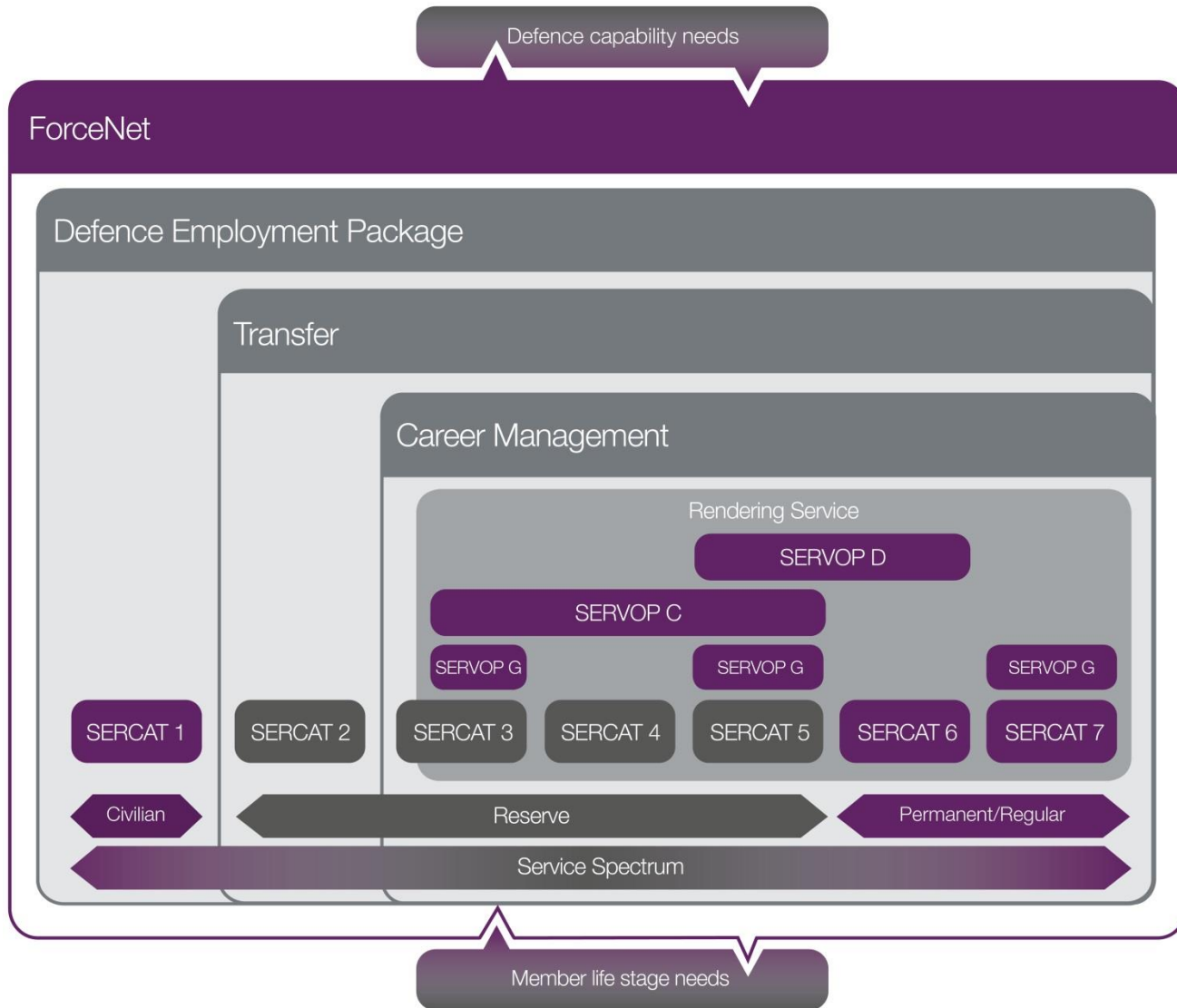
The Total Workforce Model is a tri-Service framework. It is focussed on generating and sustaining ADF capability. It defines future ways of serving in the Navy, Army and Air Force.

It is made up of several component parts including:

- a structure that enables mobility in order to secure personnel contributions to Defence capability.
- systems that ensure timely access to personnel, facilitate their development and enable integration.
- a Defence Employment Offer that is attractive and retains personnel.



ADF Total Workforce Model



SERCAT 1

Definition:

Employees of the Defence Australian Public Service (APS) who are force assigned.

Descriptor:

Defence APS employees in SERCAT 1 are subject to the *Defence Force Discipline Act* 1982 and military operational command and control.

- SERCAT 1 provides access to, on an as needs basis, critical, specialist civilian skills on military operations.
- Defence APS employees are not eligible to apply for a transfer to other SERCATs.
- Service Options (SERVOPs) are not applicable to SERCAT 1.



SERCAT 2

Definition:

Members of the Reserves who do not render service and have no service obligation. They are liable for call out.

Descriptor:

Members in SERCAT 2 represent the Standby component of the ADF.

SERCAT 2 members represent a latent capability that the Service Chiefs can call upon as required to provide voluntary service.

Members in SERCAT 2 are subject to call out provisions.

- Standby component.
- Members who elect to serve will be transferred to one of the other SERCATs for voluntary service.
- Service Chiefs may transfer a member to SERCAT 2 if the member cannot meet the service requirements of their previous SERCAT.
- A member may not be posted, promoted or paid while in SERCAT 2.
- No individual readiness requirements.



SERCAT 3

Definition:

Members of the Reserves who provide a contingent contribution to capability by indicating their availability to serve, or who are rendering service to meet a specified task within a financial year. They are liable for call out.

Descriptor:

Members in SERCAT 3 have indicated their ability to serve, or are rendering service **to meet a specified task**, generally within a FY.

Individual Readiness requirements (IR) and associated conditions of service may be applied at the Service's discretion.

Members may be afforded career oversight and may be posted to fill an established position.

- A set period of agreed workdays. Navy, Army and Air Force will draw on this SERCAT to fill capability gaps and to complete key strategic tasks. SERCAT 3 may be used to provide day-to-day operational sustainment support.
- Do not have to be posted to an established position.
- Reserve salary for days served;
 - 75% Service Allowance paid for days served; exempt income tax (except when paired with SERVOP C).
- Eligible for Reserve Capability Payment, if offered.
- Eligible for Defence Home Ownership Assistance Scheme, if conditions met.
- Entitled to Health Support Allowance, if conditions met.
- Service-related injuries, disease, or death covered under *Military Rehabilitation and Compensation Act 2004*.
- Eligible for Reserve Assistance Program.



SERCAT 4

Definition:

Members of the Reserves who provide capability at short notice, with their notice to move defined their Service. They are liable for call out and available to be 'called for'.

Descriptor:

The nature of SERCAT 4 is characterised by the **provision of capability at short notice** (Continuous Full-Time Service) with the length of notice defined by the Service.

Service in SERCAT 4 imposes additional obligations on members (individual readiness, higher training commitment), and in turn attracts remuneration.

Members in SERCAT 4 may be afforded career management oversight and are normally posted to fill an established position.

- Niche capability. Short notice or high readiness tasks that require specialised skills.
- SERCAT 4 enables the ADF to effectively deliver a required capability within a specified notice, without compromising the delivery of essential tasks in the unit.
- Member is bound to render Continuous Full-Time Service (CFTS)
- High readiness Reserve Bonus remains.
- Reserve salary for days served;
 - 75% Service Allowance paid for days served; exempt income tax (except when paired with SERVOP C).
- Eligible for Reserve Capability Payment, if offered.
- Eligible for Defence Home Ownership Assistance Scheme, if conditions met.
- Entitled to Health Support Allowance, if conditions met.
- Service-related injuries, disease, or death covered under *Military Rehabilitation and Compensation Act 2004*.
- Eligible for Reserve Assistance Program.



SERCAT 5

Definition:

Members of the Reserves who provide a contribution to capability that extends across financial years and who have security of tenure for the duration of their approved commitment to serve. They are liable for call out.

Descriptor:

The nature of service in SERCAT 5 is characterised by having **stability in terms of a specific pattern of service and the number of days to be served**, in return for a commensurate commitment from the member to render that service. IR requirements and associated conditions of service may be applied at a Service's discretion. Members in SERCAT 5 are afforded career management oversight (e.g. receive performance appraisals, career development and training) and are normally posted to fill an established position.

- Part-time structured Reserve service. Posted to an established position on a '**Commitment to an agreed pattern of service**'
- Reserve salary for days served;
 - 75% Service Allowance paid for days served; exempt income tax (except when paired with SERVOP C).
- Eligible for Reserve Capability Payment, if offered.
- Eligible for Defence Home Ownership Assistance Scheme, if conditions met.
- Entitled to Health Support Allowance, if conditions met.
- Service-related injuries, disease, or death covered under *Military Rehabilitation and Compensation Act 2004*.
- Eligible for Reserve Assistance Program.



SERCAT 6

Definition:

Permanent members rendering part-time service, who are subject to the same service obligations as SERCAT 7 members.

Descriptor:

SERCAT 6 is characterised by the provision of a **flexible service arrangement (defined as anything other than continuous full-time) by members of the Permanent/Regular Force.**

The pattern of service may vary depending on the needs of the Service and the member (e.g. days per fortnight, weeks per month or months per year).

Members in SERCAT 6 are subject to the same service obligations as other members of the Permanent/Regular Force, including the liability to serve on a continuous full-time basis if required.

Some conditions of service (e.g. salary), may be pro-rated where not linked to the liability to serve full-time.

Members in SERCAT 6 are afforded career management oversight (e.g. receive performance appraisals, career development and training).

- Legislative changes made to enable part-time service for members of the Permanent/Regular Force. Legislation became effective 1 July 2016
- Can benefit units and individuals who require a more flexible agreement and/or long term reduced military work pattern. Allows absences to be formally filled by appropriately skilled members.
- Service obligations are to be observed as for SERCAT 7.



SERCAT 7

Definition:

Permanent members rendering full-time service.

Descriptor:

SERCAT 7 is characterised by the **rendering of continuous full-time service by members of the Permanent/Regular force.**

SERCAT 7 represents the maximum service obligation and in return, members in this category receive commensurate conditions of service.

Members in SERCAT 7 are afforded career management oversight and are posted to fill an established position.

- No change to extant remuneration or conditions.



SERVOP C

Definition:

Reserve members serving in SERCATs 5, 4 or 3 who are rendering Continuous Full-Time Service.

Descriptor:

SERVOP C is characterised by the rendering of CFTS by members of the Reserves, for a defined period of time.

Members in SERVOP C are afforded conditions of service similar to those provided to members in SERCAT 7, dependent on the period of service.

SERVOP C may be applied to members serving in SERCAT 3, 4 or 5.

- CFTS is an existing mechanism used to engage Reserve members and secure capability.
- Participants will remain in their Reserve SERCAT with CFTS added as an option; the member will not transfer to SERCAT 6 or 7.
- Other remuneration and conditions broadly as for members of the Permanent Force; details depend on the length of service rendered.
- A member's SERCAT 4 or 5 agreement may be terminated or suspended to undertake a period of CFTS.
- Members will each have a base SERCAT. Where a member enters into a SERVOP arrangement, the conditions associated with the SERVOP will take precedence over the conditions associated with the member's SERCAT.



SERVOP D

Definition:

Permanent members in SERCAT 6 or Reserve members in SERCAT 5 who are serving in the ADF while also working for a civilian employer under a formal shared service/employment arrangement.

Descriptor:

The skills and experience of a member rendering service in SERVOP D are shared between the member's Service and an industry partner.

A Defence and civilian employer arrangement is set out in an agreement between the Service and that industry partner.

SERVOP D may be applied to members serving in SERCATs 5 and 6.

- Design of this SERVOP is being finalised with the Services to ensure utility across the ADF.
- Enables Defence to better retain access to skilled members through a life-cycle partnership.
- Plug critical skill gaps by better sharing with industry the skills of members.
- Allows members to maintain links into Defence while pursuing civilian careers.



SERVOP G

Definition:

Permanent or Reserve members rendering full-time service in the ADF Gap Year Program.

Descriptor:

SERVOP G is characterised as the ADF Gap Year program undertaken by members aged between 17 – 24 years for a period of up to 12 months.

Members in SERVOP G are afforded conditions of service similar to those available in SERCAT 7.

SERVOP G conditions of employment preclude operational deployment, however members may participate in domestic exercise programs and Defence Assistance to the Civil Community (DACC) tasks. SERVOP G may be applied to members service in SERCATs 3, 5 or 7.

- ADF Gap Year program.
- Provides 17 – 24 year olds an experience of military training and lifestyle through a program of up to 12 months service.
- Members in SERVOP G are afforded similar conditions to SERCAT 7 members.
- Participants are not considered for operational deployment and have no further obligation to serve beyond the initial 12 month program.



Flexible Service vs Flexible Work

What's the difference?

The ADF TWM's flexible service arrangements complement the Flexible Work Arrangements (FWAs) already in place.

Flexible Service / SERCAT 6

- **Strategic Workforce Option**
- Supported by Command and approved by CMA
- Working other than full-time in an agreed pattern of service:
 - days per week
 - weeks per month, or
 - months per year.

Flexible Work Arrangements (FWA)

- **Tactical Workplace Option**
- Agreed between the member and local Command
- Working full-time but differently, such as:
 - working from home
 - working in another location, or
 - working different hours to standard workplace routine.



ForceNet

- ForceNet is a secure e-portal that connects Defence members with their Service, the Defence organisation and each other. The internet-based platform is accessible anytime, anywhere via multiple media (desktop, tablet, mobile device).
- Its functionality allows users to:
 - stay informed
 - receive unit updates
 - search and view Reserve career opportunities
 - indicate ability to undertake Reserve service
 - form professional and social groups
- ForceNet is a key component of the ADF TWM which has been designed to enhance Defence capability through a flexible contemporary and sustainable workforce.



Transfer

- Our focus is on establishing more straightforward and efficient transfer processes that allow and encourage members to move across the Service Spectrum.
- Development of a single 'smart' transfer form (AC853) available from 1 Aug 16.
- Transfer form provides:
 - Support to Career Management Agencies with tools that better enable administration of the Total Workforce Model; and
 - facilitates smooth transfers for ADF members.



Defence Employment Package

The TWM improves the DEP by:

- providing Permanent/Regular ADF members with improved access to flexible career options.
- building Reserve capability by better enabling Permanent/Regular ADF members to transfer into Reserve categories that fully utilise their proficiencies, competencies, and capabilities.
- engaging and encouraging the Reserve workforce through enhanced opportunities to contribute and clearer commitments to specified patterns of service.
- increasing the ADF's ability to attract the best talent, facilitating access to people with a wide range of skills and broad perspectives.



QUESTIONS?



- **Feedback: Got a question about the ADF Total Workforce Model?**
- **Email us at: ADF.TWM@defence.gov.au**
- **Intranet: <http://drnet.defence.gov.au/People/WP/ADF-Total-Workforce-Model/pages/ADF-Total-Workforce-Model.aspx>**
- **Web: <http://www.defence.gov.au/ADF-TotalWorkforceModel/>**
- **Did you know you can stay connected on [ForceNet](#) have you registered?**

