



ADF Peak Posting Cycle 2020-21 Frequently Asked Questions

Posting Cycle Movement Coordination Cell (PCMCC)

These Frequently Asked Questions have been developed to assist you and your family in understanding your requirements, responsibilities and benefits for this unique posting cycle.

Defence adheres to all federal, state and territory government. Guidelines and restrictions for health and travel. Postings for 2020-21 are being conducted in a deliberate and sequenced manner, while continuing to maintain operational readiness.

2020 continues to present challenges to the ADF's operational posturing and the impact it has on ADF members and their family's lives. It is very different to what most personnel/families are used to. As the COVID-19 situation continues to evolve and state/territory border restrictions ease, the ADF must remain prepared to respond to emerging situations as effectively and efficiently as possible. This includes enabling TOLL to continue to support ADF members and families.

It is important to acknowledge that with over 9000 interstate relocations currently within the system. The acceptance and flexibility demonstrated by the majority of members and their families has been commendable.

GENERAL

Who is the PCMCC?

The Posting Cycle Movement Coordination Cell (PCMCC) was established on 1 September 2020 within the COVID-19 Task Force to act as the single point of coordination for all posting related movements of Defence personnel over the 2020-21 peak posting period, 1 October 2020 – 28 February 2021.

Who should I contact if I have questions about my relocation?

If your query relates to your individual posting relocation, Application for Removal (AFR) or you have received a Move Plan, please contact TOLL, either through your case manager in the first instance or the TOLL Service Centre on 1800 819 167.

For general enquiries relating to the 2020-21 posting cycle, Defence personnel are to contact their Career Management Agency.

Is the relocation process the same or different if I am going to a state/territory with border restrictions?

Different - You are to submit your Application for Relocation (AFR) as per existing relocation processes. AFRs for personnel travelling into states/territories with border controls will have their relocation travel reviewed for approval by PCMCC due to Defence's requirement to coordinate state/territory quarantine facility capacity and adhere to state/territory border controls.



TOLL

Why is it taking so long for TOLL to respond to my Application for Relocation (AFR)?

The uncertainty that the COVID-19 situation has caused for Defence families also extends to TOLL who in addition to processing over 9000 existing interstate removals are also having to regularly amend relocation details in order to comply with changes in state/territory border restrictions.

In order to meet this demand, TOLL has prioritised its workflow and is allocating case managers based on a chronological order of the posting date. Therefore, it may take longer than normal for TOLL to allocate a case manager for those removals occurring later in the posting cycle.

While this delay may cause concern, please be advised that TOLL are working hard to prioritise earlier removals first and support members who have been affected by recent changing circumstances.

Defence personnel are reminded to be courteous and professional when engaging with TOLL. Abusive behaviours will not be tolerated and will be reported.

I have just been posted can I request a relocation in Dec 20 or early Jan 21?

Personnel who submitted their AFR after 01 December 2020 will be relocated in February 2021.

These personnel are to advise their losing Chain of Command so that their losing Chain of Command can work with the gaining Chain of Command to confirm work start dates and alternate options.

Any requests to relocate earlier will impact another ADF family.

Based on my Posting Order and preferred relocation dates, I expect to be moving within the next week but have no confirmation from TOLL. What do I do?

Personnel are to contact the PCMCC via their Chain of Command if:

- Within five days of their planned relocation date they have not received confirmation of their removal
- Within 48 hours of their planned relocation date they have not received

confirmation of their travel or accommodation details

- They have requested TOLL to self-relocate for simple removals (short distance, MWD(U) etc) using own means travel and have not received a response within five days of their planned relocation date. Members may be reimbursed to an equivalent amount to TOLL's contracted rates.

The Chain of Command are to contact the PCMCC via covid19.pcmcc@defence.gov.au. The PCMCC will review each case and escalate to TOLL if required.

My Chain of Command requires me to be in my gaining location in accordance with the posting order.

Some members will be relocating in February 2021. Units should not anticipate all members will be relocated by the promulgated posting order date.

Personnel who have an operational reason or compelling circumstances that require a removal prior to 08 February 2021 may submit a request for early removal based on exceptional circumstances. All requests are to be supported by the respective Chains of Command and be accompanied by supporting documentation.

Can I amend my Move Plan prior to commencing my relocation if State/Territory restrictions ease?

No - Whilst TOLL and the PCMCC continue to be flexible in developing contingency plans, priority of effort will be directed to supporting those who are yet to have a Move Plan issued or those where changes to state/territory restrictions dictate that it is essential that a Move Plan has to change. If a change in restrictions dictates a necessary change to your Move Plan your TOLL case manager will contact you to amend your Move Plan as required.

You will NOT undertake mandatory quarantine if the requirement no longer exists in the particular state/territory you are relocating to.



EXCEPTIONAL OR COMPELLING CIRCUMSTANCES

How do I apply for consideration of compelling personal circumstances if I am directed to fly?

Initially personnel should submit their request for consideration for exceptional circumstances to TOLL either in their AFR or separately to their assigned case manager. All requests should be supported by the member's Chain of Command who have a responsibility to assess and provide assurance that the circumstances warrant PCMCC consideration.

On receipt TOLL will forward the request to the PCMCC for determination. A copy of this process is available to Defence personnel through the PCMCC site on the intranet.

What defines compelling personal circumstances?

Compelling personal circumstances will be assessed on a case-by-case basis and are largely situations that are beyond the member's control. When reviewing a request for consideration for exceptional circumstances the PCMCC will consider the evidence provided to assess how a situation is different to those faced by other ADF members or those faced by the Australian community.

The PCMCC will also consider the risk to the member, their dependants and to Defence potentially seeking alternate options which may negate the exceptional circumstance.

FAMILY CONSIDERATIONS

Will non-recognised dependants (i.e. adult children) that normally drive with me be funded by the Commonwealth?

No - You are required to self-fund this movement as this cost is not covered by the Commonwealth under current determinations.

Am I required to move my family at this point in time?

No - You may consider the option of applying for MWD(U) through your gaining unit. Existing benefits will apply for reuniting with your family through posting at a later date as outlined in PACMAN.

You should carefully consider the potential family impacts of this decision noting the unpredictable nature of State/Territory border

control measures if COVID-19 infections spike in the future, i.e. ability to conduct reunion/reverse reunion travel. You will not be granted special exemption or preferential treatment for state/territory border entry.

Will the same relocation restrictions apply to my family if they are travelling without me?

ADF families must comply with respective Commonwealth, state and territory Government Health Orders and travel restrictions, or face penalty through State/Territory police authorities. ADF families travelling without a Defence member should adhere to their approved Move Plan. If your family decides to deviate from the approved Move Plan funded by the Commonwealth, they will not be eligible for any further travel support including subsequent travel/quarantine costs.

Am I entitled to a house-finding trip prior to relocation?

No - Defence Housing Australia (DHA) have advised that movements across borders, interstate house-finding trips will not be approved for this 2020/21 posting cycle. You may escalate your request to your local Defence Housing and Relocations Manager.

I have dependants with Defence recognised special needs. Will I have options in my relocation to support my dependant's special needs (i.e. dependant cannot fly)?

Yes - If you have not already done so, you are encouraged to discuss your specific family needs with your Chain of Command and Career Manager to ensure your posting supports your compelling family requirements.

You are to ensure that your AFR reflects your special needs considerations and encouraged to discuss these in detail with your TOLL case manager to ensure that your Move Plan reasonably meets your family's needs.

If required, ADF members may request exemption to travel Own Means by demonstrating compelling personal circumstances. You are to liaise with your TOLL case manager and seek Chain of Command support, which will be forward to the PCMCC for approval and / or State/Territory exemption.



TRAVEL MODES

Why is PCMCC making ADF members fly when State/Territory border restrictions are easing?

The PCMCC is taking a risk management approach to directed modes of travel. Any changes in this direction will be promulgated on the PCMCC intranet page. Changes are planned for those moving after 01 January 2020.

The Chief of Defence Force (CDF) has directed the coordinated movement of ADF personnel during the 2020/21 posting cycle. As restrictions potentially ease, social distancing norms relax and overseas arrivals increase, the likelihood of subsequent COVID waves in one or multiple states/territories remains real. Jurisdictional reactions have and will likely continue to be rapid and restrictive. Travelling by air minimises the potential impacts to a member's relocation plan.

The ADF must continue to reduce the exposure of our people, their families and the Australian Community to known or future COVID Hotspots and be postured to respond to emerging and changing circumstances in manner that is not considered normal. This includes enabling TOLL to continue to support ADF members and families as well as be responsive to worsening circumstances.

Is it safe to travel by air?

The PCMCC seeks expert health advice to ensure the health and wellbeing of our members and their families. Domestic air travel remains a safe mode of travel, particularly if normal COVID precautions are taken, including hand hygiene, wearing a mask and maintaining social distancing principles – maintain 1.5m distance between yourself/family bubble and other travellers, use 'tap and go' payments instead of cash, adhere to current restrictions and seek medical attention if you/family member feeling unwell.

Can I choose my mode of travel?

Not in all circumstances. Defence is directing travel modes to ensure the health and safety of ADF families and to minimise the potential transmission of COVID-19. As such, air travel is the directed mode of travel for all interstate

travel to states/territories unless specified by the PCMCC.

Travel modes are dependent on the distance to travel and state and territory border restrictions. These are dynamic and subject to regular changes. Own Means travel is permitted in certain circumstances as outlined in the PCMCC directed mode of travel matrix. A copy of this matrix is available to Defence personnel on the PCMCC website through the intranet. If travelling Own Means you are reminded that it is your responsibility to monitor all State/Territory restrictions and guidelines before and during your relocation in case of sudden changes which may affect your approved Move Plan.

Where air is the directed mode of travel, you are able to request own means mode of travel, however, you must demonstrate exceptional / compelling personal reasons. You are to liaise with your TOLL case manager and seek chain of command support to determine the available options which may require additional PCMCC approval.

If you are directed to travel by air, you will be eligible to access additional relocation benefits as outlined in [Defence Determination, Conditions of Service Amendment \(COVID-19 Postings\) Determination 2020 \(No. 19\) of 25 September 2020](#).

When traveling by Own Means, do I have the flexibility to change my travel itinerary?

No - To ensure the health and safety of ADF families and adherence to State/Territory border controls, you are required to follow the route / itinerary directed in your approved Move Plan.

Changes to Move Plans while in transit due to exceptional/unforeseen circumstances require you to contact your TOLL case manager and Chain of Command for support. Failure to do so may result in administrative and/or disciplinary action for Defence members.

When traveling by Own Means, do I have to follow the directed route in the Move Plan?

Yes – In order to ensure the health and safety of ADF families and adherence to State/Territory border controls, you are required to follow the directed route specified in your approved Move Plan. Failure to do so may



result in administrative and/or disciplinary action for Defence members.

ADF members must comply with state/territory Public Health Orders and travel restrictions, including transiting and gaining locations, and remain liable for any breaches.

I am currently posted to regional VIC and am about to post to NSW. Can I travel by own means.

Yes – Since 23 Nov 20, ADF members relocating from VIC to either the ACT or NSW may request own means travel for short distance relocation. This also extends to those members posted from the ACT/NSW to SEQLD. A TOLL case manager may directly contact members effected by this change.

The PCMCC will continue to review State/Territory changing circumstances in order to inform TOLL and the development of new move plans.

Will my rest stops be directed?

No – ADF members approved for Own Means Travel will be directed on the required travel mode/route to ensure the health and safety of ADF families and adherence to State/Territory border controls. You **can** plan your own rest stops along the way as long as you adhere to specific State/Territory advice around identified COVID-19 Community Transmission Zones (CCTZ).

If I have family along the directed travel route, can I stay with them as part of a rest stop?

Yes - If the action does not breach relevant State/Territory guidelines/restrictions (i.e. number of people per household) nor deviate from your directed travel route / Move Plan.

HOUSING / ACCOMODATION

Am I required to pay service housing contributions during a mandatory quarantine/isolation period?

No - Defence has approved an amendment to this requirement for the 2020/21 peak posting period for the duration of your mandatory quarantine/isolation only.

What happens if I arrive at my gaining destination earlier than planned in my Move Plan?

You are **not** to arrive in your gaining location until the day approved in your Move Plan. Your relocation dates have been planned on State/Territory quarantine capacity requirements.

If you are entering temporary accommodation and have no State/Territory quarantine requirement, TOLL are not able to amend your Move Plan. You will be required to arrange your own accommodation until your planned entry date.

I have reserved a DHA Service Residence in preparation for my posting however, removal dates have now changed either as per PCMCC / CMA advice or my request. DHA informs me that I will now need to reserve an alternative property even though I want to lock down my reserved option.

You should contact DHA to discuss your housing solution and options to continue with your preferred property. If you are unable to reach an agreed outcome, you should escalate your request to your local Defence Housing & Relocations Manager (through your Unit administrative support) who has the delegation to approve these type of requests if reasonable. PCMCC have no authority to influence this decision.

What happens if TOLL or I change my initial relocation dates and I am in RA accommodation, potentially facing eviction?

ADF members are advised to anticipate the possibility that their requested dates and transportation modes cannot be guaranteed.

Whilst eviction is considered unlikely, ADF members are advised to maintain open communication with their Real Estate agent in order to keep them advised of the situation and negotiate alternate rental arrangements

BENEFITS / ALLOWANCES

Are there going to be changes to my relocation benefits this posting cycle?

Defence have reviewed the conditions of service associated with posting travel to address the unique and controlled nature of this years' postings.



[Defence Determination, Conditions of Service Amendment \(COVID-19 Postings\) Determination 2020 \(No. 19\) of 25 September 2020](#), balances both the needs of Defence personnel and the Defence enterprise during the 2020/21 posting period and provides additional benefits to posted members impacted by COVID-19, specifically those directed to travel by air. You are also encouraged to review the [TOLL Relocation Guide](#) and ADF PACMAN [Chapter 8](#) for details of ADF relocation benefits.

If I am approved to travel Own Mean by a longer route than the normal route TOLL uses to calculate my travel allowances (due to certain State/Territory restrictions i.e. WA to QLD, avoiding NSW), how will my travel costs be calculated?

TOLL will use a cost comparison based on the directed PCMCC route against flights to determine Normal Departmental Liability (NDL). This formula will determine how much the Commonwealth will pay for the associated travel allowances.

How do I relocate my pets if I am directed to fly?

There are no changes to the process of relocating pets. It is the responsibility of the member to arrange the relocation of household pets if you are directed to fly.

In accordance with [PACMAN Chapter 6 Part 1 Division 3](#), Defence may reimburse the reasonable costs associated with the commercial transportation and boarding of one or more household pets.

Will TOLL relocate my personal Dangerous Goods (DG) – Firearms & Ammunition?

No – Dangerous, hazardous or flammable items, including firearms and ammunition are not permitted as part of your removal. ADF Members are individually responsible for relocations of these items, including transport, security and insurance.

If Own Means Travel is approved, the ADF member is to ensure that they understand and adhere to all State/Territory Firearms Act, Regulations and Guidelines for the jurisdictions through and to which they travel.

LEAVE

Am I required to complete a PMKeyS travel itinerary (leave plan) prior to commencing travel leave on relocation?

Yes – ADF members are required to complete a travel itinerary outlining your travel route for all relocation travel and include contact details. This will be used to assist PCMCC and your Chain of Command in locating and contacting personnel should a State/Territory announce a new COVID-19 Community Transmission Zone and in the event of recall.

Can I take leave during my relocation transit?

No - To ensure the health and safety of ADF families and adherence to State/Territory border controls, the dates allocated for posting travel **must** be adhered to. Annual leave is not approved during the period of posting travel. Posting relocations are from the old point of posting to the new point of posting.

Your travel departure date identified in your Move Plan triggers the commencement of posting travel and ceases on arrival at your final destination. Annual leave outside of posting travel is to be approved and managed by the Chain of Command in accordance with existing Defence policy.

Can I take annual leave once I arrive in my gaining location while I wait for my service residence/rental property to become available prior to my commencement at my gaining unit?

Yes - The departure date identified in your Move Plan triggers the commencement of 'posting travel' and ceases on arrival at your final destination. Annual leave outside of 'posting travel' is to be approved and managed by the Chain of Command in accordance with Defence policy.

Am I required to use annual/recreation leave for my 14 day quarantine/self-isolation period?

No - In accordance with [PACMAN 5.11.3](#), Defence personnel who are impacted by the mandatory government quarantine as part of a Defence funded posting relocation are to submit leave for the 14 day period via PMKeyS Self-Service (PSS) using the ADF Short Absence > Notifiable Isolation option. As an approver is not identified in the clauses of the Determination, the [Other approving authorities](#) section of PACMAN states a



member's Commanding Officer (CO) or supervisor not below the rank of Major or APS6 is able to provide approval for the leave.

BORDER PASSES / RESTRICTIONS

How do I know if I need to apply for a border pass?

Guidance on correctly complying with control measures for personnel, families and their losing Chain of Command can be found on the Australian Government Health Direct website: <https://www.healthdirect.gov.au/covid19-restriction-checker/domestic-travel>

Who applies for the border pass?

You are individually responsible for ensuring that you and all family members apply for a border pass as per State/Territory guidelines. Each State/Territory is different and members are to confirm and comply with these requirements. Defence personnel can also access a Handy State/Territory Guide via the PCMCC website on the Defence intranet.

If I am denied a border pass online before I travel can Defence intervene?

No - Defence does not have the authority to intervene in State/Territory Government requirements. You are individually responsible for ensuring that all family members apply for a border pass as per State/Territory guidelines. Additionally, you are to notify your Chain of Command and Career Management Agency of any inability to proceed on posting.

How do I gain entry across a border if I am travelling without an ADF member (unaccompanied)?

In some situations, a member's dependents may have remained in the member's losing location for family reasons and are now relocating to the member's location, without the member being present. In completing the border pass form, you should describe your reason for requesting entry as a relocating resident. The PCMCC has not been advised of any situation where an application has been refused. It is recommended that you travel with copies of your partner's posting order, TOLL Move Plan and a copy of a residential lease/DHA lease (if applicable).

If I am denied entry into a State/Territory despite holding a valid border pass can Defence assist me?

Yes - Refer to your Move Plan for local JTG629 duty numbers who may be able assist in facilitating your entry at the discretion of the respective State/Territory.

ADF members are expected to regularly review the relevant State/Territory Government site in order to remain up to date of any changes.

What happens if I am denied entry at a border?

You are required to adhere to State/Territory guidelines and restrictions, including border restrictions and/or quarantine requirements. You are encouraged to revise all State/Territory guidelines on the day of movement and ensure you have all required paperwork (border pass, Move Plan, posting order and Defence ID).

Please use the contact numbers provided on your Move Plan in the event you require additional support from your TOLL case manager, local JTG629 personnel or your Chain of Command.

What happens if the border closes while I'm in transit?

Contact your TOLL case manager to advise the situation and obtain an alternative travel plan and inform your Chain of Command of the situation.

QUARANTINE

Who is going to meet me at the airport if I have to go into quarantine?

As you transit through the airport you will be met by officials from the respective State/Territory Governments who will coordinate your entry into local quarantine requirements. You are required to travel with a copy of your border pass approval, Move Plan and Defence ID.

Who books and organises my quarantine?

If your relocation involves a State/Territory directed quarantine/self-isolation, you and your family will be directed into State/Territory approved facilities upon arrival at a respective border entry point. You are required to contact your TOLL case manager upon arrival and inform them of what hotel you are quarantined in for onwards travel purposes. If your relocation involves the requirement for self-



isolation, TOLL will pre-book those facilities within your Move Plan.

Do I have to personally pay for my quarantine stay?

Yes – but you will be reimbursed and you are not expected to pay immediately upon departure/check-out.

Your quarantine hotel will issue you a tax invoice for the quarantine period upon your departure/check-out. You will need to submit the invoice to your TOLL case manager as soon as possible. TOLL will then advance the funds in accordance with the invoice to individuals.

It is the ADF member's responsibility to pay the hotel invoice.

Do I have a choice of quarantine location?

No - The allocation of accommodation for quarantine requirements is managed by the relevant State/Territory. A quarantine period will be factored into the relocation plan developed by TOLL in consultation with PCMCC.

What will be covered by Defence funded quarantine?

Food and accommodation will be funded by Defence as per set State/Territory quarantine costs. You will be billed separately for any non-essential discretionary costs e.g. Premium TV, telephone costs, Wi-Fi, etc.

What if my quarantine accommodation is not suitable for my family's needs?

You will need to discuss your specific family composition and any special requirements with local State/Territory representatives at the respective border entry point. Defence has no control over which hotel you will be allocated to at this point in time. You should also engage with local JTG629 personnel if you are relocated to a quarantine facility that is not Defence supported. Contact numbers can be found in your Move Plan.

My family and I are currently in 14 day quarantine and the State Government have announced a change to border entry requirements for my previous State location. Do I need to complete my full 14 day period?

Potentially - This decision will be set by the respective State/Territory Government. PCMCC have previously observed some States

allow immediate release and others complete the full 14 day period.

You are reminded that you are to follow all direction from State/Territory authorities in accordance with their respective quarantine requirements. If you are released from your quarantine period early, you are to contact your Toll case manager immediately to amend your current Move Plan.

Do I need to inform TOLL what hotel I am quarantined in?

Yes - You are required to contact your TOLL case manager and inform them of what hotel you are quarantined in for onwards travel purposes. TOLL currently have no visibility of what hotel you will be directed into at point of entry by the respective State/Territory except for NT, ACT & WA.

I currently reside in an area that requires quarantine in my gaining locality. Can I temporarily relocate to an approved area and reside there at Commonwealth expense to avoid quarantine.

No - Unless approved by the PCMCC as an ADF Posting Region or in exceptional circumstances. Joint Directive 25/2020 directs that Move Plans will be developed to facilitate a point to point relocation from a member's losing posted locality to the member's gaining posting locality.

The PCMCC will continue to review changing circumstances to inform the development of new move plans.

What should I do if I am in quarantine and I receive a positive COVID-19 test result?

In the event you receive a positive COVID-19 test result whilst you are in quarantine you are required to take the following steps:

- Notify [the Joint Health Command Incident Room](#) via email within 30 minutes of being informed of a positive diagnosis
- [Contact 1800 Defence \(1800 333 362\)](#) where an operator will record details directly into PMKeys
- Contact the respective state's Joint Task Group (JTG) Joint Operations Room (JOR) via email for reporting (all contact email addresses are found under the Contacts banner [here](#)), cc'ing the [PCMCC](#).



For member who are international returnees contact and advise your gaining unit who will raise the NOTICAS. For members who are posting domestically contact your losing unit who will raise the NOTICAS.

WHERE CAN I GET ADDITIONAL ASSISTANCE?

Who can help me plan my travel?

TOLL remains your primary point of contact for the planning and conduct of your relocation travel. Your losing unit Chain of Command will provide support regarding Defence policy surrounding the 2020/21 posting cycle restrictions. You are individually responsible for understanding respective border crossing requirements prior to conducting relocations.

Are after-hours support lines available?

Yes - Your Move Plan will detail various points of contact including after-hours support which will be available to you during your relocation.

What if I become ill while travelling?

The 1800 IMSICK **1800 467 425** helpline remains the principle helpline for all medical support including if you begin to display COVID-19 symptoms or have travelled through a COVID-19 community transmission area (hotspot) as part of your relocation.

What if my family becomes ill with COVID-19 symptoms during transit?

If a family member becomes unwell with COVID-19 symptoms during transit, your family should seek medical assistance at the nearest possible civilian medical facility and follow all directions provided by medical staff.

You must inform your TOLL case manager and Chain of Command as soon as practical in the event that amendments to your travel plan are required. You must also contact 1800 IM SICK (1800 467 425) and follow the directions provided by call centre medical staff.

Where can I seek additional support for my family to support us planning for our upcoming relocation?

The Defence Family Helpline **1800 624 608** is your first point of call for support, information and connection with your community, including your local DCO team. The Helpline is available 24-7 and is staffed by qualified human services professionals including social workers and

psychologists. DCO has also developed additional resources for families including tips on managing the posting process, quarantine with children and coping techniques. Look out for local information circulars advertising upcoming DCO webinars to provide information, support and strategies to families during this uncertain time.

Follow DCO on Facebook, Instagram or Twitter or visit their website <https://www.defence.gov.au/dco/> for updates advertising upcoming DCO webinars, information and resources available to support members and their families during this uncertain time.

