



Posting and relocating

Defence Member and Family Support



Defence Member and Family Support offers a range of services to assist Defence families to effectively manage a mobile lifestyle, and alleviate the effects of relocation on family wellbeing.

Families can access support to become job ready, connect with their new community, and find childcare or education advice for their school-aged children when they move to a new location.

A mobile lifestyle is an integral part of military service, as ADF members and their families routinely posted around Australia or overseas every few years. To access any of these services contact the all-hours Defence Member and Family Helpline on 1800 624 608.

MAKING THE MOVE

The [DMFS website](#) offers detailed information to guide you through the practical considerations and emotional impacts of a move. Children in particular may need assistance to make sense of such a major change.

POSTING CONNECT

[PostingConnect](#) is an online platform that simplifies and guides you through the posting process when moving within Australia.

PostingConnect helps with relocation by:

- helping you know what to expect and what you need to do
- providing direct access to Toll and Defence Housing Australia systems, removing the need for multiple logins
- allowing members to provide access to a nominee to assist them with posting tasks
- being accessible on a range of devices

- being available on both externally or on the Defence intranet
- using personal details in PMKeyS to reduce the need for replication.

GETTING TO KNOW YOUR NEW HOME

You can find regional and community information for your new location on the [DMFS website](#). Our [Your community](#) pages can help you find local events, groups and centres which may benefit your family.

Your local DMFS team have extensive knowledge of local services and communities and can provide you with advice, information and referral, before or during your posting.

Education Liaison Officers (EdLOs) can advise you about the different state and territory education systems, local schools, education issues and support for Defence students.

[Defence Housing Australia](#) assists you to find and secure housing in your gaining location,



and provides utility connection and maintenance services after moving in.

SUPPORT IN YOUR NEW POSTING

You can seek support, resources or referrals any time from the all-hours Defence Member and Family Helpline on 1800 624 608. If required, our social workers can supply short-term casework and support services to help you through any difficulties.

Connecting with your new community

Communities have a wealth of support in place for you to draw on. You can access our directory of community groups and events and find out what's on offer in your local area by visiting the [Your community](#) pages or by contacting the Helpline.

Actively engaging with your community will help you to get orientated more quickly and smoothly, identify community resources, find people with similar interests or experiences and create new support networks for yourself and your family.

Defence and community groups often hold events and activities which support and assist Defence families, such as welcome and farewell events, meet-and-greets or days out in the region.

The SMART programs

FamilySMART helps partners of ADF members to identify and build on their strengths, learn techniques to cope with the stressors and challenges of the military lifestyle (like relocation), and become more resilient and self-reliant.

Our interactive KidSMART and TeenSMART programs help Defence children build their self-esteem and develop strategies to accept and deal with change.

To find out more contact the Defence Member and Family Helpline.

Partner Employment Assistance Program

The Partner Employment Assistance Program provides funding towards initiatives to assist eligible ADF partners with the difficulties of finding employment when the member is relocated on posting or medically transitioning.

Children's education

DMFS provides a range of financial support to help minimise the disruption to schooling caused by posting. This funding may cover tutoring costs, boarding fees, tertiary institution accommodation, reimbursement of lost scholarships, and reunion travel.

Along with EdLOs, we also provide funding to eligible primary and secondary schools across Australia to assist them to engage a Defence School Mentor. These mentors provide support through on-site, direct and flexible assistance to Defence children and parents, teachers and other support services.

Dependants with special needs

DMFS provides practical assistance for recognised dependants with special needs, to reduce the impact of moving to a new location. This may include assessment, pre-posting visits, education assistance, and help accessing respite care, personal care, therapy and equipment.

Childcare

DMFS maintains a network of childcare centres around Australia and facilitate priority access for children from newly-posted Defence families. Families can use an individual case management service to help them find childcare.

Defence Member and Family Support offers a wide range of support services to ADF members and their families.

For more information on this factsheet and other DMFS services visit our website or contact the all-hours Defence Member and Family Helpline.



1800 624 608



memberandfamilyhelpline@defence.gov.au



defence.gov.au/members-families



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