



Australian Government
Department of Defence

Posting and relocating workbook

Defence Member and Family Support



For Australian Defence Force members and their
families

<https://defence.gov.au/members-families>



Posting and relocating workbook

Produced by Defence Member and Family Support (DMFS)

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Reach out to the Defence Member and Family Helpline at any time for advice, support or connection with your local community.

Follow DMFS on Facebook, Instagram or Twitter to receive information about support services, links with community organisations, and the range of DMFS events for families.

Defence Member and Family Support headquarters
PO Box 7921
Canberra BC ACT 2610



1800 624 608
0800 051 2187 United Kingdom
1855 809 3999 North America/Hawaii/Canada



memberandfamilyhelpline@defence.gov.au



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[dmfs-darwin.eventbrite.com.au](#)
[dmfs-tindal.eventbrite.com.au](#)

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Disclaimer

The content in this worksheet is intended to support decision-making about whether the option to live separately is right for your family. Defence does not provide advice concerning, or recommending or promoting, any non-government organisation referred to in this handbook.

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Posting and relocating

When your military member receives a posting order, it can involve your family moving to a new location. With this comes a range of matters that may need consideration, or require planning so your family's removal runs smoothly.

There are a number of important decisions that need to be made when relocating your family to a new locality, such as education, housing, medical needs, pet requirements and social needs. Every family will have different requirements so it can be helpful to have discussions with other military members or partners who you know have relocated or who are relocating, but it is important to be aware of your own personal circumstances.

This workbook has been compiled to encourage you and your family to have discussions around the questions posed. The questions will hopefully allow you the opportunity to have a better understanding of each family members needs throughout the relocation process. It may be helpful to access Toll's [Defence Relocation Guide](#) to refer to throughout these discussions.

The big picture

What are your initial thoughts on your new posting? Are they positive or negative? What strategies have you used to deal with these concerns in the past?

What is the family's understanding of the operational tempo of the new unit? Does this cause concern to any family members?

How have previous relocations been managed? What positives or negatives did you experience? What strategies have you used to manage relocations in the past?

Do you foresee any major obstacles for your family around the relocation?

Do you understand your entitlements and what tasks you need to complete, such as inventory, homefind, border passes and restrictions? Do you know where to access this information? Do you know when these tasks need to be completed by?

Have you created a timeline of the major tasks you need to complete? Can any of these tasks be adjusted easily if you need to create flexibility due to Toll restrictions on movements?

Practical considerations

Does your family have specific housing needs in the new location?

What education needs might your family have in the new location? Do you know which schools in the new location have a [Defence School Mentor](#)? Services and resources assist with access to childcare and the transition between schools and education systems, aiming to support positive change can be found at [Support for children | ADF Members & Families | Defence](#)

What are the employment needs of the member's partner? Are you aware of DMFS support and funding for eligible ADF partners for initiatives aimed at improving employability? Information can be found at [Partner Employment Assistance Program \(PEAP\)](#)

Do any of the resident family members have special needs? Did you know you can get extra moving assistance if you have a resident family member who has special needs? See more information at [Special needs assistance | Pay and Conditions \(defence.gov.au\)](#) and [Moving assistance for a resident family member who has special needs | Pay and Conditions \(defence.gov.au\)](#)

What are the medical needs for your family in the new location? Do you need to get a GP referral to a specialist in the new location? Do you need to book this appointment before you post due to extended wait times for a specialist appointment? Do you use the [National ADF Family Health Program](#) to assist with medical costs? Do medication prescriptions need to be filled early?

Are there going to be financial implications due to the relocation, such as loss of allowances, own home (buy/sell) or Rental Allowance? If so, do you know where to find [information](#) about any associated entitlements?

Are there pets to be considered? How do they deal with travel? Will family members be upset if separated for a period of time? How can this be managed? Do they need vaccination updates for travel/kennelling?

What will be your mode of transport for relocation and how does this impact on the belongings you are able to take with you?

Do you keep a list of contact numbers such as DHA, Toll Case Manager, Defence Family Helpline, Unit Duty Officer, and a hard copy of paperwork and itinerary in case of technological issues?

If a process breaks down throughout the relocation process, such as if a family member becomes unwell, car issues, pre-pack or uplift concerns, how will this be managed and by whom?

Information can be found at [Posting and relocation | ADF Members & Families | Defence](#)

Social support in current and new locations

For any DMFS support, your first port of call is the 24/7 Defence Family Helpline on 1800 624 608, which can provide immediate support, discuss options and refer you to one of our regionally based Defence Social Workers, Education Liaison Officers or Family Liaison Officers, depending on your situation.

Are you moving to or away from family and social supports? What impact will this have on the family? Are there family in the losing location who will need extra support after you leave? What strategies can you use to support them from a distance?

Do you know about DMFS supports to link you into community and Defence activities in your new location? Do you need to speak with a Family Liaison Officer? Information can be found at [Area offices | ADF Members & Families | Defence](#) and [Community groups | ADF Members & Families | Defence](#)

If you have children, are they prepared for the move? How do they manage change? What strategies can be utilised to support how they manage change? What strategies have worked well in the past? Do you need to speak with an Education Liaison Officer? Do you have the [moving schools advice](#) and [checklist](#)? More information can be found at [Area offices | ADF Members & Families | Defence](#)

How do other family members manage change? What strategies can you use to support your family members in the new location?

Have the ADF member in your family accessed [PostingConnect](#) through the Defence Intranet?

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Useful contacts

Defence Member and Family Support

The Defence Member and Family Helpline

The Defence Member and Family Helpline is your first point of call for support, information and connection with your community, including your local DMFS team. The Helpline is available 24/7 and is staffed by qualified human services professionals, including social workers and psychologists.

Within Australia 1800 624 608 | memberandfamilyhelpline@defence.gov.au

<https://www.defence.gov.au/adf-members-families>

Australian Defence families who are living overseas can contact the Helpline free of charge by calling their country-specific free call number from a landline.

United Kingdom 0800 051 2187

North America/Hawaii/Canada 1855 809 3999

Malaysia 1800 816 443

Papua New Guinea 0008 61 004

Defence-delivered support

The All Hours Support Line

A 24/7 confidential telephone triage support service for ADF members and their families to access mental health advice and referral. Available services include psychology, medical, social work, and chaplain services.

Within Australia 1800 628 036

Outside Australia +61 2 9425 3878

<https://www.defence.gov.au/adf-members-families/crisis-support/helplines>

Toll Transitions

Provides Defence members and their families with a comprehensive relocation service.

1800 819 167

tws.defenceuniform.movemaestro.com

Defence Housing Australia (DHA)

Comprehensive housing services for Defence families.

139 342

dha.gov.au

Community-delivered support

Defence Families of Australia (DFA)

A Ministerially appointed advocacy group for Defence families.

dfa.org.au

Defence Special Needs Support Group (DSNSG)

A network of peer support for Defence families with special needs.

1800 037 674

dsnsg.org.au

Open Arms Veterans and Families Counselling

Provides free and confidential counselling to anyone who has served at least one day in the ADF, and their families.

Open Arms has a range of self-help tools that can help build resilience during stressful times. To find out more visit the High Res website.

1800 011 046

openarms.gov.au/

Beyond Blue

A not-for-profit organisation working to address issues associated with depression, anxiety and related disorders in Australia.

1300 224 636

beyondblue.org.au

Kids Help Line

Free, confidential and anonymous 24-hour telephone and online counselling service for young people five to 25 years old.

1800 551 800

kidshelp.com.au

Lifeline

A national 24-hour support line providing crisis support, suicide prevention and mental health services.

13 11 14

lifeline.org.au

Mensline Australia

A national 24-hour service for men providing support, information or referral by telephone or online.

1300 78 99 78

<https://mensline.org.au/>

1800 RESPECT

A national counselling helpline for sexual assault, domestic family violence counselling service, available 24/7 nationwide.

1800 737 732

1800respect.org.au

Australia Post

Information about postal costs and restrictions during deployments or exercise.

13 76 78

<https://auspost.com.au/>