



# Your Defence Relocation Guide

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**TOLL**



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# 1 Toll Transitions' relocation service

## Your relocation — an overview

Toll Transitions provides Defence members and their families with a comprehensive relocation service.

If you require any assistance, please call us on our Freecall number 1800 819 167. We welcome your comments on any aspect of your relocation, our service or this Guide. If you have praise, criticism or a suggestion, call Toll Transitions on 1800 819 167, write to your nearest Toll Transitions Relocation Service Centre (RSC) or visit the Toll Transitions website at [www.tollgroup.com/movemaestro/defence](http://www.tollgroup.com/movemaestro/defence)

### Who helps you relocate?

While the Department of Defence sets the policy in relation to the relocation of Defence members, Toll Transitions is appointed to provide members with a total relocation service.

### How Toll Transitions can help you

Toll Transitions offers a range of services to help you move to your new posting.

Toll Transitions will assist you with:

- organizing your relocation requirements,
- arranging all your removal and storage requirements,



**Step 1:** You can enter your inventory online.



**Step 2:** You receive your posting order, or you are required to relocate as a result of a Change in Personal Circumstances (go to Step 4).



**Step 3:** You will receive an auto generated email with a link to Your Defence Relocation Guide and steps to assist you to complete your Application for Relocation (AFR) about your housing and relocation requirements.

**THEN** >



**Step 4:** A Toll Transitions Case Manager will assist you with co-ordinating your removal, travel and accommodation needs and allowances.



**Step 5:** DHA will contact you regarding your housing solution.



**Step 6:** Toll Transitions will provide you with written confirmation of your relocation schedule, bookings and entitlements.

- arranging travel and temporary accommodation,
- paying your relocation allowances and benefits,
- notifying Defence Housing Australia (DHA) of your relocation, so that they can assist you with your Housing Solution,
- making good your items, should any suffer removal related loss or damage.

## How your Toll Transitions Case Manager can help you

You will be appointed a Toll Transitions Case Manager and an alternate Case Manager to help you with your relocation. They will be able to assist you with questions about your relocation and to provide you with the appropriate contacts and resources to assist with your move.

Your Case Managers will assist you with your relocation, including:

- highlighting the need for a Pre-Removal Visit (PRV) where applicable,
- arranging the pack/uptift/delivery/unpack of your furniture and effects, and assessing and organising any long-term or short-term storage requirements for furniture and effects,
- booking any travel and temporary accommodation (current and new housing benefit location/s) you may need during your relocation,
- calculating and arranging payment of your relocation allowances, and
- approving payment of your relocation expense reimbursements.

## What you need to do

To help Toll Transitions make your relocation as smooth as possible we ask that you:

- complete your Application for Relocation (AFR) and Removal Inventory **as soon as possible, preferably online,**
- advise us of any special requirements you have that may affect your relocation, and
- familiarise yourself with relevant Defence Pay and Conditions Manual (PACMAN) chapters, to understand your relocation benefits.

Please note that you can complete your AFR and Removal Inventory online at Toll Transitions website, [www.tollgroup.com/movemaestro/defence](http://www.tollgroup.com/movemaestro/defence)

Refer to page 6 for further details.

### Remember:

**You will be appointed a Toll Transitions Case Manager and an alternate Case Manager to help you with your relocation. They will be able to assist you with questions about your relocation and to provide you with the appropriate contacts and resources to assist with your move.**

## The relocation process

### Getting started

The information below outlines the process you need to follow to ensure your relocation is initiated in a timely manner. It includes details on:

- Toll Transitions' website and online tools,
- the relevant forms for completion.

### First steps

Upon receipt of your posting order from Defence, Toll Transitions will send you an email notification which includes information about the AFR and Inventory which you will need to complete. The AFR enables you to notify DHA of your relocation plans so they can assist you with your housing requirements. If you do not receive an email notification within 21 days of receiving your posting order, please contact Toll Transitions on **1800 819 167**.

Watch the **Toll Transitions Posting Video** on the Toll Transitions website for information on what to expect during your posting relocation.

[www.tollgroup.com/movemaestro/defence](http://www.tollgroup.com/movemaestro/defence)

### Change in Personal Circumstances (CIPC)

If you are required to relocate as a result of CIPC, please contact the Customer Contact Centre on **1800 819 167**.

You are encouraged to submit all the required relocation documentation online. The AFR and Inventory can both be completed on the Toll Transitions website.

### Next steps

The email notification you will be sent from Toll Transitions also includes a link to a soft copy of the "Your Defence Relocation Guide" on the Toll Transitions website as well as information about the AFR which you will need to complete. This guide provides detailed information to assist you with your relocation. You are required to complete and submit the AFR along with your Inventory to Toll Transitions as soon as possible. Please note that the preferred method for completion of your AFR (including Inventory) is online via Toll Transitions' website. Should you not be able to complete your inventory online please contact Toll on Freecall **1800 819 167**.

### Online tools

You are encouraged to submit all the required relocation documentation online. The AFR and Inventory can both be completed on the Toll Transitions website. There is now a mobile responsive version of the website so you are able to progress your relocation with all your devices.

Go to [www.tollgroup.com/movemaestro/defence](http://www.tollgroup.com/movemaestro/defence)  
Log in with your Username and Password.

If you are in a location with limited connection there is also a low bandwidth option at [www.tollgroup.com/movemaestro/defencelb](http://www.tollgroup.com/movemaestro/defencelb)

If you are a first time user, click on '**Register**' and complete the required details for registration and to set up your Username and Password. Once on the site you can also access this Relocation Guide.

The homepage website has 2 main sections:

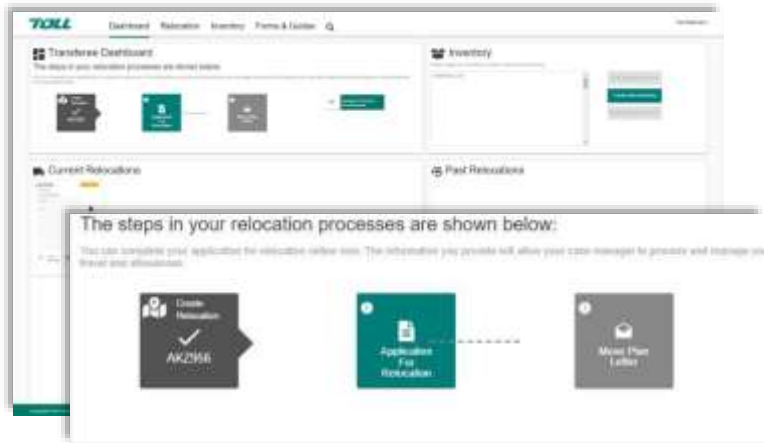
- **Transferee Dashboard** which includes the Relocation Request and includes the specific actions required, and
- Inventory Section where inventories can be created, viewed or managed.
- There are also links available for **Contact Details** and **Forms and Guides**.

The screenshot displays the Toll Transitions website interface. On the left, there is a video player titled "Tips for a successful relocation" showing a family walking. The main content area is titled "The Relocation Process" and includes a section for "Your Relocation" with a list of services: Organising your removals and storage, Booking your travel and temporary accommodation, and Calculating and arranging payment/reimbursement of your relocation allowances and entitlements. Below this, there is a link to the "Pay and Conditions Manual" and a video player for "Watch the Toll Transitions Posting video". On the right side, there is a "Sign In" form for the "Transferee Website" with fields for "User Name" and "Password", a "Sign In" button, and links for "Forgot Password?", "Forgot Login?", and "Don't have an account? Register".

## Relocation

### Manage your relocation details online

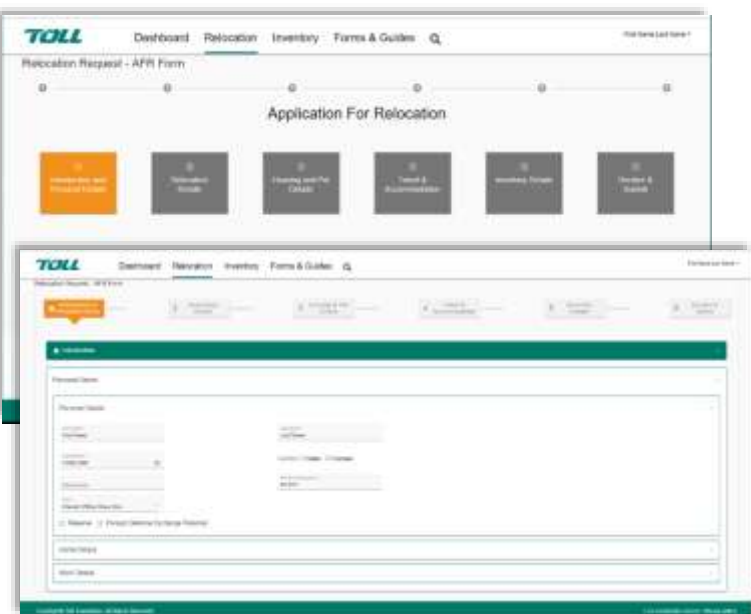
To submit your AFR online click on the "Application for Relocation" link in the "**Transferee Dashboard**" section of the Homepage. This link will take you to the start of the AFR process.



Above: The [www.tollgroup.com/movemaestro/defence](http://www.tollgroup.com/movemaestro/defence) homepage with **Transferee Dashboard - Application for Relocation** section enlarged.

To complete the AFR it is necessary to complete each step of the **Relocation Request** to progress to the next step. Questions marked with an asterisk are mandatory and must be answered to proceed with the application.

As you move through the steps your progress will be shown across the top of the screen.



Above: The **Relocation Request** on [www.tollgroup.com/movemaestro/defence](http://www.tollgroup.com/movemaestro/defence)

As you move through the steps your progress will be shown across the top of the screen.

You can save the information you have entered at any time by selecting the "**Save**" button available at the bottom of each page. Therefore if you are unable to complete the AFR online at one time, you can return to the website later to complete and submit the AFR. When re-entering the website you will arrive at the step in the process where you had previously exited.

If you have goods you will move as part of your relocation, you need to ensure you have entered / updated your inventory online on Toll's website. This is one of the steps of the Relocation Request you will need to complete in order to submit your AFR.

## Inventory

### Create a record of the items in your house online

You will need to enter your inventory online in order to submit your AFR. If you have moved with Toll previously, you have the convenience of being able to access your previous inventory online at [www.tollgroup.com/movemaestro/defence](http://www.tollgroup.com/movemaestro/defence) and can update and edit it as required for your new move. In addition, once your current relocation has been completed, you will have access to the inventories that were submitted with your AFR. This means you will have the ability to update and edit your inventories during your new posting.

For further information, refer to Section 3.

## Contact details

### Manage your contact and address details online

Please check and ensure all your personal details are correct.

## Remember:

If you have internet access, you can complete your AFR and Inventory online by visiting our website at [www.tollgroup.com/movemaestro/defence](http://www.tollgroup.com/movemaestro/defence)



The Toll MPL app is available at the Google Play Store and Apple iTunes App Store. It gives you access to details of your current relocation arrangements. You can logon using the username and password you use for the Toll Transitions' website.

#### Alternative submission method of relocation documentation

Should you not be able to complete your relocation documentation online call Toll on Freecall number **1800 819 167** for assistance. The relevant forms are also available to print via Toll Transitions' website [www.tollgroup.com/movemaestro/defence](http://www.tollgroup.com/movemaestro/defence) and can be completed in hard-copy if required.

The relocation forms available to print from Toll Transitions website are:

- Application for Relocation (AFR),
- Direct Credit Authority (DCA),
- Inventory – Request for Removal of Household Furniture and Personal Effects for Defence Members,
- Inventory – Request for Relocation of Motor Vehicles, Motor Bikes, Boats, Caravans, Trailers, etc. for Defence Members.

Complete the forms detailed above and return them as soon as possible to the Toll Transitions RSC closest to your current service location.

If you require any assistance with completing these forms, please call us on our Freecall number **1800 819 167**.

#### What happens next?

Following receipt of all your relocation documentation (online or hard copy) your appointed Toll Transitions Case Manager will be in contact with you. Once your Toll Transitions Case Manager has finalised your relocation schedule, bookings and benefits you will receive an Original Movement Plan Letter (OMPL) confirming these details. Should your relocation schedule change, you will receive an updated Movement Plan Letter (MPL) confirming your revised relocation details.

You also have access to your current OMPL/MPL details via Toll Transitions' mobile phone application. The Toll MPL App provides you with up-to-date details about your relocation including removal dates, allowances, travel dates including airfare information (where applicable) and accommodation details. The information in the app mirrors the information available in your current MPL.

The app is available for both Android and Apple iOS mobile phones. It can be downloaded from the Google Play Store and Apple iTunes App store by searching for **Toll MPL** or **Toll Move Plan**. You can logon to the Toll MPL App using the same valid username and password you use to access Toll Transitions' website [www.tollgroup.com/movemaestro/defence](http://www.tollgroup.com/movemaestro/defence)

DHA will contact you regarding your housing solution (refer page 48 for further details).

## How the Department of Defence can help you

The Department of Defence can help with:

- all of your pay matters,
- making and managing any policy which affects your benefits,
- determining your Conditions of Service,
- managing the contractors who provide your relocation services and housing, such as Toll Transitions and DHA, and
- guiding you through domestic postings using the PostingConnect online platform.

Refer to Section 7 for information about the **Directorate of Relocation and Housing National Operations Team (DRH OPS)** and information about the **PostingConnect** online platform developed by Defence. PostingConnect is designed to simplify the positing experience and guide Australian Defence Force (ADF) Members through the posting process. View the PostingConnect website to find out more ([www.defence.gov.au/postingconnect](http://www.defence.gov.au/postingconnect)).



### DHA - providing your housing solution

DHA was established in 1988 with the aim of improving the quality and selection of housing for Defence members and their families.

More than 30 years later, DHA continues to deliver high-quality housing and related services for Defence families.

### How DHA can help you

DHA is appointed by the Department of Defence to assist you with:

- finding and securing your future Defence subsidised housing solution,
- your housing benefits, including Rent Allowance (RA), or Living In Accommodation (LIA),
- arranging all your DHA housing maintenance requirements,
- Rent Band Choice Housing, which provides a modern alternative to more traditional suburban housing options,
- Members Choice Accommodation, available in selected locations exclusively for Members and Members with unaccompanied resident family,

### DHA manage housing and related services for Defence members and their families



Other services provided by DHA include:

- constructing and acquiring properties to meet the housing needs of the Australian Defence Force,
- redeveloping properties to ensure they continue to meet the required standard, and
- managing DHA's Sale and Leaseback program for investors.

DHA has staff across Australia to help you settle into your new home and provide ongoing support throughout your tenancy.

Refer Section 6 for further details of how DHA can assist you with your housing needs. DHA can be contacted on **139 342**, [www.dha.gov.au](http://www.dha.gov.au)

DHA can be contacted on **139 342**, [www.dha.gov.au](http://www.dha.gov.au)

### What you need to do:

- **Complete your AFR, including any inventory, by the due date specified,**
- **Advise us of any special requirements you have that may affect your relocation, and**
- **Familiarise yourself with relevant PACMAN chapters, to understand your relocation benefits.**



## 2 Moving to your new location

### Relocations for a period of six months or longer

Your Toll Transitions Case Manager will coordinate all your relocation requirements to get you to your new posting. Your Case Manager will be responsible for all the arrangements of your move and will be in touch with you regularly.

To ensure a smooth relocation, it is important you accurately fill out and return your AFR and associated documentation as soon as possible. Contact your local Toll Transitions RSC if you require any assistance with completing your documentation.

## Relocation benefit

A Defence member posted for duty in Australia for a period of more than six months has a benefit to a Defence paid relocation from their current location to their new housing benefit location.

A member posted to a seagoing ship or seagoing submarine may choose to be relocated to the ship or submarine home port or the seagoing ship or submarines refitting port.

Other reasons for a Defence paid relocation may include:

- a purchase of your own home in a housing benefit location.
- a requirement to vacate Service or Service subsidised accommodation,
- approval in advance for a posting or discharge,
- discharge or termination of service,
- a change in personal circumstance, e.g. a change in bedroom benefit, or
- recognition of special needs status.

Relocation benefits in each of these situations may vary and different conditions may apply. Your Toll Transitions Case Manager will be able to determine your benefit for you.

## Removal of furniture and effects

Once your relocation benefit has been approved Toll Transitions will manage the removal of your furniture and effects to your new housing benefit location.

Please be aware there are limitations on items that can be approved for removal. Details of these items are detailed in Section 3.

At times Defence members seek the removal of items that do not meet the definitions of furniture and effects as detailed in PACMAN, Chapter 6.

Requests for the removal of large, bulky or heavy items (e.g. non-portable heavy machinery items and workshop equipment) may not be approved.

A non-portable item is one which cannot be handled by a crew of two people or which would require additional equipment (e.g. cranes or forklifts) to move.

Items that can be dismantled and packed by the owner, so they can be handled as outlined above, may be included in the removal. The inclusion of these items in the household removal are subject to prior approval by Toll Transitions, in accordance with Defence policy, and acceptance by Toll Transitions.

## Warranty Scheme

Defence and Toll Transitions have a warranty arrangement for any removal related loss or damage to your household or personal effects. Refer to Section 4 for further details.

## Removal of vehicles and towable items

Defence will meet the cost of removal of two vehicles and two towable items for all categories of Defence members. Towable items include trailers, caravans and boat trailers. A recreational or hobby vehicle, together with its trailer, constitutes one towable item.

If your partner is also a Defence member you have one family benefit, meaning your benefit is not doubled.

**Insurance for vehicles and towable items is not covered by the Department of Defence and members should arrange their own insurance coverage if required.**

Further information regarding the removal process is detailed in Section 3.

### Urgent removals:

**Whilst we are able to accommodate most urgent requests for relocation, we do need sufficient notification and time to complete your removal. Where possible, please provide as much notice as you can so we can arrange your urgent removal without delay.**

## Organising your own removal of furniture and effects

If you wish to organise your own removal of furniture and effects you must obtain prior approval from Toll Transitions. The reimbursement of costs associated with your own removal will be subject to certain conditions and authorisations, and importantly, insurance cover in such cases will be your responsibility. Please discuss your options with your dedicated Case Manager.

## Assistance on uplift and delivery

Members may be reimbursed for the reasonable cost of labour or technical assistance.

In order to be reimbursed, you will need to submit a paid receipt to Toll Transitions when the work is completed.

Please refer to page 22 for further details about the type of technical assistance available.

## Travel

Defence pays for travel from the current housing benefit location to the new housing benefit location when posted within Australia in alignment with your posting order. The type of travel benefit is determined by PACMAN.

When travelling by own means travel, consideration is given to a range of factors, including the transport options available and fares and allowances for the member and any accompanied resident family and recognised other person/s. When a Member chooses to travel outside of the most economical means of travel, Toll Transitions will not be required to make the travel booking/s or pay additional travel benefits.

If a member has been approved to travel by own means, the member is eligible for the lesser of the normal departmental liability or actual cost of travel.

Please note the cost comparison includes the fares available to Defence under its contract with its chosen travel provider.

## Using your own vehicle

When taking up a posting you may choose to travel by road using your own car. You may also choose an alternative route rather than the most direct route.

### Air travel

In many cases, members will have a benefit to air travel for themselves and their recognised other person/s. This will usually be the most cost-effective form of transport. For travel to and from Darwin, between Tasmania and Melbourne, and between a remote locality and the nearest capital city, air is the approved travel benefit.

### Rail travel

Rail travel by members and any accompanied resident family and recognised other person/s first class for all ranks and includes a sleeping berth for an overnight journey, if available.

### Fringe Benefit Tax (FBT)

For any enquiries or concerns regarding FBT issues, contact the Defence Tax Management Office on **1800 806 053**.

## Temporary Accommodation

Members who are unable to occupy suitable permanent accommodation on departure or arrival on posting may have a benefit to occupy temporary accommodation and receive financial assistance.

Temporary Accommodation Allowance (TAA) is generally provided for up to two days while furniture and effects are being packed and prepared for removal. You may also have a benefit to temporary accommodation on arrival in your new housing benefit location while waiting for the arrival of your furniture and effects.

In the majority of cases, Toll Transitions arranges for accommodation charges to be paid directly to the accommodation provider. Where this is not possible and the member is required to pay accommodation charges directly, approved costs will be reimbursed to the member by Toll Transitions.

### Temporary Accommodation Allowance (TAA)

Motel-style accommodation will be available for stays of six days or less. TAA is payable during your stay.

TAA is paid for each day the member and their accompanied resident family and recognised other person/s occupy temporary accommodation. TAA provides a breakfast, lunch and dinner meal allowance for each approved occupant. If laundry facilities are not available, members will have a benefit to reimbursement of laundering costs.

### Temporary Accommodation Allowance Serviced Apartment (TAASA)

Where the stay is likely to exceed six days, members will have a benefit to temporary accommodation in a serviced apartment-style accommodation. This may be necessary where the member is relocating to a distant location or remote area and their furniture and effects will not arrive within this period. In these circumstances, TAASA is payable.

A member and their accompanied resident family and recognised other person/s, who occupy a serviced apartment for less than six days, are paid TAA.

A serviced apartment is accommodation that provides cooking, dining and laundry facilities.

The Larder (or food) Allowance is a single payment equal to 75 per cent of the TAA rate for five days. This payment helps cover the cost of buying food for the preparation of meals. As cooking facilities are provided, the member or family is expected to prepare their own meals for the duration of their stay.

### Contributions while in receipt of TAA/TAASA

All members in receipt of accommodation assistance are required to make a contribution. This occurs whether you are accommodated in a Service Residence, receiving Rental Allowance or in TAA or TAASA. For members in receipt of TAASA, the initial contribution is deducted from the amount of Larder (or food) Allowance paid to the member. After that, the member will receive an Account Receivable Invoice totalling the contribution amount. Members need to be aware of this and need to factor this into their relocation planning.

### Remember:

**In the majority of cases, Toll Transitions arranges for accommodation charges to be paid directly to the accommodation provider. Where this is not possible and the member is required to pay accommodation charges directly, approved costs will be reimbursed to the member by Toll Transitions.**

### **LIA as temporary accommodation**

Where available, Members with no resident family or unaccompanied resident family will be booked into LIA dependent on rank. Where LIA is not available members may have a benefit to TAA.

A Member with accompanied resident family who arrives in the housing benefit location prior to the arrival of their resident family and recognised other persons, will be required to occupy appropriate LIA, if available, pending the arrival of their family and recognised other persons.

### **Other allowances and benefits**

#### **Disturbance allowance**

This allowance consists of a lump sum 'miscellaneous costs' payment, plus several specific cost payments for:

- each full-time student child,
- telephone reconnection,
- vehicle transfer cost.

The payment for a full-time student child is made when a primary or secondary school student changes school as a result of a removal.

Telephone reconnection payment is made if a telephone was disconnected in the housing benefit location. There are separate rates for a simple reconnection of an existing line and for a gaining installation if the gaining residence is not connected.

The vehicle transfer cost payment is made to assist with fees associated with the transferring of a private vehicle registration, for one vehicle only.

#### **Child care reimbursement**

This allowance is paid to reimburse child care costs when neither a member nor his or her partner can assist with the uplift and/or set down of the removal because of Service Commitments or illness. Single parents are also eligible.

The child must be under 11 years of age or with a recognised special need. This is only payable for up to two days of childcare per move (as determined by PACMAN Chapter 6 Part 1 Division 2).

### **Pet relocation**

If a member has pets he/she may claim reimbursement of reasonable expenses incurred in the relocation of their pets, for the period that he/she is in transit, excluding periods of leave, and for the time he/she stays in temporary accommodation, in your current housing benefit location and/or your new housing benefit location. Reasonable expenses may include commercial transportation, commercial kennelling and vet fees for sedating a pet for transportation (if the vet or transporter believes sedation is necessary). Toll Transitions will facilitate the payment of reimbursements for members however Toll does not provide Pet Relocation services. Members are responsible for making the arrangements directly with commercial transportation and/or boarding service providers. Members are encouraged to seek guidance from their Case Manager prior to making booking/s.

### **Travelling allowance and vehicle allowance**

These allowances will be paid if the cost of travel by private car is less than the cost of the determined travel benefit. The amount of travelling allowance and vehicle allowance will be compared to the cost of the approved form of transport. Toll Transitions will then pay the lesser cost to you for travelling expenses (in line with PACMAN Chapter 9 Part 6 Division 7).

### **Travelling time**

Travelling time between the new and old posting localities is based on 480 kilometres a day, if travelling by car, or 360 kilometres a day, if towing a trailer.

**Your Toll Transitions Case Manager will calculate and arrange payment of your relocation allowances, as well as assist with the reimbursement of approved relocation expenses.**

## Removals in the case of relationship breakdown

In cases where there has been a relationship breakdown, a member and a non-Service partner will generally have a benefit to a one-off relocation removal each. This may apply when the member and estranged partner have reached agreement on the division of furniture and effects.

The member has a relocation benefit from the family benefit location. This benefit includes the relocation of a pet, private motor vehicle and one towable item (in line with PACMAN Chapter 6 Part 5 Division 83a). The serving member must submit an Application for Removal within 90 days of notification of the relationship breakdown.

A non-Service partner has a benefit to the removal of one private motor vehicle and one towable item only. The non-Service partner is not eligible for Temporary Accommodation Allowance (TAA), Rent Allowance (RA), Disturbance Allowance or Service-sponsored accommodation.

For a non-serving partner, the removal on breakdown of relationship is to be completed within twelve months of the date of the relationship breakdown. A request for an extension to this period can be made. Any request for additional time will need to be supplied to Toll in writing and include any relevant supporting information or documentation, as well as how much additional time is requested. For further information on this process, please contact Toll Transitions.

When a relationship breakdown has occurred, a non-Service partner is advised to contact Toll Transitions to seek advice related to benefits or the Defence Member and Family Support (DMFS) for other assistance.

## Long-term storage/overflow storage

### Members with Accompanied Resident Family

A member who has accompanied resident family and recognised other persons undertaking a removal may have a benefit to storage of their furniture and effects. This benefit applies to all accompanied resident family, including those posted to a seagoing ship or Navy aircraft squadron.

Please note that if the removal is to an unfurnished residence, long-term storage will be limited to those items normally used by the member, but not able to be accommodated in the new residence.

**While storage of excess items may be approved if a residence of suitable size is not available, there are limitations to long-term storage of excess items if a member occupies their own home.**

Where no residence is available, all items will be stored, provided the member has not rejected the offer of suitable accommodation.

Long-term storage/overflow storage must be approved by Toll Transitions in accordance with PACMAN.

### Members

A Member with no resident family undertaking a removal may have a benefit to long-term storage of furniture.

Any requests for long-term storage or overflow of storage must be approved by Toll Transitions in accordance with PACMAN.

Where storage has been approved, the benefit will be reviewed on the earliest of the member's next removal, or three years from the date the items were first put into storage.

### Storage upon discharge

Members who cease service or employment with Defence and have furniture and effects held in storage paid for by the Commonwealth will become responsible for storage charges with effect from their discharge date. Members will have a benefit to a final removal for the furniture and effects held in store to be delivered from storage within a defined benefit period in accordance with PACMAN. This benefit period will not exceed 12 months after the date the member ceases service or employment with Defence, e.g. discharge date.

Members effecting a discharge relocation where the consignment is to be stored, are responsible for storage costs from the date the consignment is delivered to the storage facility. This also applies where a removal occurs prior to the Discharge date.

Storage charges will be payable by members monthly in advance. Please note that on and from the date on which the benefit for a removal from store ceases, Toll Transitions Warranty no longer applies and members are required to ensure they have appropriate insurance in place for items remaining in store.

### Remember:

**Any requests for long-term storage or overflow of storage must be approved by Toll Transitions in accordance with PACMAN.**

**Where storage has been approved, the benefit will be reviewed on the earliest of the member's next removal, or three years from the date the items were first put into storage.**



## 3 Your removal

### Introduction

This section sets out the information you need to familiarise yourself with so you are appropriately prepared for your removal, and covers:

- methods for compiling your inventory of household goods and personal effects,
- your obligations,
- what can and cannot be moved,
- the removalist's obligations,
- uplift and delivery procedures,
- what happens if your goods are lost or damaged?

If you require any assistance, please call us on our Freecall number 1800 819 167.

We welcome your comments on any aspect of your relocation, our service or this Guide. If you have praise, criticism or a suggestion, call Toll Transitions on 1800 819 167, or write to your nearest Toll Transitions Relocation Service Centre (RSC)

Once your AFR, including removals inventory, has been provided to Toll Transitions, your Toll Transitions Case Manager will assist you with coordinating your removal(s). Please note online submission of your AFR (including inventory) is the Defence preferred method of submission and is outlined on page 6.

## Inventory

You can compile and maintain multiple inventories (including motor vehicles) at various locations online on the Toll Transitions website.

To enter your inventory online, go to [www.tollgroup.com/movemaestro/defence](http://www.tollgroup.com/movemaestro/defence)

You will be able to **create a new inventory or select an existing inventory** if you require removals as part of your relocation. Once you have completed your inventory you will be able to select the rooms/items from that inventory that you want to take with you and allocate the remainder of those items to storage/alternate destination.

Please note that if you choose to enter, or already have an inventory online and complete the AFR in hard copy, you will need to note that your inventory has been completed online. Ensure that your inventory is fully up to date at the time you submit your AFR. Do not submit your AFR and inventory online if you have already submitted a hard copy.

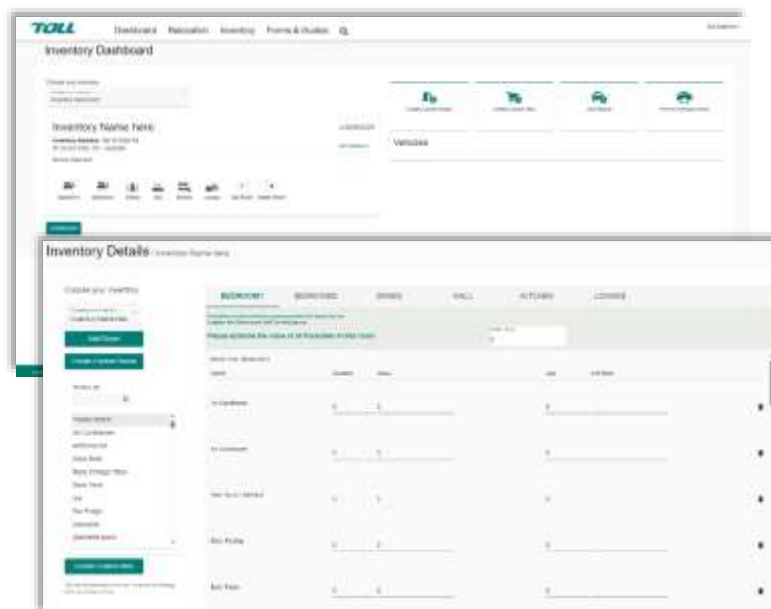
### Alternative submission method

Should you be unable to complete your inventory online call Toll on Freecall number 1800 819 167 for assistance. The inventory forms listed below are also available to print off via Toll Transitions' website [www.tollgroup.com/movemaestro/defence](http://www.tollgroup.com/movemaestro/defence). These forms can be completed in hard-copy if required.

The inventory forms available to print from Toll Transitions website are:

- Inventory Form – Request for Removal of Household Furniture and Personal Effects for Defence Members,
- Inventory Form – Request for Relocation of Motor Vehicles, Motor Bikes, Boats, Caravans, Trailers, etc. for Defence Members.

You can lodge and retain your inventory online at [www.tollgroup.com/movemaestro/defence](http://www.tollgroup.com/movemaestro/defence). This will save you having to re-enter your inventory every time you move.



Above: Completing an Inventory on [www.tollgroup.com/movemaestro/defence](http://www.tollgroup.com/movemaestro/defence)

You will need to read and understand this Relocation Guide, complete your Removal Request and Inventory (preferably online). If you are using hard copy forms printed from the Toll Transitions website please return them to your closest Toll Transitions Relocation Service Centre (RSC) with your AFR form.

When completing your inventory it will help if you:

- list each non-packable item to be moved,
- value each item realistically. Base your value on what it would cost you to replace the item with one of the same age and condition (your valuation is used as a guide only),
- include important information, such as brand, model, serial number for each item,
- list and describe expensive (packable) items and those you value highly,
- state the size and the approximate weight of unusual items, such as workshop equipment, large wall units and very large, heavy items,
- obtain a current valuation certificate for paintings, antiques and other high value items.

### Remember:

While you nominate an uplift date, Defence may require you to uplift on any given day within the week of your nominated date.

## Listing your inventory

Please list your furniture and their value, by room, and also list packable items and their collective value, in each room. Also list those special or expensive items in the space provided on your inventory form. This information is critical to ensure that our removalist prepares properly for your removal (including arriving with the right-sized vehicle) and to assist you and us if you need to notify us of any loss or damage to your item.

**Note: It is important that the packable items value listed for each room takes account of the quantity and reasonable replacement value of the total items in the room given their current age and condition.**

Please note: The Request for Removals of Household Furniture and Personal Effects for Defence Members is the only acceptable form to be completed for the removal of furniture and effects. A long form inventory will only be accepted for Warranty purposes.

## Adding items to your inventory

You must obtain approval from your Toll Transitions Case Manager to add items to your inventory after your removal has been authorised. If you do not, you may be responsible for paying any additional removal costs.

If additional items are approved for removal have the removalist list them on the Electronic Inventory Condition Report (eICR) during uplift. This will ensure these items are covered by the Toll Transitions Warranty Scheme.

If you require any assistance, please call us on our Freecall number **1800 819 167**.

You must obtain approval from your Toll Transitions Case Manager to add items to your inventory after your removal has been authorised. If you do not, you may be responsible for paying any additional removal costs.

Call us on 1800 819 167 if you have questions. If additional items are approved have the removalist list them on the Electronic Inventory Condition Report (eICR) during uplift. This will ensure these items are covered by the Toll Transitions' Warranty System.

## Request for Removal Forms

You are encouraged to complete your AFR and Inventory online on Toll's Website, however if completing your Request for Removal forms in hard copy please supply the following critical information to make your move a smooth one:

- your requested prepack and uplift dates. Please ensure that you provide actual dates. TBA – is not to be used. Defence may require you to uplift on any day within the week of your requested dates,
- your preferred delivery date to your new residence (if known). If you are unaware of a delivery address, as a minimum, please note a city or area (e.g. Canberra, Sydney, etc.) and your goods will be delivered to storage and remain there until a delivery address is advised to Toll Transitions. Please ensure you advise your Toll Transitions Case Manager as soon as you confirm a date and address,
- details of any special features in your current (and new, if possible) residence, such as lifts, internal stairways, awkward access, restricted parking or long or awkward distance to carry from the residence to where the truck is to park,
- whether any of your belongings are to go into storage or to an address other than your new address. (You will need to complete an additional Inventory and Removal Request for each part of your removal),
- your precise contact details at your uplift and, if possible, your delivery locations. These details may change throughout your removal and it is essential that you advise us if they do so we can keep you informed,
- if you have one or more consignments in store from a previous move you must advise your Toll Transitions Case Manager and also indicate this in the comments section of your Removal Request Form,
- if you are conducting a removal on discharge it is important to remember that you will be responsible for ongoing storage and other charges from the date of delivery to store. You will be required to sign a form (Defence Personnel Responsible for Services Notification) confirming the date that your benefit to storage services ceases and that your goods will be ex-stored, unless you make private arrangements with the removalist for ongoing storage services. You can check with the provider to confirm what your storage rate and other charges will be. You need to make these arrangements for ongoing storage and other services directly with the provider. You will be billed directly monthly in advance by the provider for all services provided after the date your benefit to storage services ceases.

## Full or partial unpack

For all domestic removals ADF members will be required to elect whether they wish to have a full unpack or a partial unpack.

If you elect a full unpack the removalist will unpack all cartons other than those containing clothing and PBOs unless there is obvious damage to the carton. If you elect a partial unpack, the removalist will only unpack those cartons containing breakable items. All other personal effects will be unpacked by the ADF member/partner including clothing packed by you and cartons that had been packed by the removalists (non-breakables) at your uplift location.

The ADF member/partner can change the election up to and including the time the removal is delivered. Please note that changing from a partial to a full unpack late in the process may mean that the removalist may have to return to complete the unpack on another day.

## Removal of motor vehicles and towable items

### Moving your vehicle?

You can submit your Removal of Motor Vehicle request online at [www.tollgroup.com/movemaestro/defence](http://www.tollgroup.com/movemaestro/defence) You will need to attach your vehicle(s) details to an Inventory location.

Please discuss with your Case Manager your preference to move vehicles on the selected day of your furniture and effects, or an alternate date to suit your requirements in the new housing benefit location.

Having your vehicle removed through Toll Transitions is a straight forward process, but there are things you need to do and be aware of to make sure your vehicle is safe and secure. Attention to the important details covered on pages 19-21 will ensure a smooth move.

### How?

Simply complete your Request for Relocation of Motor Vehicles, Motor Bikes, Boats, Caravans, Trailers etc. online at Toll Transitions' website via the "Create New Inventory" tab on the Homepage. Should you be unable to complete the request online contact Toll on **1800 819 167**. A hard-copy form is also printable via [www.tollgroup.com/movemaestro/defence](http://www.tollgroup.com/movemaestro/defence) if required. Hard copy forms should be returned to your closest Toll Transitions RSC. Toll Transitions will then make the arrangements to relocate your vehicle.

Should your vehicle be externally modified in any way please describe the modifications on your Request for Relocation of Motor Vehicles form or via the Toll Transitions website if lodged online. Modifications may require the vehicle carrier to use special handling equipment and will assist us to ensure the appropriate equipment is used.

The preferred method is to process a motor vehicle removals request online. However if you are completing a form and more than one vehicle is to be moved, please complete a separate form for each vehicle. Remember the benefit is for a maximum of two vehicles and two towable items irrespective if you are driving or freighting the vehicles or towables.

### Insurance: very important

Our vehicle carriers take every care in moving your vehicle. However, there may be occasions when despite the best of intentions incidents occur. By working together we can reduce the stress this places on you and your family. Our arrangement with Defence does not provide for insurance on vehicles while being moved.

### Clean it out

Before the vehicle carrier collects your vehicle or you leave it at the depot, please remove all personal belongings, household effects and other loose items from it.

### Remember:

Pay special attention to those parts of the inventory asking for your family details as we will use this information to assist in determining how many carton kits are required and if a Pre-Removal Visit (PRV) is required.

**Before you hand your vehicle over to the vehicle carrier or its agent, it is important that the vehicle carrier complete its Vehicle Condition Report.**

You are therefore responsible for making the decision on how or if you insure your vehicles while they are being moved.

There are currently two options available to you:

1. You may elect to take up protection offered by the vehicle carrier. There may be a fee and an excess may apply if you claim. You need to be clear about the terms and conditions of the protection that may be offered to you including the payment of an excess if required.
2. If you have insurance already on your vehicle it may cover your vehicle in transit – you need to confirm this with your insurer. Be aware that if you claim against your policy you may be required to pay an excess and you may suffer a loss of no claim bonus.

**Any decision to take up insurance for a vehicle must be undertaken prior to the day of uplift.**

If you transport your vehicle and have no insurance and you suffer loss or damage through no negligence of the vehicle carrier you may not recover your loss or damage.

### Clean it out

Before the vehicle carrier collects your vehicle or you leave it at the depot, please remove all personal belongings, household effects and other loose items from it.

This is important because the vehicle carrier is not responsible for articles left in the vehicle or any damage those articles cause during the removal. The vehicle carrier may refuse to move your vehicle if articles have not been removed.

You must not leave in your vehicle:

- personal belongings,
- household effects,
- other loose items,
- hazardous materials (other than fuel that is normally required to operate the vehicle).

Even hubcaps and sun-visors/louvres that are not permanently fixed should be removed. The only exceptions to this requirement are permanent attachments and accessories. Hazardous materials must not be left in the vehicle. For example, if you are moving a mobile home, any gas bottles used to run a cooker or other appliance must be emptied and certified as such by an authorised person in order for the removalist to transport that item.

### Clean it up

Wash the vehicle before it is collected so you and the vehicle carrier can complete the vehicle condition report with an accurate record of its condition including the state of the paintwork.

### Make it driveable

All vehicles (including non-goers) to be relocated must be in a state of good repair and must not present a risk of injury to the carrier's staff or members of the public. Braking and steering systems must be fully operational. Tyres (including spare) must be in good repair and correctly inflated. Panels, parts and frame must be capable of withstanding the relocation process and not present a danger through collapse or sharp and protruding components. Check the oil and be sure the vehicle is adequately greased, and leave enough fuel in the tank to cover the short trips on and off the carrier's vehicle.

### Hobby vehicles

Hobby vehicles (complete or under active restoration) to be relocated may also have associated components that are involved in the restoration. These components may be relocated but subject to the following conditions:

- hobby vehicle parts that are clean, do not present a risk of injury to persons or property may be removed. Parts must be listed in the Household Removal inventory, or on the vehicle condition report if moved with vehicle,
- Toll Transitions will, in consultation with the owner, determine the best method for removal of parts.

**On day of delivery please check that the Vehicle Condition Report accurately reflects the condition of your vehicle. If the vehicle has sustained any damage in transit then details of the damage should be recorded on the Vehicle Condition Report when the vehicle is handed back to you. Please note that in some locations you may be required to collect and drop off your vehicle from the car carrier's depot.**

### On the day of delivery

Please check that the Vehicle Condition Report accurately reflects the condition of your vehicle. If the vehicle has sustained any damage in transit then details of the damage should be recorded on the Vehicle Condition Report when the vehicle is handed back to you. Please note that in some locations you may be required to collect and drop off your vehicle from the car carrier's depot.

## On the day of the move

Before you hand your vehicle over to the vehicle carrier or its agent, it is important that the vehicle carrier complete its Vehicle Condition Report. Please ensure that you check this document and sign it.

It is important that you remember to give a set of keys to the vehicle carrier or agent.

## Preparing for your household furniture and personal effects removal

Please note, the removalist will not disassemble or reassemble prefabricated furniture. Prefabricated furniture includes furniture (eg: Computer Desks/Units, TV Units, space-saving beds including bed/desk combinations, multifunction units, multipurpose furniture) which has been designed for flat pack transport and requires assembly at the site where it is to be located. Whilst it may not always be the case Prefabricated furniture is typically assembled using Allen keys and can be disassembled by reversing the assembly process.

Your responsibilities are:

- all items must be cleaned prior to being moved or stored,
- refrigerators, washing machines and dishwashers must be drained, cleaned, wiped dry and disconnected from power and water supplies. Washing machine drums must be secured by you using transit bolts (refer to manufacturer's instructions) and removed at delivery by you prior to use. Toll will not be responsible for any related mould damage to furniture and effects caused by failure to clean and prepare items.

**Please note:** At both uplift and delivery, the removalist crew will turn on all whitegoods to confirm working state and cleanliness. Photos will be taken to document the condition of each item. For washing machines, the crew will also check and record whether the drum is secured or unsecured.

- Spa Pools must be drained including the shell, pumps and pipes at least 1 week prior to uplift as Toll will not be responsible for any related water/moisture/mould damage to furniture and effects caused by residual water leaking from the Spa,
- all fuel and oil must be drained from lawn mowers, whipper snippers and other fuel driven appliances. All items must be cleaned, with grass and soil removed prior to uplift,
- you must disassemble prefabricated furniture (as outlined above and which you will need to reassemble it at your destination), and ensure that you place all Allen keys, bolts and screws in a separate labelled container which is then to be placed into the Priority Carton\* provided. The removalist will disassemble (and reassemble) items such as beds (except waterbeds,

\* Your Priority Carton is separately identified and is the last carton on the truck and the first off. It is most useful for your kettle, bed legs, remote controls, screws, etc.

cots, gas-lift beds and bed/desk combinations), and mirrors from dressing tables but will not disassemble or reassemble prefabricated furniture,

- all keys for any lockable items/furniture, e.g. cabinets, filing cabinets, need to be placed in a container and placed in the Priority Carton. Keys are not covered unless there is loss of the Priority Carton.
- you must also disassemble garden sheds and outdoor play equipment – swing sets, trampolines, etc.
- you must disconnect electrical cords from Computers, DVD players and sounds systems. Please note that Removalists will turn on TVs at uplift and delivery to confirm the working condition of the item. Once this is completed Members are to disconnect electrical cords from TVs ready for the Removalists to pack.
- you should remove DVDs, CDs, USBs, disks, etc, from machines,
- cots – for safety reasons the removalist will not dismantle or reassemble cots. Members must disassemble and reassemble cots. Any bolts or screws should be placed in a container and placed in the Priority Carton,
- for BBQ gas bottles or LPG cylinders to be carried by the removalist they must be purged by a licensed party and a certificate obtained and attached to the bottle to verify this,
- scuba tanks should be prepared to manufacturer's instructions,
- waterbeds – dismantle and empty, roll and wrap bladders,
- dismantle TV antennae and supports,
- dismantling of wall mounted TVs to flat surface,
- batteries – must be removed from battery operated appliances,
- clocks – remove weights and pendulums,
- filing cabinets etc. must be emptied of all personal papers and important items such as, passports, degree certificates, wills, tax receipts, birth certificates, securities, shares, bonds, deeds, bills of exchange, or any documents that represent money or title (coins or banknotes including collections) as these items are not covered by Warranty,
- fishing rods – separate reels (they will be packed by the removalist),
- computers (excluding custom-built, see below point on custom-built computers), accessories and componentry - prepare according to the manufacturer's

instructions, label all components. Note: Printers must have all ink cartridges removed. Any damages due to ink cartridges leaking will not be covered under warranty,

- custom-built modified computers must be packed by the owner (PBO) to a standard that ensures protection against shock, vibration and other conditions typical of relocation. Internal components, including graphics cards, hard drives, power supplies, and cooling systems will not be covered without obvious damage to packaging or loss noted on the eICR. Any additional internal components, inclusive of but not limited to graphics cards, motherboards, RAM or expansion cards not used in the custom computer, must be packed by the owner in line with the manufacturer's standards. If a liquid cooling system is installed, it must be fully drained and sealed to prevent leakage or contamination during transport,
- data for all devices (pre-built and custom computers), including external hard drives, should be backed up using a cloud-based service as loss of data is not covered in the event of loss or damage,
- fragile items, including models e.g., planes, aircraft, ships, Warhammer figurines, taxidermy, collectable items and heirlooms, must be wrapped and packed by you to a packing standard as recommended by the manufacturer and are protected sufficiently for normal relocation handling,
- remote control units – pack in your Priority Carton,
- push bikes – high value bikes will be packed in a bike carton. Bike cartons will be supplied by the removalist. You are responsible for packing the bike in the carton and appropriately preparing the bike, e.g. adjusting/removing pedals, loosening handle bars and lowering the seat, to ensure it fits safely in the carton. If the bike is longer than the carton the front wheel must be removed and secured beside the rear wheel. Any items removed from the bike must be wrapped securely and packed in the carton with the bike.  
The removalist is required to check the bike in your presence prior to it being packed. At this time, any existing damage will be noted on the eICR including photos of the bike. The removalist will seal the carton. At delivery the removalist will unpack the carton and, in your presence, check the bike. If any new damage is found it will be recorded on the eICR including new photos.

All your household furniture and personal effects (corrosives, flammables and other hazardous goods excepted) including outdoor furniture and the contents of sheds and storage areas, can be moved or stored. Refer to pages 24-25 for more information on what can be moved, including items which can be moved but not stored, and what cannot be moved as part of your removal.

## Technical Assistance

Removalists engaged by Toll Transitions are not responsible for providing the technical support listed below:

- dismantling or installing TV antennae,
- dismantling or installing wall-mounted TVs,
- dismantling or installing spas,
- emptying or filling waterbeds,
- dismantling or installing security alarm systems,
- dismantling or installing window mounted air conditioners, and/or
- disconnecting or installing ice making fridges that require a plumber.

Technical Assistance reimbursement may be available for dismantling and assembling items. If you require specialist help to prepare any item, ask your Toll Transitions Case Manager whether you may seek reimbursement of costs.

## Other important things to do before your uplift:

- advise us of your temporary contact details in both the uplift and delivery areas,
- advise us of any changes to the delivery address,
- if your belongings are to go to one destination, leave crystal, linen, crockery and similar items in their cupboards or cabinets for the removalist to pack,
- if your belongings are to go to different destinations, separate items for each destination and clearly tell the removalist what goes where,
- bring out any items stored in hidden places, such as under the house or in sheds, to ensure they are not left behind,
- separate or clearly identify items to remain in your uplift residence to ensure they aren't moved by mistake (e.g. permanent fixtures),
- obtain a current valuation certificate for paintings, antiques and other high value items prior to uplift. You must pack any certificates separately or carry them with you and note the inventory appropriately.

**Preparing for your removal is important.**

**Cleaning and preparation will protect your goods, as well as other consignments that may travel with your goods or be kept in the same store.**

## Appointing an Agent

**It will be necessary for you or your agent to be present at all times throughout your uplift and delivery.**

If you cannot be at your uplift and/or delivery and you appoint an agent to represent you, it is critical that you advise your agent of the particular aspects of your removal for which they will be responsible. Your agent must be a responsible adult and is required to be on site while the removalists are working.

Make sure your agent is aware of your obligations by referring him or her to this section of the Relocation Guide and in particular the provisions detailed on pages 21-22.

## Carton kits

Carton kits are made up of portarobes, standard cartons and book cartons and are provided for you to pack your clothes and other personal items you may wish to pack. We do not accept any responsibility for items which are not packed by the removalist, except in the case of loss of, or obvious damage to a carton, caused by the removalist.

Be aware that if the removalist does not pack all items, other than your clothes and personal items, then as detailed on page 30 of this guide, the Toll Transitions Warranty System may not apply.

We will supply you with a number of cartons and portarobes in accordance with Defence guidelines. Your Carton Kits will be delivered before your pre-pack provided we receive sufficient notice of your removal.

Additional portarobes and packing cartons can be provided by the removalist prior to or on the day of your pre-pack, if pre-arranged.

**Note: Carton kits are not designed to be your total Packed By Owner (PBO) solution.**

## Packing your clothing

You are required to pack all clothing. Portarobes, which carry clothes on hangers only, are available for door-to-door moves and short-term storage. Pack portarobes carefully – when overloaded they can collapse in transit. Each portarobe will hold approximately 25 hanging items.

Clothes not on hangers can be packed in cartons or suitcases. Keep a record of what you pack where.

If your goods will be placed in storage for a period greater than six weeks following uplift, Portarobes should not be used. All clothing should be packed in cartons or suitcases. Clearly mark cartons you have packed as PBO and list the room and a brief description of items on the carton – for example 'bedroom 3, children's clothing'. Make a record on your copy of your inventory.

## Packed by Owner (PBO) items

We do not accept any responsibility for any loss or damage to items you pack yourself except in the case of loss of or obvious damage to a carton or container, caused by the removalist.

Damage to custom-built computers or custom componentry will not be accepted unless there is clear evidence of damage to the owner-packed (PBO) carton noted on the eICR at delivery or where the packing requirements as outlined on page 22 have not been followed.

## Plants

Defence does not approve the removal of plants. Toll Transitions do not accept any responsibility for removal of plants.

**Please note that our warranty does not apply to loss or damage of plants or loss or damage to other items caused by the plants.**

## What items can be moved?

In addition to normal household goods, the following can be moved or stored:

- sealed foodstuffs. For unopened bottled liquors and wines, the manufacturer's seal must be intact. We accept responsibility for loss or breakage, but not deterioration, spillage, seepage or explosion,
- removable and portable outdoor items such as shelving in your garden shed, swing sets, trampolines, large outdoor toys, lawn lockers and tool sheds if they have been cleaned, dismantled and packed securely by you (PBO) and are later reassembled by you,
- small boats, canoes, kayaks, and other small watercraft (no longer than 5.7 metres and/or no heavier than 51kg),
- motor bikes, trail bikes and mini bikes (not to exceed 100cc engine capacity) if they are packed and crated by you and drained of all petrol and oil,
- BBQ bottles where certified 'empty' by a licensed provider. BBQs must be thoroughly cleaned both inside and out. Failure to do so may affect the Warranty cover for additional items damaged because of failure to clean BBQ correctly.
- Gas BBQs purchased outside Australia are not eligible for Warranty unless evidence of an Australian compliance plate/certificate is made available in the event of damage,
- scuba tanks – prepared to manufacturer's specifications,
- hobby vehicle parts that are clean, do not present a risk of injury to persons or property may be removed. Parts must be listed in the Household Removal inventory, or on the vehicle condition report. Toll Transitions will in consultation with owner determine the best method for removal of parts. Parts that do not comply with Defence Portability Guidelines will not be removed.

**Be aware that the Toll Transitions Warranty System will not apply for any carton or container packed by you except where the loss or damage is obvious at delivery and clearly caused by the removal.**

## What items cannot be stored?

The following can be moved door to door only; i.e. they cannot be stored for any period:

- non corrosive liquids,
- furs – note you must pack them yourself and they will be PBO items and we will not accept any responsibility for loss or damage, except in the case of loss, or obvious damage to a carton, caused by the removalist,
- granulated and powdered garden fertilisers.

We do not accept any responsibility for loss or damage to these items.

The above items must not present a danger to the removalist or to other goods in transit. You will be responsible for any damage that these goods may cause to your belongings or other effects.

### Remember:

**When your agent signs papers for your removal, he or she acts as and for you, and commits you to his or her decisions.**

**Our contract with removalists requires that they leave your residence and await your return both at uplift and delivery if you or your agent needs to leave for any reason.**

**Dangerous, hazardous or flammable items cannot be part of your removal. Heavy penalties may apply should injury to property or person result from inclusion of these items.**

### What items cannot be moved?

Dangerous, hazardous or flammable items cannot be part of your removal.

Toll Transitions' suppliers, which include airlines, removalists and shipping companies, must comply with strict regulations about the removal and/or storage of dangerous, hazardous or flammable items.

Under no circumstances are dangerous, hazardous or flammable items to be moved or stored as part of your removal. It is your responsibility to ensure that these items are NOT included in your consignment.

Heavy penalties may apply should injury to property or person result from inclusion of these items.

Examples of dangerous, hazardous or flammable items that cannot be moved as part of your removal are:

- petrol, kerosene, paints, varnish, turpentine, methylated spirits, pure alcohol, oils,
- photographic developers, oxygen, methane, chlorine gas, mercury, caustic solutions,
- oxides, pesticides, weed killers, polishes, arsenic, flares, fireworks, black powder,
- LPG cylinders that have not been certified as empty by a licensed provider,
- gas cylinders for home soft drink makers, aerosol cans, matches, butane lighters,
- irritants, home brew, life rafts, pressurized vessels, explosive devices of any kind.

#### Other items not able to be moved:

#### These items CANNOT be moved as part of your Household Goods Removal:

- non-portable items that cannot, due to size, shape or weight, reasonably be handled by two people and required additional lifting equipment (such as cranes or forklifts) or additional manpower. An example could be a Spa Pool.
- motor bikes, trail bikes and mini bikes if they have NOT been packed and crated by you and drained of all petrol and oil,
- hobby vehicle parts that are not clean and/or present a risk of injury to persons or property will not be eligible for removal,

- bulk fuel and building items, such as firewood, coal, timber, bricks, garages and carports,
- dangerous items such as firearms including ammunition,
- living items, such as birds and poultry, livestock and plants, including indoor plants, shrubs and trees,
- cash (in any currency),
- soiled items,
- jewellery of any kind including watches, medals (other than military medals), bullion, money, precious metals, and stones,
- stamp and coin collections,
- private papers (wills, passports, etc).

### Valet unpacking service

Toll Transitions can provide valet unpack services if requested by you, at your expense. The removalist is only required to unpack to a flat surface. The valet unpack service therefore offers an additional unpack service as detailed below.

Valet unpack services include:

- goods unpacked with care and put away in cupboards,
- cupboards, shelves and benchtops wiped clean before and after unpacking,
- beds made,
- colour coding linen,
- furniture arranged and effects unpacked, in accordance with your requirements,
- cartons emptied fully and collapsed ready for pickup by removalists.

Valet unpacking services are available in all capital cities and major regional centres. Prices are subject to change. Please call Toll Transitions on **1800 819 167** to discuss valet unpack services and pricing further.

**Please note: All valet unpack services must be paid for at the time of the booking via credit card.**

## Pre-Removals Visit (PRV)

Toll Transitions may, depending on the size, complexity, lead time and location of your removal, arrange a PRV. The purpose of the PRV is to clarify all of the particular needs of your removal, such as access conditions, whether items need special attention, confirming the size of your move, confirming your unpack election, and making whatever arrangements are necessary to meet your needs, including the provision of additional cartons and portarobes.

The Toll Transitions Consultant will call you to arrange a suitable time to visit your home and conduct the survey. If you are difficult to contact please call Toll Transitions so we can help you work out a suitable time.

PRVs are usually conducted during normal Defence working hours, however special arrangements may be made outside of these hours by agreement. If you have a dog/s, your Toll Case Manager will discuss the safety requirements with you. They must be sufficiently restrained or offsite for the duration of all services. If you have an unrestrained dog/s, the PRV will not be completed. During the PRV, show the consultant any unusual features of your consignment or residence that could cause problems during uplift or require special handling or preparation. Let the consultant know of any changes to the original inventory, including additions and deletions, and ensure you also advise your Toll Transitions Case Manager.

If you don't agree with the uplift condition as recorded by the removalist, note this on the eICR then call Toll Transitions on 1800 819 167 for assistance. You will be able to add your comments on the eICR on the last screen just prior to signing off.

### Remember:

**Non corrosive liquids and granulated and powdered garden fertilisers must not present a danger to the removalist or to other goods in transit.**

**You will be responsible for any damage that these goods may cause to your belongings or other effects.**



## Uplift and delivery

### Your responsibilities

It is important that you take control at removal time and manage your move. Toll Transitions is your move partner and will act on your behalf, but we cannot attend every uplift and delivery. Whilst we are only a phone call away at anytime it is important to remember your responsibilities at uplift and delivery.

Your responsibilities include:

- ensuring you have provided up to date contact phone numbers to your removalist,
- being present at all times to supervise the removals crew – if you or your nominated representative is not present at uplift the removals crew will not commence or will cease packing until you or your representative are present,
- if you have a dog/s present on either prepack, uplift, or delivery, it must be sufficiently restrained or removed from site for the duration of the services. If you have an unrestrained dog the service will not be completed,
- being satisfied that all items have been uplifted/delivered,
- clearly nominating to the removalist those items which you do not want packed and where items are to be placed at delivery.

Provide up to date contact phone numbers so that your removalist is able to advise you of timings.

Be present at all times to supervise. Clearly nominate to the removalist items which you do not want packed and where items are to be placed.

## Your removalist's responsibilities

Your removalist's responsibilities throughout your removal include:

### Removal confirmation

Prior to your uplift the removalist or their representative will contact you to confirm the time of your uplift and other removal arrangements.

If contact is not made or if you have doubts or questions, please call Toll Transitions on **1800 819 167**.

### Pre-pack

In a pre-pack, usually the day before uplift, the removalist packs your packable effects into cartons (except personal clothing) and prepares furniture for uplift. These cartons are loaded the next day, along with your furniture and other goods. Other than for small removals, most moves involve a pre-pack.

### At uplift the removalist will:

- park the removal vehicle on the road adjoining the house, not on the driveway or lawn unless prior approval from DHA (if the property is managed by them) or yourself (if it is your own home or a RA property) has been given for the removalist to park on the driveway or lawn,
- discuss your removal timetable and any details or concerns with you when they arrive. This will help ensure a mutual understanding of needs and how they will be met,
- provide sufficient cartons, packing material, plastic covers and pads to pack all your belongings,
- consult with you to identify and agree on the contents of the cartons, including breakable items, and will record these on the eICR before both you and the removalist sign the eICR. (Should you subsequently elect a partial unpack at delivery the removalist will unpack those cartons with breakable items and leave the remaining cartons for you to unpack),
- carry out the uplift within agreed Defence hours (refer page 29),
- cover mattresses and upholstered furniture with plastic covers,
- dismantle items of furniture such as beds (except waterbeds, cots, gas-lift beds and bed/desk combinations), mirrors from dressing tables and castors from chairs. The removalist will not dismantle prefabricated furniture (refer to page 21 for details),
- pack paintings and prints in the most appropriate packing material, which may include picture packs and crates,

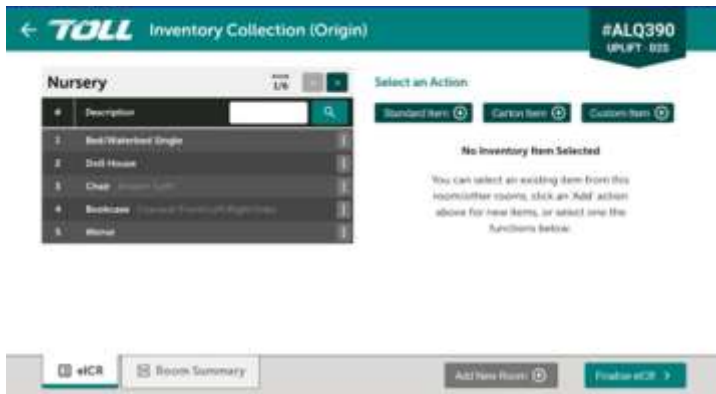
- pack LCD, LED and plasma televisions into cartons when identified on the inventory,
- number all items including cartons and provide a general description of the contents on the carton's exterior,
- take care to protect carpets and floor coverings,
- cover your furniture when it is being moved between the house and removal vehicle on wet days,
- accompany you in inspecting your property to ensure all items to be moved have been uplifted,
- cease work if you or your agent is not present.

## Importance of the eICR

The removalist completes the Electronic Inventory Condition Report (eICR) via a tablet device as the uplift takes place. The eICR Application was upgraded in August 2025 with new features, including the ability to take photos and capture working state and cleanliness of particular items. Photos will be taken to document the condition of each item.

There may be some instances where the previous method of completing a paper copy of the ICR is required however the principles below still apply.

- the removalist will apply a numbered sticker to each furniture item and carton. This number is then noted against the furniture piece or carton on the eICR,
- the eICR will describe and note the condition of each item being moved - for washing machines, the crew will also check and record whether the drum is secured or unsecured,
- the removalist will also number cartons and provide a general description of the contents on the carton's exterior,
- the eICR identifies the contents of each carton and those that have breakable items that will be unpacked by the removalist,
- the eICR will show cartons uplifted by room, noting clearly whether they are 'packed by removalist – PBR' or 'packed by owner – PBO',
- any damage to your residence or surrounding property caused by the removalist should be recorded on the eICR and signed for by the removalist and yourself. Before signing off and completing the eICR, you will be prompted to advise whether there was any property damage. If you select "yes" you will be taken to a screen where you can record the damage,
- prior to signing off on the eICR please check that your default email address as it appears on the eICR is correct and accessible. You will have the option to update your email address if required.



Above: Screen from the eICR - Inventory Collection



Screen from the eICR Tablet Application - to be signed by you and Removalist

When your uplift is complete and you and the removalist have both signed off the eICR on the tablet, you will automatically receive a copy of the eICR. It is an important document and you or your agent should read it carefully before signing.

Be sure you agree that all items have been numbered and uplifted and that you agree with all notations on the condition of your effects as noted on the eICR before signing.

If you don't agree with the uplift condition as recorded by the removalist you will be able to add your comments on the eICR on the last page just prior to signing off and then call **1800 819 167** for assistance.

Upon delivery completion be sure to check that all items listed on the eICR have been delivered and accounted for prior to signing off. Any missing items or damages must be noted on the eICR before signing.

Prior to your uplift the removalist or their representative will contact you to confirm the time of your uplift and other removal arrangements. If contact is not made or if you have doubts or questions, please call Toll Transitions on **1800 819 167**.

### Remember:

If you don't agree with the uplift condition as recorded by the removalist, note this on the eICR then call **1800 819 167** for assistance.

**At delivery the removalist will:**

- park the removal vehicle on the road adjoining the house. They will not park on the driveway or lawn unless prior approval from DHA (if the property is managed by them) or yourself (if it is your own home or a RA property) has been given for the removalist to park on the driveway or lawn,
- if you elect a full unpack, the removalist will unpack all cartons onto a flat surface, except those containing clothing. To ensure unpacking proceeds in a timely and effective manner we recommend that you attempt to clear the surface by placing items into cupboards, drawers etc, as they are being unpacked. The removalist is not required to put items away in cupboards. Call Toll Transitions immediately if the removalist refuses to unpack cartons,
- if you elect a partial unpack at delivery, the removalist will unpack all cartons with breakable items onto a flat surface and irrespective of any election on your part to leave other cartons packed (LP). The removalist is not required to put items away in cupboards. Call Toll Transitions immediately if the removalist refuses to unpack cartons with breakable items,
- carry out the delivery within agreed Defence hours (see below),
- place your furniture and cartons in any reasonable position you request of them. Our contract only requires removalists to place items once,
- take care to protect carpets and floor coverings,
- reassemble all furniture the removalist dismantled at uplift,
- cover surfaces onto which they unpack, such as dining tables, with pads and cloths,
- remove all cartons, paper and debris associated with removal,
- present you with the eICR to review and sign after you have recorded any obvious losses or damages on it – note, if you disagree with the removalist's notations, record your concerns on the eICR before you sign off on the tablet device,
- if you elect to unpack cartons the removalist will return once to collect the empty cartons within three weeks of your delivery, provided you have flattened the cartons and stored the waste wrapping paper in mattress covers, or similar. You will need to contact the removalist directly to organise a time/date for the collection of those cartons. Removalists are not required to pick up wet or damaged cartons or paper.

Please note, the removalist will not disassemble or reassemble prefabricated furniture. Prefabricated furniture includes furniture (eg: Computer Desks/Units, TV Units, space-saving beds including bed/desk combinations, multifunction units, multipurpose furniture) which has been designed for flat pack transport and requires assembly at the site where it is to be located. Whilst it may not always be the case Prefabricated furniture is typically assembled using Allen keys and can be disassembled by reversing the assembly process.

**Call Toll Transitions immediately if the removalist refuses to unpack cartons.**

**Agreed hours for uplift and delivery**

Agreed Defence hours for removal services to be conducted are Monday to Friday between 7am and 7pm from September to May, and 7am and 6pm the remainder of the year (June-August). You may agree to have the removalist work outside these hours. If the removalist is pressuring you to work outside these hours call Toll Transitions on **1800 819 167**.

**Please keep your emailed copy of the uplift eICR as it is an important document. At delivery the removalist will also have access to the uplift eICR via their tablet device.**

**After the delivery condition has been recorded and signed off by both you and the removalist a copy of the delivery eICR will be sent to your default email address captured on the eICR. Please ensure this email address is current and accessible. You will have the option to update your email address if required.**



## 4 Lost or damaged items

### Overview

Toll Transitions and its panel of removalists observe the highest possible service standards in each removal. Occasionally, despite everyone's best efforts, loss or damage can occur. If the loss or damage arises during removal services, then subject to the following, we will make good that loss or damage.

### How we will manage your Notice of Loss or Damage:

We will:

- confirm the receipt of your Notice of Loss or Damage to you in writing,
- contact you after the receipt of your Notice of Loss or Damage to discuss resolving the loss or damage,
- on a regular basis keep you informed of the progress of repairs, replacement and/or compensation action,
- at the conclusion of your Notice, contact you to ensure all elements of the Notice are resolved.

We will manage the process of making good the loss or damage and will, where possible, provide recommended repairers and suppliers.

To lodge a Notice of Loss or Damage:

1. The preferred method is to lodge your Notice of Loss or Damage online through the Toll Transitions/Defence website at [www.tollgroup.com/movemaestro/defence](http://www.tollgroup.com/movemaestro/defence). When logged in to the website homepage, locate the move from which the damages or loss have occurred in the 'Current Relocations or Past Relocations' section (located at the bottom of the page) and click the 'Loss Damage' link, or
2. Post or fax your Notice of Loss or Damage form (which can be downloaded/printed from [www.tollgroup.com/movemaestro/defence](http://www.tollgroup.com/movemaestro/defence) or contact Toll on **1800 819 167**) to:  
**Warranty Management Centre,  
PO Box 15294  
City East QLD 4002  
Fax: 07 3149 2704;** or

**Notices of Loss or Damage need to be lodged with Toll Transitions within 45 calendar days of your delivery. Exceptions to this timeframe may be assessed by Toll on a case by case basis.**

**Lodgement can be made online at [www.tollgroup.com/movemaestro/defence](http://www.tollgroup.com/movemaestro/defence)**

## Our Warranty

If an item suffers removal related loss or damage, we will, subject to the exclusions and conditions detailed on pages 33-34, pay:

- for the cost of repairs as substantiated by a quotation if those repairs are possible and/or economical, or
- for the supply of a like item, taking into account age, style and condition; or
- for a new replacement item, where an item within a predefined category (see Table 1 on page 32) is not economical to repair. This category is an addition to the existing Warranty Scheme. It applies from 1st March 2016 for loss or damage to items (within a predefined category and age-based) from consignments uplifted on and from the 1st March 2016 including consignments uplifted from storage.

The payment of compensation for loss of value resulting from minor damage, undertaking repairs where economical to do so, or the replacement of the damaged item with the new item will be at Toll Transitions sole discretion. Toll Transition's may:

- repair damaged items,
- replace damaged items with the closest equivalent new items,
- compensate the cost of repair and/or replacement, or
- compensate for minor damage (e.g. rub marks/scratches/minor dents).

Where repair or replacement is not possible or practicable:

- compensation equivalent to the extent of loss/damage

sustained, taking into account age (as per Table 1 on page 32), style, condition and/or diminution in value.

**Not every item that sustains damage will be replaced with a new item or compensation paid at new value. In the first instance damaged items will be repaired where practicable and compensation paid for minor damage.**

When items within a certain age limit (see Table 1 on next page) are written off as uneconomical to repair, a new item will be provided or compensation paid at the new replacement value. Where a new item cannot be supplied a payment would be made to the value of a new item.

Some items which are uneconomical to repair will be replaced with a like-for-like item as per the aged based criteria outlined below.

Any item which is replaced by the supply of a like item or a new item (as per the criteria on Table 1 on page 32), or for which equivalent compensation is paid then becomes the property of Toll Transitions and we will arrange with you to collect the affected item.

Where required, we will also pay for the reasonable additional costs of transportation and/or installation incurred as a result of repairs or supply.

Should we, or you at your option, engage another party to provide advice as to whether an item has suffered removal related damage and whether it is economical to repair, we will pay those reasonable costs if it is determined that the damage is removal related.

**Note: If you choose to unpack any cartons (other than clothing), the removalist will note these 'LP' (left packed) as the condition at delivery on the eICR. Please check that these numbers correspond with the cartons left packed and then sign as agreeing to this on the tablet device.**

**Toll Transitions Warranty extends to cover the contents of cartons unpacked by you (excluding breakables).**

**Be aware that the removalist is required to unpack all cartons containing breakables, as identified with you during uplift and should you elect to unpack any of these cartons that the contents thereof will not be covered by Toll Transitions Warranty.**

**Any carton that is missing at delivery should be noted as such on the eICR.**

**Table 1: Age-Based Item Inclusions**

Item	If the notice of loss/damage is for...	and the date of manufacture is...	then the item may be replaced ...
1.	<b>an electrical item with a new replacement value of \$500 or more</b>  Examples: Television, Surround Sound Audio System, Vacuum Cleaner, excludes Spa Pools (refer item 5)	within 10 years of the removal uplift date	new-for-old
		10 years or more before the removal uplift date	like-for-like
2.	<b>an electrical item with a new replacement value of less \$500</b>  Examples: Computer Monitor, Kettle, Small Television	within 5 years of the removal uplift date	new-for-old
		5 years or more before the removal uplift date	like-for-like
3.	<b>an electrical white-good</b>  Examples: Refrigerator, Freezer, Microwave, Washing Machine, Dryer, Dishwasher	within 15 years of the removal uplift date	new-for-old
		15 years or more before the removal uplift date	like-for-like
4.	<b>a furniture item</b>  Examples: Bed, Dining Table, Chest of Drawers, Lounge Suite	within 10 years of the removal uplift date	new-for-old
		10 years or more before the removal uplift date	like-for-like
5.	<b>other items</b>  Examples: Picture frames, Bicycles, BBQ, Crockery, Plastic tubs, Spa Pools	within 7 years of the removal uplift date	new-for-old
		7 years or more before the removal uplift date	like-for-like

**Example:** A television is uplifted on 10th February 2016 and when delivered, following a short period of storage, on the 7th March 2016, is found to have suffered significant damage and cannot be repaired or is uneconomical to do so. The television was manufactured (not purchased) on the 10th June 2008 so at the time of uplift it was 7 years and 8 months old. The current equivalent television's new replacement value is \$980, so it qualifies as a "Major electrical item" (>\$500) and the damaged item was less than 10 years old at the point of uplift. Therefore the television will be replaced with a new current equivalent. If however the television was 10 years and 1 day old at the point of uplift it would be subject to "like for like" settlement.

Toll Transitions will require the make, model and serial number to either replace with a like for like item or a new replacement as applicable. New replacement will be based on the age based item inclusions table above.

### Private Insurance

In the event you have arranged private insurance for your household goods under removal/storage and on discovery of loss/damage it is your intention to claim under that policy, you will need to advise Toll Transitions that you are taking this action.

Likewise you should advise your private insurer that Toll Transitions has a warranty management process which you are eligible for. Please be aware that submitting a claim to an insurance company and simultaneously lodging a Notice of Loss or Damage to Toll Transitions for the same item(s) may constitute a breach of State/Federal Laws.

### Remember:

**Toll Transitions Warranty extends to cover the contents of cartons unpacked by you (excluding breakables and PBO items).**

**PBO items are not covered by the Warranty, except in the case of loss or of obvious damage to the carton, caused by the removalist. You should ensure that any carton with obvious damage is unpacked by the removalist in your presence and any damage noted on the eICR.**

## Loss or damage to essential items

If essential items like your washing machine, refrigerator, lounge, beds or clothes dryer are lost or inoperable, Toll may arrange for immediate repair or hire of a like item. If an essential item is a washing machine and a suitable hire/loan item is not available, then we will pay for the cost of using a self-service laundry service, up to the maximum cost of hiring a like item.

If an essential item is lost or damaged, please call Toll Transitions immediately on **1800 819 167**.

## Damage to other property

If the removalist damages the residence, outbuildings or letterbox during your removal, you should note this on the eICR and advise Toll Transitions immediately on **1800 819 167**. Before signing off and completing the eICR, you will be prompted to advise whether there was any property damage. If you select "yes" you will be taken to a screen where you can record the damage. Ideally, telephone contact with Toll Transitions should be made while the removalist is still at your residence, or as soon as possible thereafter. Toll Transitions will make good any removal related damage to your residence, outbuildings or letterbox.

## What is not covered?

We will not repair or pay you for any loss or damage to or caused by:

- vehicles and towable items,
- motor bikes, trail bikes and mini bikes, unless they are packed and crated by you or on your behalf and drained of all petrol and oil,
- watercraft in excess of 5.7 metres in length and/or weighing more than 51 kilograms,
- the failure to comply with or carry out Your Responsibilities as outlined on pages 21-26,
- PBO items are not covered by the Warranty, except in the case of loss or of obvious damage to the carton, caused by the removalist. You should ensure that any carton with obvious damage is unpacked by the removalist in your presence and any damage noted on the eICR. You will be able to add your comments on the eICR on the last page just prior to signing off,
- any carton(s) with "breakable" contents as identified at uplift that are not unpacked by the removalist at delivery, unless obvious damage to the carton(s) is recorded on the eICR. You should ensure that any carton with obvious damage is unpacked by the removalist in your company and any damage to contents noted on the eICR,
- fragile items, including models e.g., planes, aircraft, ships, Warhammer figurines, taxidermy, collectable items and heirlooms, unless there is loss or obvious damage to the carton caused by the removalist. Or if the loss or damage was a result of you not adhering to the packing standard as recommended by the manufacturer,
- items not removed or stored by the removalist (this includes items you carry with you),
- unsealed foodstuffs or opened bottles of liquor and wines,
- for unopened bottled liquors and wines, the manufacturer's seal must be intact. We accept responsibility for loss or breakage, but not deterioration, spillage, seepage or explosion,
- spa pools that were not drained including the shell, pumps, and pipes at least 1 week prior to uplift, nor any water/moisture/mould damage to furniture and effects caused by residual water leaking from the spa,
- washing machine when the bowl has not been secured in accordance with manufacturer's instructions,
- items not cleaned or prepared including refrigerators, dishwashers and washing machines that result in the item being affected by mould or mildew (refer to page 21),
- granulated and powdered garden fertilisers,
- furs (unless there is loss of or obvious damage to the carton caused by the removalist). All furs must be packed by yourself,
- keys (unless there is loss of or obvious damage to the priority carton caused by the provider),
- birds, poultry or any pet,
- livestock,
- soiled items,
- firewood, coal,
- dangerous, hazardous or flammable items (see page 25 for definition),
- dangerous items such as firearms including ammunition,
- bricks or timber,
- garages and carports,
- precious metals and stones, jewellery, watches (including smart watches), medals (other than military medals), bullion, and money (coins or banknotes - including collections),
- stamps (including collections), private papers including passports, degree certificates, wills, tax receipts, birth certificates, securities, shares, bonds, deeds, bills of exchange, or any documents that represent money or

**We will not pay compensation for emotional distress caused by loss or damage to furniture and effects.**

title (coins or banknotes including collections) must remain in your personal possession as they cannot be moved and are not covered by Warranty,

- batteries,
- plants (including indoor plants), shrubs, trees,
- collections\* without a valuation certificate,
- irreplaceable items\*\*,
- items that have previously been compensated for, cannot be claimed for the same damage on future relocations. Any new damage would be assessed as per the Notice of Loss and Damage process,
- any item listed under 'Other items not able to be moved' on page 25.

Where the item is part of a pair, set, system or collection\*, we will only pay the value of the item itself. We will pay the value that item has as a proportion of the combined pair, set, system or collection. Where there is a significant degradation in utility, appearance, function, value or purpose of the remaining pair, set, system or collection, we will pay compensation for the reduced value. This payment will be inclusive of the payment for the lost or damaged item.

We will not make good the loss or damage if it is caused by fraud (in which case we may take further action).

We will not pay compensation for emotional distress caused by loss or damage to furniture and effects.

In the event there is loss or damage, you may be requested to provide receipts/invoices to assist with the assessing of the Notice of Loss or Damage. It is recommended that receipts/invoices are stored digitally.

You need to obtain a current valuation certificate for paintings, antiques and other high value items. Remember to pack any certificates separately or to carry them with you, and note your inventory appropriately.

### Conditions

We will not make good the loss or damage if you:

- replace or repair or dispose of damaged items or replace lost items without the prior written approval of Toll Transitions,
- do not notify us in a timely manner of the details by using the Notice of Loss or Damage form, preferably online.

Please contact the Warranty Management Centre immediately if you are having problems completing the Notice of Loss or Damage form in a timely manner. Early lodgement of your notice enables investigations/assessments to proceed promptly and accurate current feedback to be sought from all parties involved.

### Disallowed items

Where an item has not been accepted due to lack of physical damage or other evidence indicating the item may have been damaged during the removal (e.g. malfunctioning electrical and mechanical items) you can seek an assessment from a reputable repairer. If the assessment then indicates, through supporting documentation such as a technical report, that damage has occurred through the removal, Toll Transitions will reconsider the item.

If the item is subsequently accepted by Toll Transitions all assessment costs will be refunded to you. To assist in this process, Toll Transitions will provide details of suitable repairers/assessors in your area and their contact details. Should you have any difficulties in arranging an assessment please contact the Warranty Centre for assistance.

### Remember:

**Notices of Loss and Damage need to be lodged with Toll Transitions as soon as possible after discovery of loss or damage. Please lodge online at [www.tollgroup.com/movemaestro/defence](http://www.tollgroup.com/movemaestro/defence)**

**If you need assistance lodging online please contact Toll Transitions on 1800 819 167.**

\* Collections – A number of like or complementary items for which the value resides in the integrity of each of its parts.

\*\* Irreplaceable items: An item in respect of which a like for like replacement cannot be found, and whose value cannot be objectively determined.

## Dispute resolution process

If you disagree with our decision on how your notice of loss or damage is dealt with you may request a review of the notice, preferably in writing. You may ask for a review through your Toll Transitions Regional Relocations Service Centre, your Warranty Case Consultant at the WMC, or through the Directorate of Relocation and Housing National Operations Team (DRH OPS). Please refer to pages 45-46 for additional information about DRH OPS.

Toll Transitions' Warranty Management Centre (WMC) will then review the Notice and make an assessment on liability and any repairs or compensation based on all available evidence including removalists' paperwork, repair reports, discussions with you, etc. You will then be advised of the outcome of the review.

If, following the review by Toll Transitions, you still disagree with the decision you may proceed to the Removal Appeals Process. It is not possible to proceed to the appeals process until you have requested a review by Toll Transitions WMC, and have not agreed with the outcome of that review.

Your appeal should be lodged with the regional DRH OPS, who will then convene a Regional Removal Appeal Committee with representatives from Toll Transitions and DRH OPS. Decisions made by this committee are binding on Toll Transitions and the Department of Defence.

Should you not be satisfied with the outcome of the Regional Appeal, and only if additional evidence that was not presented at either the assessment stages or the Regional Appeal becomes available, are you then able to request a National Appeal through your local DRH OPS representative.

All supporting documentation must accompany this request. Should additional information come to hand following the Regional Appeal decision, the Regional Removal Appeal Committee is to be reconvened. The National Removals Appeal Committee is to verify that the Regional Appeal Committee's decision adhered correctly to normal guidelines and the approved warranty procedures. The National Removals Appeal Committee consists of senior managers from DRH and Toll Transitions, and their decisions are binding on both the Department of Defence and Toll Transitions.

If you require any further information or assistance please do not hesitate to contact Toll Transitions on our Freecall number **1800 819 167**.

**Note: The underlying principle of Warranty is an age based scheme whereby in the first instance damaged items will be repaired where practicable and compensation paid for minor damage. However should an item be uneconomical to repair, a new item or a like-for-like item will be provided or compensation paid to the value of a new item or a like-for-like item as per the age-based inclusions as outlined in Table 1 on page 31.**

### Warranty Management Centre

PO Box 15294, City East QLD 4002

Phone: **07 3149 2702**

Email: **wmc@tollgroup.com**



## 5 Quarantine

This section provides an overview of quarantine arrangements for goods entering, leaving or moving within Australian States and Territories.

Quarantine regulations apply to the movement of goods from, within and into all Australian States/Territories. These regulations are subject to change at short notice and it is your responsibility to ensure compliance with relevant legislation.

This extends to pest and disease outbreaks such as Fire Ants (Queensland) and Equine Influenza (nationwide).

Failure to comply with legislative requirements may result in:

- your consignment or part of it being quarantined,
- your removal being delayed,
- confiscation of items,

- you incurring costs of impoundment, fumigation, additional handling and removal costs, quarantine inspection and other costs,
- prosecution under the applicable legislation.

The Commonwealth Department of Agriculture and Water Resources has implemented strict controls on the importation, exportation or general movement of restricted\* material.

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\* Restricted material includes (but is not necessarily limited to) fruit, vegetables, plants, cut flowers, honey, nuts, seeds, animals, soiled animal skins and wool, soil, hay, used vehicles, used fruit and vegetable containers, fishing equipment/waders, horse riding equipment/clothing, salmon or other seafood products, bees wax, honeycomb or used apiary equipment, timber, un-tanned skins or hides, used agricultural and horticultural machinery and tools.

Your Toll Transitions Case Manager will calculate and arrange payment of your relocation allowances, as well as assist with the reimbursement of approved relocation expenses.

In terms of household removals, items that may be affected by these arrangements include:

- motor vehicles,
- lawn mowers and garden tools,
- compost bins,
- plants/soil (Note: Defence does not approve the removal of plants),
- animal skins,
- PBO cartons (used fruit and vegetable cartons),
- horse riding equipment and clothing,
- seafood products,
- apiary equipment,
- scrap timber.

We will provide you with any information updates. However, we will not be responsible for any delay or cost associated with the removal or subsequent cleaning of inappropriate or inadequately prepared items from, within and into any State/Territory.

In the case of removals into Western Australia and Tasmania, you will be required to complete a declaration for the movement of unaccompanied personal effects. It is also likely that this requirement will extend to other States/Territories in the near future, so please check with the relevant authorities.

If a removalist discovers contaminated or prohibited items in a consignment, they are required to contact Toll Transitions immediately. They may also (subject to the prevailing legislative requirements) be required to report this to the Commonwealth Department of Agriculture and Water Resources and seek their direction. Depending on the nature of the find, the removalists may be directed by the Department to:

- a. do nothing, or
- b. hold the goods for inspection and/or have the goods cleaned/fumigated by an approved company.

### Costs

- there are costs associated with vehicle cleaning. This may be done on site or additional transport costs may be involved if the vehicle has to be taken to a cleaning site,
- cost of cleaning other items will depend on the size and nature of the item,
- there is an inspection cost if the Department has to

attend an inspection and this will vary from location to location,

- there may be charges for transporting items to and from approved cleaning companies. This will depend on the size of the item and the distance and timing of any additional work.

### NOTE: THESE COSTS WILL BE YOUR RESPONSIBILITY

#### Invasive Exotic Ant Species

Care needs to be taken with consignments being uplifted from areas of the Northern Territory, including Darwin, and Queensland to help reduce the risk of Yellow Crazy Ants spreading.

For further information refer to <https://nt.gov.au/environment/animals/feral-animals/exotic-ants>

Consignments being uplifted from areas of Queensland, and from Brisbane in particular, are subject to Fire Ant Regulations under the control of Queensland Department of Agriculture and Fisheries (DAF).

For further information refer to <https://www.daf.qld.gov.au/business-priorities/biosecurity/invasive-plants-animals/ants> or contact the DAF on **13 25 23**.

#### Domestic quarantine enquiries

For domestic quarantine enquiries contact your relevant local and interstate quarantine authorities available through Quarantine Domestic at <http://www.interstatequarantine.org.au/travellers/contacts/>

For information on entry requirements or quarantine zones within your own state contact your local quarantine authority on Freecall **1800 084 881**.

You can also visit the Department of Agriculture and Water Resources' website at <http://www.agriculture.gov.au/biosecurity> for further information or call the Commonwealth Department of Agriculture and Water Resources on **1800 020 504**.

The National Pests and Disease outbreaks website at [www.outbreak.gov.au](http://www.outbreak.gov.au) gives details of current domestic threats and legislative requirements. This site also provides links and contact details for State and Territory authorities.

Should you require further assistance please contact Toll Transitions on our Freecall **1800 819 167**.

Quarantine regulations apply to the movement of goods from, within and into all Australian States/Territories. These regulations are subject to change at short notice and it is your responsibility to ensure compliance with relevant legislation.



## 6 Your housing solution

### Defence member categorisation

The type of housing you have a benefit for will depend on your rank and your Defence categorisation. The Department of Defence approves your recognition status, and where necessary, may require you to supply appropriate legal documents such as a marriage certificate.

#### Accommodation benefits

Based on your Defence categorisation, you may have a benefit for one of the following housing benefits when posted to a new location:

- Own Home,
- Service Residence,
- Rent Band Choice Housing,
- Members Choice Accommodation (MCA),

- Rent Allowance (RA), depending on your individual circumstances, or
- Living In Accommodation (LIA).

Full details on housing assistance, benefits and rates of allowances can be found in PACMAN available on the Defence website [www.defence.gov.au/PayAndConditions/](http://www.defence.gov.au/PayAndConditions/)

## Members (MBR)

Members have several housing options:

- own home in the housing benefit location,
- Members Choice Accommodation (MCA),
- Rent Allowance (RA), or
- LIA

### Owning a suitable home in a housing benefit location

Members who own a suitable home in the location their housing benefit location or family benefit location are not generally eligible for subsidised housing assistance. Members are required to declare ownership in the housing or family benefit location. If you own a property in your housing benefit location or family benefit location please contact DHA to determine suitability in accordance with PACMAN.

### RA

Members who are not required to live in may choose to rent privately. **Before committing to a lease agreement you will need to establish your eligibility via your DHA Online service account, or by contacting DHA.**

Further details on RA can be found in DHA's Guide to RA available from the DHA website ([www.dha.gov.au](http://www.dha.gov.au)).

### LIA

Members may request to live in or may be directed to live in by their Commanding Officer.

Availability of LIA varies between Defence bases and in many areas is limited.

## Accompanied Resident Family (ARF)

Member who have Accompanied Resident Family have several housing options:

- own home in the housing benefit location,
- a Service Residence,
- Rent Band Choice Housing, or
- RA (on approval only if a suitable service residence is unavailable).

### Owning a suitable home in your housing benefit location

Members who own a suitable home in the location they are being posted to are not generally eligible for subsidised housing assistance. Members are required to declare ownership in the housing benefit location. If you own a property in your housing benefit location please contact DHA to determine suitability in accordance with PACMAN.

### Service Residence

The Department of Defence requires that Members who have Accompanied Resident family and don't own a suitable home in their housing benefit location be accommodated in a Service Residence. The member's benefit to the type and size of housing is dependent on their rank and number of resident family and recognised other person.

Detailed information about your benefits and available properties can be found in your Online Services account or by contacting DHA.

### Rent Band Choice Housing

Under Rent Band Choice Housing a member who has Accompanied Resident Family can make a selection from a range of housing options, including inner-city apartments, townhouses and well-located detached houses. These properties are automatically displayed in HomeFind.

This option provides Members with accompanied resident family, from any rank group classification, with greater flexibility in their housing choices. This voluntary option allows members to pay a higher or lower rental contribution for accommodation that better suits their lifestyle and personal circumstances.

### Remember:

**The type of housing you may have a benefit for will depend on your rank and your Defence categorisation. Refer PACMAN for full details of your housing benefits or contact a DHA Consultant on 139 342.**

### Unaccompanied Resident Family (URF)

If you are considering taking up a posting without your resident family or recognised other persons, you will need to submit an Application for Categorisation as a URF to your Commanding Officer in your service location. You should do this as soon as possible after receiving your notification of posting. Once the form has been approved by the Commanding Officer, it will need to be submitted to Toll Transitions.

A Member who has Unaccompanied Resident Family has several housing options:

- Members Choice Accommodation,
- RA (on approval by DHA),
- LIA, or
- own home in the housing benefit location.

A Member who has Unaccompanied Resident Family who is separated from their family due to Service requirements is not expected to maintain two households.

Consequently, members will not be required to pay contributions for meals or accommodation when utilising LIA.

Nor will they be required to make rent contributions when living in other Service subsidised accommodation.

Members who have unaccompanied resident family who receive RA also have a benefit to a food allowance.

Contact DHA for more information.

Toll Transitions will advise DHA of any changes to a member's categorisation.

### Finding your next home

DHA provides high-quality housing for Defence members and their families across Australia. DHA will assist you in finding a Service Residence that meets the needs of you, your resident family and recognised other persons.

#### Steps to choosing your Service Residence using HomeFind

**Step 1.** A DHA Housing Consultant will contact you soon after you return your AFR to Toll Transitions and arrange Online Services access for you. Your Online Services access will allow you to view all available Service Residences in your new housing benefit location within your benefit range.

**Step 2.** If you have not yet submitted your AFR to Toll Transitions and you find a suitable Service Residence you can reserve it immediately online. However, members can reserve only one Service Residence from the available options at any one time. Complete and return your AFR and inventory to Toll Transitions within 10 days of reserving your Service Residence.

**Step 3.** If you have already submitted your relocation documentation to Toll Transitions, the level of Online Services access provided will allow you to lock down a property online at any time.

Without your completed AFR being submitted to Toll Transitions, DHA is unable to fully assess your benefit to your reserved Service Residence and cannot finalise allocation of your reserved home.

#### Returning your Relocation documentation

DHA cannot confirm your housing benefit until Toll Transitions receives your completed AFR confirming your intention to relocate.

This means the earlier you submit your relocation documentation, the earlier your Service Residence becomes available in Online Services for other families moving to your current location.

## House hunting trips

When searching for housing in your new housing benefit location you may be eligible for a house hunting trip (of up to three days and three nights) to view Service Residences or RA properties.

Contact DHA for approval of a house-hunting trip. Expenses for accommodation, meals, travel and car hire are reimbursed to the member under this benefit. You are required to keep receipts for reconciliation purposes and present to Toll Transitions for reimbursement. Note unaccompanied members are required to utilise on base accommodation and messing facilities.

Up to \$600 can be claimed depending on whether the trip is undertaken by the Defence member alone or if accompanied by their CDF partner or adult recognised other person. The current limits for expenditure on house hunting trips are detailed in PACMAN.

## Pre-posting visits for families with special needs

If your family is caring for a family member with a recognised special need you may have a benefit to a pre-posting visit to your new housing benefit location. This is administered by DMFS. For more information about this service contact your local DFMS office.

## Moving into your new Service Residence

### Welcome visit and condition report

When you get to your new housing benefit location, a DHA Property Manager will meet you as arranged and welcome you to your new Service Residence.

#### The DHA Property Manager will:

- provide you with a DHA welcome kit, containing general information about how to maintain your home.
- ask you to sign a DHA Residence Agreement (DRA),
- discuss your rights and responsibilities as a tenant,
- take you through the condition report, explaining the amenities and features of the Service Residence, and
- provide you with two sets of keys to your Service Residence and a set of any remote control units. If you lock yourself out of your Service Residence or your keys are lost or stolen, your Property Manager can arrange new keys and access, however you will be responsible for the costs.

#### Remember:

**DHA cannot confirm your housing benefit until Toll Transitions receives your completed AFR confirming your intention to relocate.**

## Utility Connection

### Electricity, gas, telephone and Internet

You are responsible for the opening and payment of any electricity, gas, telephone or internet accounts. A telephone line will be provided, however handsets, if not in the property, can be purchased or rented from a telecommunications supplier at your own expense. When connecting these services, you may need to provide a copy of your DRA as confirmation of your new address.

On-base properties may use gas and electricity supplied from the Defence establishment; the billing process for these utilities will be provided through Defence. For further information please contact your Property Manager or the Directorate of Relocations Housing National Operations Team (DRH OPS).

### National Broadband Network (NBN)

As you may be aware, the Australian Government is rolling out the National Broadband Network (NBN) across Australia. The NBN network is Australia's new landline phone and internet network which replaces and upgrades the existing telephony services. It is currently available in some areas of Australia and preparation is currently underway to roll it out to all areas.

As it becomes available, residents are being contacted to arrange the installation.

The NBN Connection box (which will be located inside the property) should not be installed in wet areas, busy areas (where it may be knocked or damaged), hard to reach areas or bedrooms (as the connected modem will emit light).

If you have any questions relating to the installation on your property, please contact DHA on **139 342**.

To find out more about the NBN, please visit the NBNCO Website <https://www.nbnco.com.au/>

### Pay Television

You will need to complete the Application for approval to connect pay TV form available on DHA's website and return it to your local regional office for approval before connecting this service. If your residence is part of an owners' corporation or group development, you may also need their approval before an outside antennae or satellite dish can be installed.

## DHA cleaning standards

Before you move in, DHA will have completed a thorough cleaning and maintenance check, including having the carpet professionally cleaned to a high standard.

## Water restrictions

Water restrictions are now a fact of life in Australia and restrictions and bans are in effect to various degrees in a number of local council and community areas. Although we encourage you to be mindful of the water usage during a period of low rainfall, you have a responsibility to maintain the property and grounds of your Service Residence. The status of water restrictions is not an excuse for the exemption from any tenant charges where it is clear that there has been neglect in the care of lawns and gardens.

## Maintenance Call Centre – 139 DHA (139 342)

A call to this number during business hours (8:30am-5:00pm) will connect you to the national Maintenance Call Centre. After hours (5:00pm-8:30am), this number will connect you to the after hours emergency maintenance service.

## Contents insurance

DHA insurance does not cover loss or damage to the contents of your Service Residence. You are strongly encouraged to comprehensively insure your contents against events such as burglary, fire and water damage.

## Pets

Pets are an important part of many Defence families and are welcome in most Service Residences. However some Service Residences are not suitable for keeping pets for a variety of reasons. To ensure you select a residence that suits your family needs, it is important to advise you have pets in section C of your AFR. More information regarding pets in Service Residences is available in your welcome kit.

## Moving out of your Service Residence

If you are living in a Service Residence, a DHA Property Manager will conduct a pre-vacation inspection prior to your departure. When moving out of a Service Residence, you are responsible for:

- ensuring the Service Residence is cleaned to the required standard on the day of your uplift, including the cost of having carpets professionally steam cleaned,
- disconnecting all utilities such as gas, electricity and telecommunication services. You can choose to use Fast Connect to disconnect all your utility services, and
- the cost of repairs or maintenance for damage that is not considered fair wear-and-tear, including any damage caused by pets. Refer to your Tenant Handbook for more information on the required standard.



### Remember:

**You are responsible for the opening and payment of any electricity, gas, telephone or internet accounts.**

**On-base properties may use gas and electricity supplied from the Defence establishment; the billing process for these utilities will be provided through Defence.**



## 7 Your key relocation contacts

### Toll Transitions RSCs

Toll Transitions has\* RSCs located near major Defence establishments across Australia to enable us to provide you with on the ground support for your relocation whenever you need it.

\* In the event that you are unable to contact your closest RSC to you, please call us on 1800 819 167 for assistance.

**Albury / Wodonga, Riverina (NSW/ VIC)**

Telephone **02 6216 0500**  
 Email **RSACT@tollgroup.com**

**Canberra / Nowra, ACT**

Telephone **02 6216 0500**  
 Email **RSACT@tollgroup.com**

**New South Wales, Parramatta**

Telephone **02 9841 4600**  
 Email **RSNSW@tollgroup.com**

**New South Wales, Wagga Wagga**

Telephone **02 6216 0500**  
 Email **RSACT@tollgroup.com**

**Northern Territory, Darwin**

Telephone **08 8901 8600**  
 Email **RSNT@tollgroup.com**

**South Australia, Adelaide**

Telephone **08 8343 9800**  
 Email **RSSA@tollgroup.com**

**Tasmania**

Telephone **03 8696 6000**  
 Email **RSVIC@tollgroup.com**

**Queensland (South), Brisbane**

Telephone **07 3149 2700**  
 Email **RSSQLD@tollgroup.com**

**Queensland (North), Cairns**

Telephone **07 4727 1213**  
 Email **RSNQLD@tollgroup.com**

**Queensland (North), Townsville**

Telephone **07 4727 1200**  
 Email **RSNQLD@tollgroup.com**

**Victoria, Melbourne**

Telephone **03 8696 6000**  
 Email **RSVIC@tollgroup.com**

**Western Australia, Perth**

Telephone **08 9210 2648**  
 Email **RSWA@tollgroup.com**

**Warranty Management Centre**

PO Box 15294, City East QLD 4002  
 Telephone **07 3149 2702**  
 Email **wmc@tollgroup.com**

**Case Management Enquiries**

Email **relocationenquiries@tollgroup.com**

**Toll Transitions:**

**Freecall: 1800 819 167**

**[www.tollgroup.com/tolltransitions](http://www.tollgroup.com/tolltransitions)**

**Customer Contact Centre**

Toll's Customer Contact Centre is open from 8 am to 9 pm Monday to Friday, except National Public Holidays by calling 1800 819 167 (Freecall).

**Did you know:**

You can now SMS general enquiries to the Contact Centre during operational hours. To use this option, text your enquiry to 0488 855 796.



## Department of Defence

# Directorate of Relocation and Housing National Operations Team (DRH OPS)

DRH OPS are located in all larger service locations and provide National support of housing, relocation and removal services delivered by contractors. They can also assist ADF members and their families in consultation with Toll Transitions, DHA and the DMFS to make relocations as easy as possible for members and their families.

The DRH OPS is there to ensure Defence receives the appropriate standard of relocation services by being aware of what is expected of our contractors and what the members and their families are experiencing. The ultimate aim of the DRH OPS is to ensure that members and their families experience high quality customer service as they undergo a removal or change to their housing situation.

The DRH OPS network is very proactive and will seek feedback from members on their full relocation experience. This feedback is used to provide Defence management and service providers with information on difficulties and areas of improvement. These discussions can identify trends or issues that need to be addressed with contractors.

If a member has an inquiry regarding his/her housing maintenance/allocation or relocation services, they can contact the DRH OPS for advice and assistance. Also if a member is dissatisfied with the service provided by Toll Transitions or DHA, the DRH OPS will assist him/her to resolve their concerns.

In summary DRH OPS are available to:

- provide relocation and housing advice to members and their families,
- maintain customer/provider relationships by participating in regular meetings and discussions with Toll Transitions and DHA managers to resolve issues, identify trends and improve services,
- resolve issues raised by members regarding housing provision, maintenance, allocation, itinerary management and removals, and
- assist members and their families resolve disputes with Toll Transitions or DHA from the provision of removal and housing services.

### DRH OPS contact information

[seg.drhops@defence.gov.au](mailto:seg.drhops@defence.gov.au)

#### Did you know:

**The Directorate of Relocation and Housing National Operations Team (DRH OPS) are your dedicated relocation and housing representatives, and are based in key locations.**

## Department of Defence - PostingConnect

The PostingConnect platform will simplify the posting experience for Australian Defence Force (ADF) members and their families.

PostingConnect has been designed by Defence, for Defence members. ADF members played a key role in determining the design and functions of the PostingConnect tool.

PostingConnect integrates the many aspects and organisations involved in the posting process, including Toll, Defence Housing Australia (DHA), Defence Member Family Support (DMFS), PMKeyS and the pay and conditions policy.

### Who is PostingConnect for?

PostingConnect is available for ADF members (permanent forces) undertaking a domestic posting that involves a relocation.

Following the initial release of PostingConnect in 2020, future updates to the platform will consider inclusion of dual postings.

Eligible posting members will receive an invitation to use PostingConnect via their Defence email address (and Fleet address for Navy members). They can then register and use PostingConnect to guide them through their posting tasks.



### PostingConnect benefits for ADF members and their families

PostingConnect will help members and their families by:

- Guiding them through the posting process, so they know what they need to do when posting,
- Removing the need for multiple logins as Toll and DHA access will be available through PostingConnect,
- Providing access to a nominee, such as a family member or friend so they can assist with tasks,
- Using your PMKeyS information to reduce the need for you to provide already known information,
- Being accessible from a range of devices, including phones, tablets and laptops,
- Being available both on and off the Defence PROTECTED network.

### Find out more

Visit the PostingConnect website (<https://ext.defence.gov.au/postingconnect>) for more information

## PostingConnect

An online platform designed by Defence to simplify the posting experience for Australian Defence Force Members and their families.



## DHA contact information

### DHA contacts

#### Housing and customer service enquiries

**139 DHA (139 342)**

between 8:30am–5:00pm AEST

Monday to Friday

#### Maintenance enquiries

**139 DHA (139 342)**

General maintenance:

8:30am–5:00pm AEST

Monday to Friday

Emergency maintenance:

24 hour service

**[www.dha.gov.au](http://www.dha.gov.au)**

**[info@dha.gov.au](mailto:info@dha.gov.au)**

### DHA Regional Offices

#### Australian Capital Territory Region

Canberra (02) 6268 3700

#### Riverina Region

Wagga Wagga (02) 6933 7200

#### New South Wales Region

Sydney (02) 8836 5700

#### Victoria/Tasmania Region

Melbourne (03) 9947 8100

#### West Australia Region

Perth (08) 9210 3400

#### South Australia Region

Adelaide (08) 8245 7800

#### Northern Territory Region

Darwin (08) 8901 7100

#### North Queensland Region

Townsville (07) 4726 1800

#### South Queensland Region

Brisbane (07) 3355 8800

## Other useful contacts

**Defence Member and Family Support (DFMS)**  
1800 624 608

**Defence Families of Australia (DFA)**  
[www.dfa.org.au](http://www.dfa.org.au)

**Defence Special Needs Support Group (DSNSG)**  
1800 037 674  
[www.dsnsng.org.au](http://www.dsnsng.org.au)

**PACMAN**  
[www.defence.gov.au/PayAndConditions/](http://www.defence.gov.au/PayAndConditions/)



**DHA:**

**139 DHA (139 342)**

[www.dha.gov.au](http://www.dha.gov.au)



## 8 Complaints and service feedback

### **We value your opinion**

Toll Transitions is committed to providing a high level of personal service that meets your relocation and benefit management requirements. If our services do not meet your expectations, or if you have a suggestion or compliment we would like to hear from you.

Your feedback is very important to us because it helps us understand your needs and improve our service.

## How to provide feedback

### Talk to our staff:

You can speak to us about your relocation requirements by calling **1800 819 167** so we can assist you in the first instance.

You will be allocated a dedicated Case Manager and alternate Case Manager upon receipt of your Relocation documentation (AFR).

### Enquire online:

If you wish to check on the progress of your relocation, then you may log on to our website, **www.tollgroup.com/movemaestro/defence** for details of your relocation status.

### Send an e-mail:

You can e-mail our Customer Care Manager at: **defencecare@tollgroup.com**

### Independent survey:

The Department of Defence requires that at the conclusion of your relocation a very short survey be sent to you. You may receive an email from Insync, an independent survey company, following your delivery. The survey is web based and takes a few minutes to complete. You will have the option to remain anonymous if you choose. Your valued feedback helps Toll improve its services to Defence Members and their families. Both Toll and Defence encourage you to complete the survey upon receipt. For every completed survey Toll makes a donation to Legacy Australia.

## Our commitment to you

Our commitment is to provide a prompt response to your feedback. We will contact you to confirm receipt of your feedback and will then ensure that it is passed on to the relevant manager/s for timely follow up and action.

### Positive feedback

If one of our employees has exceeded your expectations, we will ensure your positive feedback is passed on to the relevant employee and their manager.

### Continuous improvement

If you have an improvement suggestion, we will ensure that your suggestion is referred to the relevant manager for review and, if appropriate, implementation of your suggestion.

## Resolution

Toll Transitions will ensure that our expert staff will address your concerns and, where possible, seek a resolution within one working day.

There may be some complex issues that take longer to resolve. For complex issues, we will advise you in writing of the course of action to be taken to achieve a satisfactory resolution.

If your concern is regarding an issue with your removal or the conduct of your removalist whilst they are on your premises, please contact Toll Transitions immediately on **1800 819 167**.

### Notice of Loss or Damage – Dispute Resolution Process.

If you disagree with our decision on how your notice of loss or damage is dealt with, you may ask us to review the decision. Please refer to page 35 for further details of the Dispute Resolution and Appeal Process.

### Not satisfied with our response?

If you are not satisfied with the resolution or outcome of any of your concerns, please call or write to us and we will review the situation.

If, after contacting Toll Transitions about a service issue or a decision made by Toll Transitions, you are still dissatisfied please contact your local DRH OPS representative. The DRH OPS contact details are listed in Section 7.

### Remember:

**If, after contacting Toll Transitions about a service issue or a decision made by Toll Transitions, you are still dissatisfied please contact your local DRH OPS representative.**

# 9 Checklist

The following checklist is designed to assist you during your relocation.

## Getting started

- I have received my Posting Order
- I have received the AFR email from Toll Transitions
- I have completed and returned the AFR to Toll Transitions  Online  or Hard Copy
- I have completed and returned my inventory to Toll Transitions  Online  or Hard Copy

## Moving to your new location

Your Toll Transitions Case Manager will assist you with co-ordinating the following aspects of your relocation. (Please note that you must complete and return your AFR and inventory to Toll Transitions before we can arrange your relocation).

- Travel
- Accommodation
- Removal
- Allowances

Once all bookings and allowances are confirmed your Case Manager will send to you (via email) an Original Movement Plan Letter (OMPL) detailing all the travel, accommodation, removal and allowances pertaining to your relocation (refer Section 1 of this Relocation Guide for further details).

- I have received the OMPL from Toll Transitions confirming my:
  - Travel Itinerary details
  - Temporary Accommodation details
  - Removal Uplift date(s)
  - Removal Delivery and Unpack date(s)
  - Relocation Allowances/Benefits
- My Relocation schedule has changed, and I have received my updated Movement Plan Letter (MPL) from Toll Transitions confirming my updated:
  - Travel Itinerary details
  - Temporary Accommodation details
  - Removal Uplift date(s)
  - Removal Delivery and Unpack date(s)
  - Relocation Allowances/Benefits

## Housing

DHA will assist you with all your housing requirements (refer Section 6 for further information). You will be contacted by a DHA Housing Consultant or Property Manager once you have completed and returned your relocation documentation (AFR) to Toll Transitions.

- I have received confirmation from DHA regarding the pre-vacation inspection of my current Service Residence
- I understand the requirements for cleaning my DHA property prior to vacating
- I have arranged the disconnection of my utilities
- I have locked down a DHA property in my new housing benefit location or have been approved for RA (if applicable)
- I have arranged for connection of my utilities in my new Service Residence or Members Choice Accommodation property
- My DHA Welcome Visit for my Service Residence or Members Choice Accommodation property has been confirmed



# 10 Glossary

## Terms used in this guide

A quick reference to what they mean.

<b>AFR</b>	Application for Relocation
<b>CIPC</b>	Change in Personal Circumstances
<b>DAF</b>	Queensland Government Department of Agriculture and Fisheries
<b>DAFF</b>	Commonwealth Department of Agriculture and Water Resources
<b>DCA</b>	Direct Credit Authorisation
<b>DFA</b>	Defence Families Australia
<b>DFMS</b>	Defence Member and Family Support
<b>DHA</b>	Defence Housing Australia
<b>DRA</b>	Defence Housing Australia Residence Agreement
<b>DRH OPS</b>	Directorate of Relocation and Housing National Operations Team
<b>DSNSG</b>	Defence Special Needs Support Group
<b>E&amp;IG</b>	Estate and Infrastructure Group
<b>eICR</b>	Electronic Inventory Condition Report
<b>FBT</b>	Fringe Benefit Tax
<b>FIND</b>	Family Information Network for Defence
<b>LIA</b>	Live-in Accommodation
<b>MCA</b>	Members Choice Accommodation
<b>MPL</b>	Movement Plan Letter
<b>ARF</b>	Accompanied Resident Family
<b>URF</b>	Unaccompanied Resident Family
<b>MBR</b>	Member With no Resident Family
<b>OMPL</b>	Original Movement Plan Letter
<b>PACMAN</b>	Defence Pay and Conditions Manual
<b>PBO</b>	Packed by Owner
<b>PBR</b>	Packed by Removalist
<b>PRA</b>	Partial Rent Allowance
<b>PRV</b>	Pre-Removal Visit
<b>RA</b>	Rent Allowance
<b>RSC</b>	Relocation Service Centre
<b>SR</b>	Service Residence
<b>TAA</b>	Temporary Accommodation Allowance
<b>TAASA</b>	Temporary Accommodation Allowance Serviced Apartment

**YOUR DEFENCE RELOCATION GUIDE**  
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