



# Posting and relocation

## Defence Community Organisation

### Support for Defence families moving to a new location

**Defence Community Organisation offers support, practical assistance and resources to assist Defence families to effectively manage a mobile lifestyle, and alleviate the effects of relocation on family wellbeing.**

A mobile lifestyle is an integral part of military service, as ADF members are routinely posted to different Defence establishments around Australia or overseas every few years, often taking their families with them.

DCO delivers a range of national programs and support services to assist families to effectively manage this mobile lifestyle, and reduce the effects of relocation on family wellbeing.

To access any of these support services contact the all-hours Defence Family Helpline on **1800 624 608**.

#### **Making the move**

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

Our resources outline steps you can take to orchestrate the move effectively, minimise the disruption to your family's life, integrate into your new community, and make these experiences smooth, successful and positive for all involved.

[www.defence.gov.au/dco](http://www.defence.gov.au/dco) > On the move

ADF personnel are usually entitled to a comprehensive Defence-paid removal to their new location. The removal is

organised by Toll Transitions. Visit [www.tolltransitions.com.au/defence](http://www.tolltransitions.com.au/defence) for more information

#### **Getting to know your new home**

When you receive a posting order, you can find regional and community information for your new posting location on the DCO website. Our Community Connection pages can help you get to know your new home and what's on offer, including events, groups and centres which may benefit Defence families.

Our specialised team members, Family Liaison Officers and Community Development Officers, have extensive knowledge of local services and communities and can provide you with advice, information and referral, before or during your posting.

Regional Education Liaison Officers are experienced teachers who can advise you about local education systems, schools, education issues and support available for Defence students.

To connect with our staff call the Defence Family Helpline on **1800 624 608**.

Defence Housing Australia at [www.dha.gov.au](http://www.dha.gov.au) assists you in finding and securing housing in your new location, and provides utility connection and maintenance services once you have moved in.





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### Support in your new posting

You can seek support, resources or referrals any time from the all-hours Defence Family Helpline on **1800 624 608**. The Helpline is staffed by qualified human services professionals, including social workers and psychologists.

If required, our social workers can supply short-term casework and support services to help you through any difficulties.

We also have specialised staff placed in certain primary and secondary schools across Australia to smooth the transition of Defence children into the new school and community and to provide them with support.

### The SMART programs

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

We also run fun and interactive KidSMART and TeenSMART programs for children, helping them to build their self-esteem and develop strategies to accept and deal with change.

To find out more call the Defence Family Helpline on **1800 624 608**.

### Connecting with your new community

Your new community will have a wealth of support in place for you to draw on. You can access our directory of community groups, events and centres and find out what's on offer in your local area by visiting the Community Connection pages at [www.defence.gov.au/dco](http://www.defence.gov.au/dco) or by calling the Defence Family Helpline on **1800 624 608**.

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

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

### Financial assistance for mobile families

We provide a variety of financial assistance to reduce the impact of frequent relocation on your family. Education and employment assistance is available for partners to help them to enhance their career options and secure employment in a new posting location.

### Children's education

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

### Dependants with special needs

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

### Childcare

We maintain a network of Defence childcare centres around Australia, and facilitate priority of access for children from newly-posted Defence families.

