



Fact Sheet - Exemption from Effective Service

This Fact Sheet applies to ADF members who were unable to complete effective service for DHOAS purposes due to exceptional circumstances. If the information in this fact sheet does not answer your query, you are encouraged to visit the DHOAS website www.dhoas.gov.au or contact the DHOAS customer service team.

1. What is an exemption from effective service?

If you are unable to serve due to exceptional circumstances, the Delegate can consider, and if applicable, deem your service effective for DHOAS purposes. This is allowed under Section 17 of the *Defence Home Ownership Assistance Scheme Regulations 2018*. The Delegate for each service is detailed below:

- Army: Director General Army People Capability (DGAPC)
- Air Force: Director General Personnel – Air Force (DGPERS-AF)
- Navy: Director General Navy People (DGNP)

For further information on what is considered effective service, and the impacts of ineffective service, please refer to the DHOAS Separating from the ADF Fact Sheet.

2. What is an exceptional circumstance?

- **Illness or Injury** – An extended period of illness or injury that prevents you from completing effective service across the whole financial year (or part of the financial year);
- **Defective Decision** – Service has been completed, however as a result of a defective decision, the service is not recognised;
- **Other Circumstances** – Other situations can also be considered. (For example, whilst pregnancy alone may not prevent you from completing service, perhaps related medical complications or family responsibilities affected your ability to serve).

3. What is not an exceptional circumstance?

Exceptional circumstances do not include civilian employment commitments or where you are not required for duty. If you apply for a rank or employment category for which you are not qualified, this is also not included.

4. How do I apply for an exemption from effective service?

Requests for an exemption from effective service are assessed by the relevant Service Delegate. The process to apply is as follows:

- Discuss with your Chain-of-Command
 - Explain why and how exceptional circumstances prevented you from completing effective service. (For example, if illness prevented service for only part of the year, explain why the service could not be completed in the remaining part of the year).
 - Provide any evidence that supports your claim.
- Obtain endorsement from your Commanding Officer
- Your Unit will submit the request to the relevant Service Delegate for assessment

NOTE: If you were unable to complete effective service due to Covid-19 or another infectious disease, you may be eligible for the Reserve Service Payment. This can count as effective service for DHOAS purposes and you may not need to apply for an exemption under Section 17. For further information, please refer to the [Defence pay and conditions page](#).