

# Living In Accommodation

User guide



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# The basics

## Introduction

### The Project

Defence Housing Australia (DHA) is progressively rolling out a new Living In Accommodation (LIA) Bookings and Allocations Service which will allow Defence members and employees to actively manage all types of LIA bookings via our dedicated online system. This service includes all Permanent, Transit and Course/Group LIA requirements.

Bookings are lodged by users via the DHA Online Services website. A dedicated Contact Centre supports the on-line service. Room allocations are largely done automatically according to room allocation rules developed and agreed to at each Base.

DHA has transitioned all Queensland based LIA to the new system. The remaining regions will transition by the end of May 2014 ahead of the commencement of the new Base Services Contracts. If you have an existing booking confirmation for any of these locations, your booking will automatically transfer to DHA.

You can continue to make bookings with the respective on-base garrison contractors right up to the transition date for that location. After the transition date, you can make new bookings or amend existing bookings via your DHA Online Services account or by telephoning the LIA Contact Centre.

### Contacting us

- Online bookings - [www.dha.gov.au](http://www.dha.gov.au)
- Email us - [LIA@dha.gov.au](mailto:LIA@dha.gov.au)
- Telephone us - 139 DHA (342) then select Option 1, then Option 3

The LIA Contact Centre is based in Brisbane and provides national support for LIA bookings, allocations and associated queries. The LIA CC is open from 08:30am to 5:00pm Monday to Friday, regardless of where you are and what Australian time zone you are in.

### Functionality Modules

As a user of LIA, you will be provided access to any of a number of functionality modules – allowing you access to perform those functions in the BAS. What modules you can access will be dependent upon your role and is a decision made in your chain of command. Which modules you are assigned will be identified as part of pre-GO LIVE workshops.

# LIA roll out dates

## Live regions

- Queensland
- Northern NSW

## Victoria – 17 March 2014 (Transfield Services)

- Simpson Barracks (including Maygar Barracks)
- RAAF Williams (Laverton and Point Cook)
- RAAF East Sale
- HMAS Cerberus
- Puckapunyal

## Northern Territory – 31 March 2014 (Serco Sodexo Defence Services)

- Robertson Barracks
- RAAF Darwin
- Defence Establishment Berrimah
- Larrakeyah Barracks
- RAAF Tindal

## Western Australia – 14 April 2014 (Transfield Services)

- HMAS Stirling
- Irwin Barracks
- Leeuwin Barracks
- RAAF Pearce
- Campbell Barracks

## South Australia – 28 April 2014 (Transfield Services)

- RAAF Edinburgh
- Woodside Barracks
- Keswick Barracks
- Port Wakefield
- Hampstead Barracks

## Shoalhaven and Canberra – 12 May 2014 (Serco Sodexo Defence Services)

- HMAS Albatross
- HMAS Creswell
- ADFA
- RMC
- HMAS Harman

## Riverina and Tasmania – 26 May 2014 (Eurest Support Services)

- Bandiana
- Bonegilla
- RAAF Wagga
- Kapooka
- Anglesea Barracks

## User Roles

Role	Description	Who	Functions
<b>Base Authority</b>	Overall management of the Base	SADFO and BSM Possible 1-2 additional	<ul style="list-style-type: none"> <li>• Change Room Restriction Rules, except Unit Managed</li> <li>• Take an entire building off-line</li> <li>• Make or amend a bulk booking</li> <li>• Make or amend a manual booking</li> <li>• Cancel/veto an allocation</li> </ul>
<b>Base Management</b>	Assists Base Authority	SADFO Representatives BSM Representatives	<i>Has functionality as per the Base Authority except for the ability to change room restriction rules.</i>
<b>Service Provider</b>	Housekeeping and Concierge functions	Garrison Contractors Plenary Concierge	<ul style="list-style-type: none"> <li>• Confirm Occupancy (Check In)</li> <li>• Confirm Departure (Check Out)</li> <li>• Take room off-line for maintenance or cleaning and return on-line</li> <li>• <b>Unable to make bookings or amend room allocations</b></li> </ul>
<b>Approving Authority</b>	PACMAN Delegations	Heads of Resident Units exercising PACMAN delegations.  CO/OC or XO not below MAJ(E). Includes the SADFO for his/her chain of command.	<ul style="list-style-type: none"> <li>• PACMAN Delegations <ul style="list-style-type: none"> <li>◦ Evict a Member (and cancel eviction) including revoking a Licence to Live-In and approving Member to live off.</li> <li>◦ Approve LIA when Member has suitable accommodation in locality</li> <li>◦ Determine a position or person required to occupy LIA</li> </ul> </li> <li>• Change Room Rules, only for Unit Managed LIA</li> <li>• Make manual booking for Unit Managed (eg: VIP)</li> <li>• Cancel/veto an allocation for: <ul style="list-style-type: none"> <li>◦ Unit Managed LIA</li> <li>◦ Mandatory PLIA members in chain of command</li> </ul> </li> <li>• Room Swaps</li> </ul>
<b>Unit Management</b>	Assists the Approving Authority	Unit Housing Officers RSMs, SWO, WODs, etc	<i>Has functionality as per the Approving Authority except for the ability to exercise PACMAN Delegations.</i>
<b>Course Coordinator</b>	Course bookings and panelling course members	Course & Exercise coordinators	<ul style="list-style-type: none"> <li>• Make or amend a bulk booking</li> <li>• Make/amend a manual booking (override) for Unit Managed including VIP room booking</li> </ul>
<b>Accommodation Clerk</b>	Books LIA for any member at any Defence base	Accommodation Clerks	<ul style="list-style-type: none"> <li>• Auto-allocation for individual bookings – Transit only</li> <li>• All Defence bases active in the BAS</li> <li>• View vacant beds</li> </ul>

# Request Access or New Role

## Your DHA Account

Access to the BAS will be assigned to existing DHA Online Services accounts. If you need to undertake activities in the BAS and you do not have an existing DHA Online Services account, one will be created for you. You must ensure the security of this account to maintain privacy of your own personal information as well as the information you are privy to as part of the performance of your duties. Use of a Defence email address in your Online Services account is encouraged.

## Create or Amend Account

The nominated positions below can instruct DHA to create new or amend existing User accounts by sending an email to [LIA@DHA.gov.au](mailto:LIA@DHA.gov.au). These instructions should clarify:

- The level of access required and for which base/unit it is required for.
- Whether the request is for an additional role or replacement role to trigger removal of vacating user if necessary.
- The date by which the new or amended access is required, eg: for expected handover to an incoming member.

The following outlines those position holders who can request new or amended User accounts.

**Base Authority** – Incumbent Base Authority of the Base

**Base Management** – Incumbent Base Authority or Base Management position holder of the base

**Approving Authority** – Incumbent Approving Authority of the Unit, the Base Authority or Base Management position holders of the Base

**Unit Management** – Incumbent Approving Authority of the Unit, the Base Authority or Base Management position holders of the Base

**Course Coordinator** – Approving Authority of the Member's Unit, the Base Authority or Base Management position holders of the Base

**Service Provider** – Incumbent Base Authority or Base Management position holders of the Base

**Accommodation Clerk** – Email to the LIA Contact Centre.

# The Main Dashboard

## Incoming Today (and Check-In functionality for Service Providers)

Occupation Date	Type	Unit	Employee ID	Title	Name	Building	Room	LEAP
16/09/2013	Transit		8441624	PTETRN	Kynan Broadbent	N010 (Transit)	G-2	No
16/09/2013	Transit		8519567	Mr	Massicks Massicks	H032 (Transit - All ranks)	1-11	No
16/09/2013	Transit	8/9 RAR [ENOG]	8591084	PTE	Declan Haigh	N009 (Transit)	2-5	No
17/09/2013	Transit		8250844	WO1	Rodney Cornick	H032 (Transit - All ranks)	G-6	No
17/09/2013	Transit		8237338	CAPT	Michael McMahon	N010 (Transit)	2-7	No
17/09/2013	Transit	HQ 11 BDE [LAW]	8507885	PTE(P)	Glenn Kelly	N009 (Transit)	G-7	No

SP/Concierge clicks Check-In when key issued

Contributions automatically start (no AD293)

Other users have the same screen without Check-In/Out buttons

## Outgoing Today (and Check-Out functionality for Service Providers)

Vacation Date	Type	Unit	Employee ID	Title	Name	Building	Room
30/08/2013	Transit		OL000241	Mrs	ANDREW MCBARON	N023 (Officers Mess)	1-12
07/09/2013	Bulk		8166017	FLTLT	Darren Edmonds	N021	G-5
07/09/2013	Bulk		8185693	FLTLT	Roslyn Walker	N021	G-13
07/09/2013	Bulk		8181964	FLTLT	Michael Dixon	N021	G-3
07/09/2013	Bulk		8208128	FLTLT	Donna Grant	N021	G-7
07/09/2013	Bulk		8165379	FSGT	Suzanne Harvey	N021	G-9
07/09/2013	Bulk		8165135	FSGT	Candice Simpson	N021	G-11
09/09/2013	Transit		8252447	WO2	Daniel McCoy	B040	G-47
09/09/2013	Transit		8252447	WO2	Daniel McCoy	B040	G-47
13/09/2013	Transit		OL4715	Dr	Paul Fisher	B040	G-10
14/09/2013	Bulk	1 CSSB [ROBI]	8272192	MAJ	Mark Pearson	N007	1-43
14/09/2013	Bulk	PILBARA [PORTHE]	8257061	MAJ	Anthony Mew	N007	1-47
14/09/2013	Bulk	1 AVN REGT [ROBI]	8233865	MAJ	Heath Smith	N007	1-59

SP/Concierge clicks Check-Out when key returned

Contributions automatically cease (no AD293)

## Building Calendar

Future visibility of bookings, allocations and occupations

Weekly or Monthly Views

Double click to drill down to booking or room information



# Viewing Room Data

## Book LIA via DHA Online Services

Room Restriction Rules that govern how this room is used and how it is auto-allocated by the system. The BSM and SADFO also have the ability to change the room restrictions

## Book LIA via DHA Online Services

Information about the room including details on the next allocation. This is also where Service providers and Base Management staff can take the room offline.

**Staff Services**  
Room Details

**Room Details**

Building Name: N023 (Officers Mess)  
 Street: Nui Dat Road  
 Floor: G  
 Room Number: 7  
 Accommodation Level: 5  
 Next Allocation: 13/11/2013 - Colonel C/ [Edit](#)

**Amenities**

Private Ensuite	Male	Female	Unisex	Disabled
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

**Restrictions**

Restriction	Value
Request Type	Transit
Request Type	Temporary
Rank Type	Senior Officer
Unit Managed	LWC [KOKO]
Rank Type	Junior Officer
Request Type	Permanent

[Modify](#)

**Allocations This Week**

Allocated 
  Occupied 
  Offline 
  Vacant 
  Bulk Booking

Sun 22/09/2013	Mon 23/09/2013	Tue 24/09/2013	Wed 25/09/2013	Thu 26/09/2013	Today	Sat 28/09/2013
Vacant	Vacant	Vacant	Vacant	Vacant	Vacant	Vacant

[Previous Week](#) [Next Week](#)

## Room Calendar

Allows you to see information about allocations and occupancies. Double clicking into the calendar will enable other functions such as Manual Allocations and Evictions

When is a room due to be used next?

# Allocation Report

The Allocation Report shows every current and future allocation, by building, for each Base. It is used by Service Providers and LEAP Concierge to see future arrivals and departures and by other LIA stakeholders to provide a snapshot of LIA activities. The drop down filter shows data for 1, 3, 7 or 30 days, with 1 day as the default.



Allocation Report for Oakey, QLD

7 Days

Building	Floor	Room Number	Action	Type	Reason	Occupation Date	Vacation Date	Unit	Rank	Surname	Gender	Furnished
A021 (Transit)	1	34	<a href="#">Vacation</a>	Bulk	I am attending a course	18/08/2013	20/09/2013	1 SIG REGT [ENOG]	PTE(P)	[REDACTED]	Male	Yes
A021 (Transit)	1	25	<a href="#">Vacation</a>	Bulk	I am attending a course	01/09/2013	21/09/2013	5 AVN REGT [TOWNAFB]	CPL	[REDACTED]	Male	Yes
A021 (Transit)	1	26	<a href="#">Vacation</a>	Bulk	I am attending a course	01/09/2013	21/09/2013	HQ 16 AVN [ENOG]	CPL	[REDACTED]	Male	Yes
A021 (Transit)	G	135	<a href="#">Vacation</a>	Bulk	I am attending a course	01/09/2013	21/09/2013	STPP [BRIS]	CPL	[REDACTED]	Female	Yes
A021 (Transit)	G	132	<a href="#">Vacation</a>	Transit	Duty	08/09/2013	22/09/2013	DPU [ENOG]	CPL	[REDACTED]	Female	Yes
A065 (Officer Accommodation)	1	4	<a href="#">Vacation</a>	Transit	Duty	16/09/2013	20/09/2013	ARDU [EDIN]	MAJ	[REDACTED]	Male	Yes
A021 (Transit)	G	112	<a href="#">Occupation</a>	Bulk	I am attending a course	17/09/2013	20/09/2013	5 AVN REGT [TOWNAFB]	CAPT	[REDACTED]	Male	Yes
A021 (Transit)	G	114	<a href="#">Occupation</a>	Transit	Business Travel	17/09/2013	18/09/2013		CAPT	[REDACTED]	Male	Yes
A021 (Transit)	2	32	<a href="#">Occupation</a>	Transit	Duty	19/09/2013	20/09/2013		LT	[REDACTED]	Male	Yes
A065 (Officer Accommodation)	1	5	<a href="#">Occupation</a>	Transit	Duty	19/09/2013	20/09/2013		CAPT	[REDACTED]	Male	Yes

Displaying items 1 - 10 of 15

1 2 | [Next >](#)

## Exporting Allocation Information

Staff Services Allocation Report

Allocation Report for Enoggera Barracks, QLD

1 Day

Building	Floor	Room Number	Action	Type	Reason	Occupation Date	Vacation Date	Unit	Rank	Surname	Gender	Furnished
H022 (Transit - All ranks)	G	1-C	<a href="#">Occupation</a>	Transit	Duty	09/10/2013	18/10/2013		PTE(P)	[REDACTED]	Male	Yes
H022 (Transit - All ranks)	G	1-A	<a href="#">Vacation</a>	Transit	Duty	30/09/2013	09/10/2013		LS	[REDACTED]	Male	Yes

Hover the mouse over "building" to show 2 export options (excel & CSV). The full report will export into excel or CSV

Choose the number of days

Using the drop down list to show 1, 3, 7 or 30 days

# Unallocated Requests

The BAS “looks” for a vacant room every 15 minutes to meet booking requests not yet allocated a room. These unallocated requests are held in a dashboard for visibility.



At pre-determined times in the lead up to the expected Occupation Date, if there is still no suitable room available, a Nil LIA Available message is sent and the LIA request is cancelled.

- Permanent requests managed by Toll: 12 business days prior departure from losing location.
- Other permanent requests : 20 business days prior to the request start date.
- Transit requests managed by Toll: 10 business days prior to departure from losing location.
- Other transit requests: 20 business days prior to the request start date.
- Business Travel requests: do not go to Unallocated. A response is provided immediately.
- Requests made inside these timelines will return a room allocation or Nil LIA message immediately.

The purpose of this report is to show visibility of requests that haven’t been allocated beds. Unit and Base personnel aren’t required to take action here – the system and the LIA Contact Centre will do that, however Unit and Base personnel can use this screen to manually allocate rooms or cancel/veto requests **if they wish to do so**.

People holding the role of Unit Management will be sent an email whenever a member belonging to their Unit has a request for Permanent accommodation sitting in the Unallocated Requests list. Further information on this scenario is provided under the Outstanding Requests section.

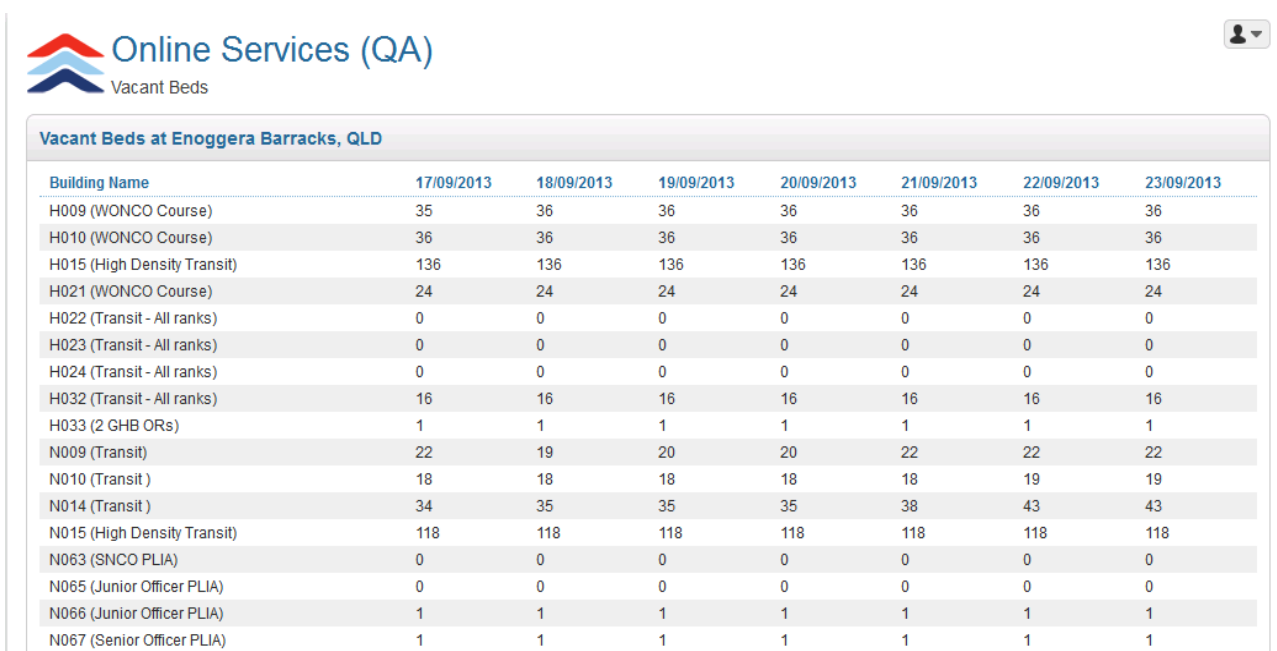
Dashboard   LIA Administration   Logout

 Unallocated Requests 

Unallocated requests at Enoggera Barracks, QLD						
Occupation Date	Vacation Date	Emp Id/Reference	Rank	Surname	Type	Reason
29/01/2014	31/01/2014		Corporal		Bulk	I am attending a course
29/01/2014	31/01/2014		Corporal		Bulk	I am attending a course
02/03/2014	11/03/2014		Corporal		Bulk	I am attending a course
08/12/2013			Warrant Officer C2		Permanent	Posting
02/03/2014	11/03/2014		Flying Officer		Bulk	I am attending a course
10/12/2013			Warrant Officer C2		Permanent	Posting
29/01/2014	31/01/2014		Captain		Bulk	I am attending a course
29/01/2014	31/01/2014		Sergeant		Bulk	I am attending a course
29/01/2014	31/01/2014		Corporal		Bulk	I am attending a course
29/01/2014	31/01/2014		Corporal		Bulk	I am attending a course
29/01/2014	31/01/2014		Corporal		Bulk	I am attending a course
29/01/2014	31/01/2014		Corporal		Bulk	I am attending a course
29/01/2014	31/01/2014		Corporal		Bulk	I am attending a course
29/01/2014	31/01/2014		Corporal		Bulk	I am attending a course
29/01/2014	31/01/2014		Corporal		Bulk	I am attending a course
29/01/2014	31/01/2014		Corporal		Bulk	I am attending a course

## Vacant Beds Report

This report provides visibility of vacant rooms to Base Management, Unit Managers, Duty Officers and Contact Centre staff to assist in easily identifying vacant rooms at a glance for a nominate 2 weeks period.



Building Name	17/09/2013	18/09/2013	19/09/2013	20/09/2013	21/09/2013	22/09/2013	23/09/2013
H009 (WONCO Course)	35	36	36	36	36	36	36
H010 (WONCO Course)	36	36	36	36	36	36	36
H015 (High Density Transit)	136	136	136	136	136	136	136
H021 (WONCO Course)	24	24	24	24	24	24	24
H022 (Transit - All ranks)	0	0	0	0	0	0	0
H023 (Transit - All ranks)	0	0	0	0	0	0	0
H024 (Transit - All ranks)	0	0	0	0	0	0	0
H032 (Transit - All ranks)	16	16	16	16	16	16	16
H033 (2 GHB ORs)	1	1	1	1	1	1	1
N009 (Transit)	22	19	20	20	22	22	22
N010 (Transit)	18	18	18	18	18	19	19
N014 (Transit)	34	35	35	35	38	43	43
N015 (High Density Transit)	118	118	118	118	118	118	118
N063 (SNCO PLIA)	0	0	0	0	0	0	0
N065 (Junior Officer PLIA)	0	0	0	0	0	0	0
N066 (Junior Officer PLIA)	1	1	1	1	1	1	1
N067 (Senior Officer PLIA)	1	1	1	1	1	1	1

This report does not identify the actual vacant rooms – it does give a quick indication of room availability. Any large volume booking or unplanned demand (eg: a delayed flight meaning 40 people need overnight accommodation at late notice) should be coordinated with the Garrison Support Service Provider as per existing processes.

# Search for a Person

## Why do it?

When seeking to find where a Member on your base who either currently occupies a room or has a room allocation for a future date.

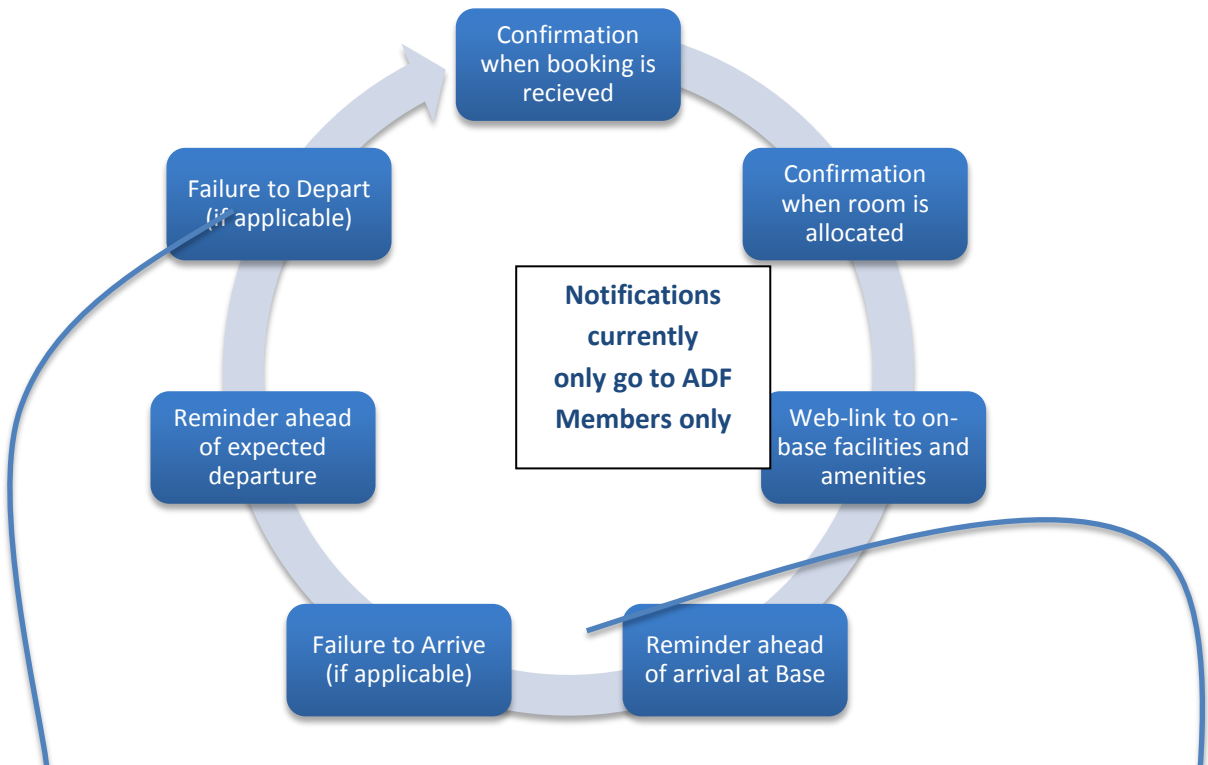
## How is it done?

From the “LIA Administration” menu, select “Occupant Search” to display the following screen. Enter any of the known details to return the search results.

	Occupant Reference	First Name	Surname	Type	Status	Occupation Date	Vacation Date	Building	Floor	Room	Level
<a href="#">Request</a>	82 000 67	ROBERT	JONES	Permanent							
<a href="#">Request</a>	82 000 18	LOUIS	WILKINSON	Permanent							
<a href="#">Allocation</a>					Allocation Cancelled	20/12/2013		P028 (Female PLIA All ranks)	1	4-1	3
<a href="#">Allocation</a>					Allocation Cancelled	06/01/2014		P028 (Female PLIA All ranks)	G	2-4	3
<a href="#">Request</a>	84 000 00	STEVE	YIP	Permanent							
<a href="#">Allocation</a>					Awaiting Occupation	05/01/2014	20/12/2015	P005 (7 CSR and 6 ESR ORs)	2	5-4	3
<a href="#">Request</a>	85 000 12	WALTER	YIP	Permanent							
<a href="#">Allocation</a>					Occupied	01/10/2013		P045 (7 CSSB ORs)	2	4	5
<a href="#">Request</a>	85 000 10	WALTER	YIP	Permanent							
<a href="#">Allocation</a>					Occupied	03/10/2013		P030 (7 CSSB ORs)	G	2-4	3
<a href="#">Request</a>	85 000 65	WALTER	YIP	Permanent							

# Notifications

Automatic messages are sent by email, SMS and web-links prior to arrival and departure as follows:



## Failure to Depart

These appear on the Base dashboard in red text. Notices are also sent to the Base Management profiles. Email/SMS requests Member to contact DHA to amend booking. Service Provider also attempts to contact Member to amend booking. If Member is not contactable, Service Provider takes room offline. Room offline will automatically de-conflict an incoming booking.

## Failure to Arrive

These appear on the dashboard in red text. For Permanent and Group bookings, DHA will attempt to contact the Member and will also liaise with Toll, the Unit or the Course Coordinator as relevant. For Transit bookings up to 21 days, the allocation will be cancelled 3 days after the expected arrival date. For Permanent bookings, the allocation will be cancelled after 6 days.

**Service Provider and LEAP Concierge Tip**  
Be sure to Check-In on the day of arrival and Check-Out on the day of departure to avoid the Member receiving a failure to arrive/vacate unnecessarily & to ensure correct contributions are charged to the Member

# Pay Processing & Other Arrangements

## AD293 Processing

Service Providers to continue to finalise AD293 paperwork for bookings that occupied LIA prior to the GoLive date – as per current practices. For any new arrivals DHA will automatically commence and cease pay transactions for rations and quarters as per PACMAN rates where this policy requires contributions to be made. AD293s are no longer required for new arrivals and their subsequent departures.

## Variations when Member is Field, at Sea or Deployed

Defence and DHA have an established process using the Deployment Housing Retention Form to manage variations during a tenancy for when Members are deployed on ADF Operations. Units are now required to send this form to the DHA LIA Contact Centre via an email attachment to [LIA@DHA.gov.au](mailto:LIA@DHA.gov.au) for members who are retaining LIA whilst being deployed.

For Members who are at sea or under field conditions for more than 21 days, Units required to advise the DHA LIA Contact Centre via email to [LIA@DHA.gov.au](mailto:LIA@DHA.gov.au) with the date the field or sea allowance commenced and the date it is expected to cease. DHA will calculate the 21<sup>st</sup> day to process the cessation of LIA contributions and recommence on the date of return.

DHA can only process variations of contributions for Member's who occupied their LIA room after the GoLive date specified below. Variations for Members occupying the LIA room before these dates are to be processed as per the current arrangements by the MPAC/APAC, via Unit Personnel Units, Customer Service Centre's and/or Accommodation Offices.

- South Queensland – 1 September 2013
- North Queensland – 18 November 2013

## AA157 Change of Categorisation

The DHA Booking and Allocation System does not change the current arrangements for Member's completing the AA157 Change of Categorisation form. These forms are processed by Defence information is subsequently sent to DHA to allow housing requests (including LIA) to be process in line with PACMAN.

## Contributions when Member takes Leave Without Pay

When a Member continues to occupy a room whilst on LWOP, they are required under PACMAN to contribute at a higher rate for the LWOP period. The responsibility for raising an invoice to the Member for LIA contributions has not transferred to DHA and therefore current procedures continue.



## **Defence Public Servants**

Defence Public Servants are not currently eligible for a DHA Online Services account. DHA is working to provide accessibility for Defence Public Servants to be able to book their LIA online in the future. In the meantime, transit bookings can be made through the LIA Contact Centre. Course Coordinators can also add Defence Public Servants to group bookings.

## **Reservists**

Reservists who are regular users of LIA should request to have a DHA Online Services account created so they can book and manage their LIA requirements. Contact the LIA Contact Centre for further details.

## **Non-ADF bookings**

Non-ADF individuals and groups do not have direct access to the BAS and can therefore not make LIA bookings either on-line or direct through to the LIA Contact Centre.

Non-ADF bookings will be referred to the Base at which the LIA is being requested to identify a suitable sponsor to make the booking on their behalf. In most instances, non-ADF requests will be referred to the on-base DSRG representative.

## **Mess Fees**

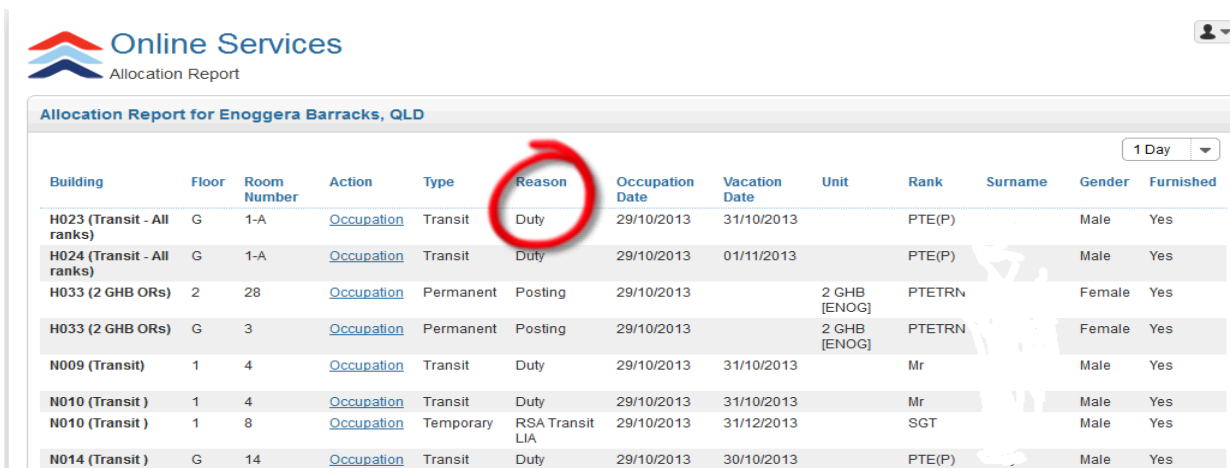
There is no change to the arrangements to collect Mess transit fees – these continue as per current practices. The respective stakeholders can access the BAS for information on who is due to occupy transit rooms in SNCO and Officers messes where transit fees are collected.



## Non-duty bookings

DHA does not collect public monies payable for occupying LIA for non-duty reasons. Cost recovery can be initiated before or after the member arrives as per current practices. It continues to be the Member's responsibility to declare each booking as duty or non-duty.

The respective on-base stakeholders can access the BAS for information on who is due to occupy rooms for non-duty reasons – use the Allocation Report and look for “non-duty” under “Reason”:



Online Services  
Allocation Report

Allocation Report for Enoggera Barracks, QLD

1 Day

Building	Floor	Room Number	Action	Type	Reason	Occupation Date	Vacation Date	Unit	Rank	Surname	Gender	Furnished
H023 (Transit - All ranks)	G	1-A	<a href="#">Occupation</a>	Transit	Duty	29/10/2013	31/10/2013		PTE(P)		Male	Yes
H024 (Transit - All ranks)	G	1-A	<a href="#">Occupation</a>	Transit	Duty	29/10/2013	01/11/2013		PTE(P)		Male	Yes
H033 (2 GHB ORs)	2	28	<a href="#">Occupation</a>	Permanent	Posting	29/10/2013		2 GHB [ENOG]	PTETRN		Female	Yes
H033 (2 GHB ORs)	G	3	<a href="#">Occupation</a>	Permanent	Posting	29/10/2013		2 GHB [ENOG]	PTETRN		Female	Yes
N009 (Transit)	1	4	<a href="#">Occupation</a>	Transit	Duty	29/10/2013	31/10/2013		Mr		Male	Yes
N010 (Transit)	1	4	<a href="#">Occupation</a>	Transit	Duty	29/10/2013	31/10/2013		Mr		Male	Yes
N010 (Transit)	1	8	<a href="#">Occupation</a>	Temporary	RSA Transit LIA	29/10/2013	31/12/2013		SGT		Male	Yes
N014 (Transit)	G	14	<a href="#">Occupation</a>	Transit	Duty	29/10/2013	30/10/2013		PTE(P)		Male	Yes

## Rationing for Bulk Bookings

Service Providers have contact details for group bookings and can liaise directly with the Point of Contact for any additional requirements, including rations. Rationing for bulk bookings should be managed by the person managing the bulk booking and the accommodation office on the relevant base. In some cases, the Group will be directed to another provider but in all cases the accommodation office will be able to confirm the correct point of contact.

# Member Initiated Request for LIA

## Book LIA via DHA Online Services



Go to the DHA website ([www.DHA.gov.au](http://www.DHA.gov.au)) and access Online Services.



**Login**

User Name:

Password:

[Forgotten your login details?](#)

Please call DHA on 139 342 (139 DHA) if you have never received login details to gain access to DHA Online Services.

### For ADF Members

- Access DHA's housing service to select a Service Residence based on your approved housing entitlement
- View your current DHA Service Residence and associated detail
- Notify DHA of any changes to your Rent Allowance circumstances
- Keep your DHA profile details up to date
- Use the [Rent Allowance Calculator](#) to work out what your Rent Allowance entitlement might be

### For Lessors

Any Member with access to DHA Online Services can make an online booking for themselves by selecting "Apply for LIA" from the LIA menu. Enter the details and click submit.



**Apply for LIA**

LIA Start Date:

LIA End Date:

Type of LIA Request:

Reason for LIA Request:

LIA Base:

What is your current marital categorisation?


Member with Dependants


Member without Dependants


Member with Dependants (unaccompanied)

If a room is available that meets the local room allocation rules, the following message will appear.

Your request for **Transit LIA** at **Borneo Barracks, Cabarlah, QLD** from **01/10/2013** to **03/10/2013** has been received by DHA and a Level 1 room has been allocated to you.

[My LIA dates have changed](#) 

[I would like to cancel my LIA](#) 

[I would like to decline my LIA](#) 

## Nil LIA

If a room is not available, the Member will be advised accordingly. If it is a:

- Permanent LIA request that cannot be met, the Member will be automatically pre-approved for Rental Allowance and directed to the online RA application process.
- Transit request, the person making the booking request will receive an email that can be provided to an appropriate travel delegate to seek approval for commercial accommodation.

NOTE: Permanent LIA for IET and other mandatory members does not automatically tip to RA.

# Toll Initiated LIA Requests (Postings)

## No additional work for Units

DHA already liaises with Toll and on-base Service Providers to identify suitable LIA for Members of the ADF on posting. The new DHA BAS does not require Units or the Member to do anything differently and the process is now more streamlined.

### Pre-GoLive Process



### Post-GoLive Process



Requests for PLIA can also come directly from the Member. For example, a Member in RA who's lease is due to expire may wish to occupy available LIA on-base

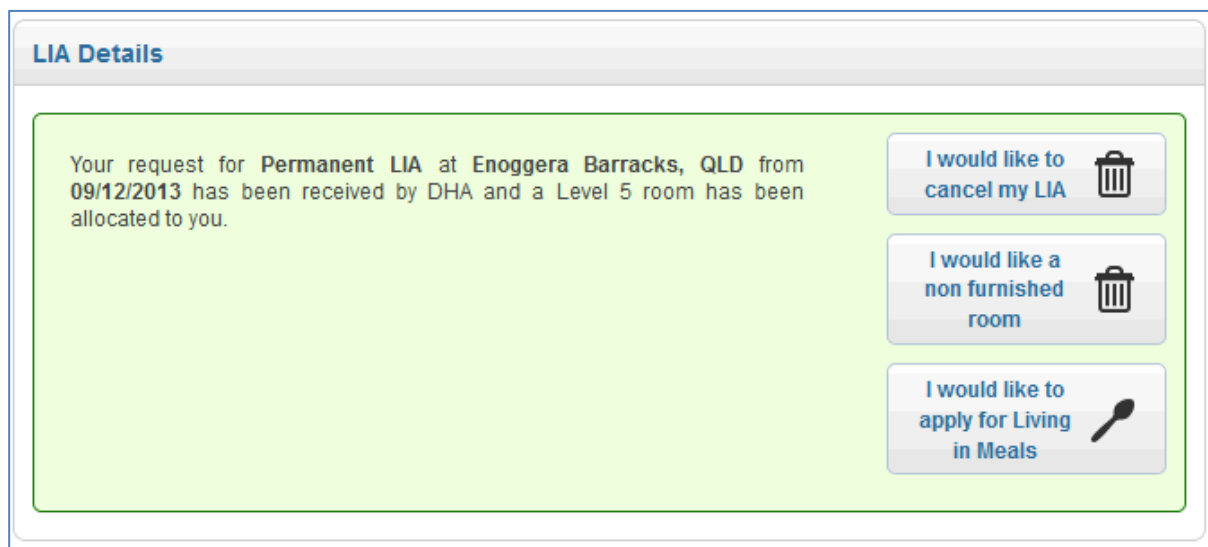
#### Don't Forget!

LEAP rooms require 5 working days notice for new allocations – including scheduling the March In appointment.

# Living In Meals Contributions

## Permanent LIA & LIM

Members posting in to Permanent LIA can opt in to make Living In Meal contributions once their final room allocation is made. The member must log in to Online Services and they will see the “opt in for meals” button:



## Minimum Opt In Period

PACMAN determines a minimum opt in period of 3 months for LIM contributions if the Member opts in via DHA Online Services. Should a Member choose to cancel LIM contributions at the end of the 3 months, they will need to complete an AD293 via their Unit. DHA will ensure a cancellation transaction is created to match any LIA contribution when you formally march out of your Permanent LIA accommodation.

## What happens if a Member move rooms after March In?

The original opt in for LIM will be cancelled if a Member moves rooms after their initial March In – so they will need to go back to Online Services and opt in again. DHA will then commence LIM contributions against the new room.

## Why are LIM contributions being deducted but not LIA contributions?

DHA assesses each LIA occupant against PACMAN to determine their requirement to make LIA contributions. It is certainly possible for someone to be required to contribute for meals but not for their accommodation.



## **Meal contributions for course attendees**

Your Course Coordinator is responsible for arranging for the commencement of meal contributions if necessary.

## **Rationing for Bulk Bookings**

Rationing for bulk bookings should be managed by the person managing the bulk booking and the accommodation office on the relevant base. In some cases, you will be directed to another provider but in all cases the accommodation office will be able to confirm the correct point of contact.

Any rationing requirements should be finalized at least one week prior to the booking commencement date.

# Service Providers

## Daily email notifications

Service Provider's will receive email notifications at 7am, 11am and 2pm daily providing notice of:

- New room allocations
- Changed room allocations
- Cancelled room allocations

Service Providers and LEAP Concierge offices can use this information to transfer booking information to RMS and the Plenary systems. Notifications are only sent if there are changes since the last email.

### Allocations and Vacations for Amberley RAAF Base, QLD

#### CANCELLED ALLOCATIONS

Emp ID	Rank	Surname	Building	Floor	Room	Start Date	End Date	Contact Phone
8271186	Army:Warrant Officer C2	E	673	G	43	20/10/2013	22/10/2013	0439 511 xxx
8593903	RAAF:Flying Officer	A	683	1	15	27/10/2013	29/11/2013	0411 757 xxx

#### NEW ALLOCATIONS

8230123	Army:Warrant Officer C1	C	671	1	3	20/10/2013	22/10/2013	0432 405 xxx
OL5905	Civilian:Mr	H	673	G	41	17/10/2013	18/10/2013	

# Check In and Check Out

## Start and Cease Contributions

The check in and check out buttons will automatically commence and cease contributions for Rations and Quarters where they are payable under PACMAN. For new arrivals and their subsequent departures, the AD293 is no longer required for March In and March Out.

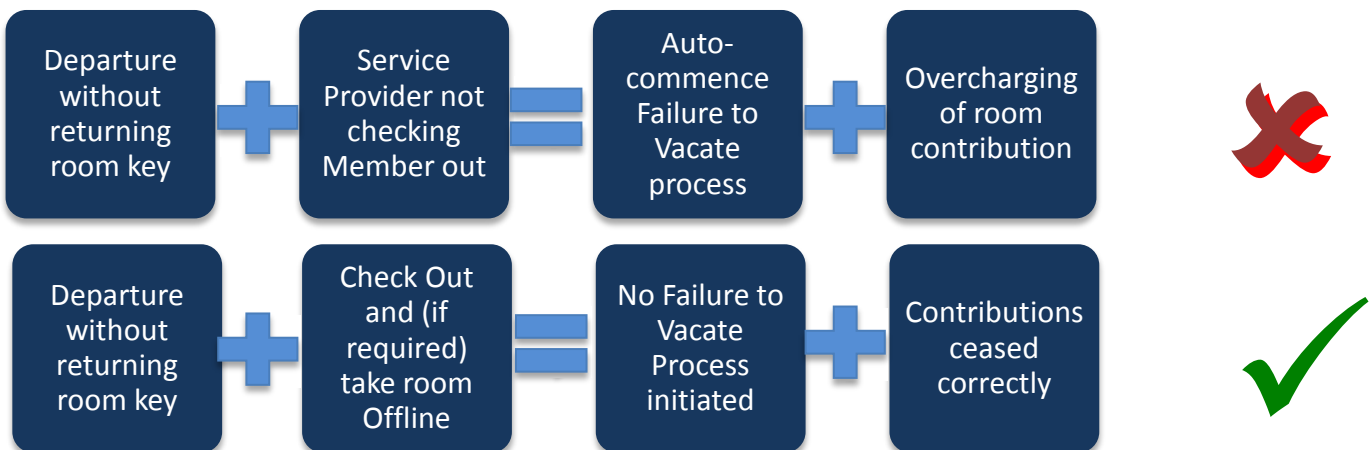
## More about Check-In and Check-Out

- Member must be Checked-In before they can be checked out.
- Check-Ins and Check-Outs are immediately visible to others using the system.
- Failure to check in in a timely fashion will trigger an automatic follow up process.
- Failure to check out in a timely fashion will create issues for future occupations against the room.

## Failure to return a key

If a Member vacates their room but does not return the key, Service Providers are still required to Check the Member out in the BAS. If the Check Out is not done, then the automatic Failure to Vacate process and associated messages will be sent to the Member and any contributions will continue incorrectly, resulting in Defence having to arrange a repayment to the Member.

If there are security concerns over the Member retaining the key whilst another Member occupies the room, then take the room off-line until the key can be recovered or replaced.





# Bulk Check In and Check Out

Service Providers can speed up the check in and check out process using the daily dashboard. NOTE: this bulk check in/check out only works for bookings made via the BAS bulk booking functionality – so it will not work on bulk bookings made prior to your GO LIVE in the BAS.

## Bulk Check In

27/10/2013	Transit	85	LS	Benja	N014 (Transit)	2-18	No	<input type="checkbox"/>	Check In
27/10/2013	Bulk	OL	Mr	Group	H022 (Transit - All ranks)	2-6-D	No	<input type="checkbox"/>	Check In
27/10/2013	Transit	41	Mr	Mr 49	N015 (High Density Transit)	G-2	No	<input type="checkbox"/>	Check In
28/10/2013	Transit	80	LCDR	Andre	P033 (Officer/SNCO Transit)	2-5	No	<input type="checkbox"/>	Check In
28/10/2013	Permanent	1 REGT RAA [ENOG]	PTE	Boyd	P032 (1 REGT RAA ORs)	1-3	No	<input type="checkbox"/>	Check In
28/10/2013	Temporary	85	CPL	Robert	N010 (Transit)	G-9	No	<input type="checkbox"/>	Check In
28/10/2013	Temporary	82	SGT	Peter	P026 (Officer/SNCO Transit)	2-6-4	No	<input type="checkbox"/>	Check In
28/10/2013	Transit	82	CPL	Anakir	P028 (Female PLIA All ranks)	2-6-1	No	<input type="checkbox"/>	Check In

Occupation Date	Name	Building	Number of Attendees
23/10/2013	MID PLANNING CONFERENCE	N089 (8/9 RAR ORs)	5
25/10/2013	496170 - FCU-10	N009 (Transit)	34
28/10/2013	Exercise & Troop Training - 713 SIG	N015 (High Density Transit)	16
23/10/2013	1 Regt - RCB 103	P028 (Female PLIA All ranks)	1
25/10/2013	492193 - C2 DRIVERS COURSE	N014 (Transit)	33
25/10/2013	FCU-10	N010 (Transit)	6
25/10/2013	TRAINING WEEKEND	H024 (Transit - All ranks)	4
20/10/2013	MID PLANNING CONFERENCE	P028 (Female PLIA All ranks)	2
23/10/2013	1 Regt - RCB 103	N014 (Transit)	4
23/10/2013	212840 - BGC3 Mounted	N014 (Transit)	2

Click on the relevant bulk booking – this will display all attendees. You can bulk check in all the attendees by clicking the top tick box (see yellow below) or simply start ticking the boxes

Occupation Date	Type	Unit	Employee ID	Title	Name	Building	Room	LEAP	
<input type="checkbox"/>	23/10/2013	Bulk	85	FLT LT	Jerem	N089 (8/9 RAR ORs)	3-62	No	<input type="checkbox"/>
<input type="checkbox"/>	23/10/2013	Bulk	OL	Mr	Matt F	N009 (8/9 RAR ORs)	3-67	No	<input type="checkbox"/>
<input type="checkbox"/>	23/10/2013	Bulk	80	Mr	David	N089 (8/9 RAR ORs)	3-66	No	<input type="checkbox"/>
<input type="checkbox"/>	23/10/2013	Bulk	82	LTCOL	Danie	N089 (8/9 RAR ORs)	3-29	No	<input type="checkbox"/>
<input type="checkbox"/>	23/10/2013	Bulk	OL	Mr	Darrer	N089 (8/9 RAR ORs)	3-69	No	<input type="checkbox"/>

1. And after you tick at least 2 boxes, the following screen appears:

Occupation Date	Type	Unit
<input checked="" type="checkbox"/>	23/10/2013	Bulk
<input checked="" type="checkbox"/>	23/10/2013	Bulk
<input checked="" type="checkbox"/>	23/10/2013	Bulk
<input checked="" type="checkbox"/>	23/10/2013	Bulk
<input checked="" type="checkbox"/>	23/10/2013	Bulk

2. Click on Bulk Check In and all members will be checked in

## Partial Check In

You can bulk check in some of the members of the bulk booking using the usual Check In button:

Occupation Date	Type	Unit	Employee ID	Title	Name	Building	Room	LEAP	
28/10/2013	Bulk	82	CPL	Travis...	Travis...	N015 (High Density Transit)	G-Hallway	No	Check In
28/10/2013	Bulk	OL	Mr	L...	L...	N015 (High Density Transit)	G-1	No	Checked In
28/10/2013	Bulk	OL	Mr	Ch...	Ch...	N015 (High Density Transit)	G-1	No	Checked In
28/10/2013	Bulk	85	PTE(P)	A...	A...	N015 (High Density Transit)	G-1	No	Checked In
28/10/2013	Bulk	85	PTE(P)	D...	D...	N015 (High Density Transit)	G-1	No	Checked In
28/10/2013	Bulk	85	PTE(P)	A...	A...	N015 (High Density Transit)	G-Hallway	No	Checked In
28/10/2013	Bulk	85	CPL	P...	P...	N015 (High Density Transit)	G-Hallway	No	Checked In
28/10/2013	Bulk	85	PTE(P)	T...	T...	N015 (High Density Transit)	G-Hallway	No	Checked In
28/10/2013	Bulk	82	SGT	J...	J...	N015 (High Density Transit)	G-Hallway	No	Checked In
28/10/2013	Bulk	OL	Mr	S...	S...	N015 (High Density Transit)	G-1	No	Checked In
28/10/2013	Bulk	85	PTE(P)	D...	D...	N015 (High Density Transit)	G-1	No	Checked In
28/10/2013	Bulk	OL	Mr	S...	S...	N015 (High Density Transit)	G-1	No	Checked In
28/10/2013	Bulk	85	PTE(P)	B...	B...	N015 (High Density Transit)	G-Hallway	No	Checked In
28/10/2013	Bulk	85	LCPL	T...	T...	N015 (High Density Transit)	G-Hallway	No	Checked In
28/10/2013	Bulk	OL	Mr	L...	L...	N015 (High Density Transit)	G-1	No	Checked In
28/10/2013	Bulk	OL	Mr	L...	L...	N015 (High Density Transit)	G-Hallway	No	Checked In

And then complete the bulk check in when the rest of the bulk booking arrive.

The same process works for bulk Check-Outs.

## No Show on a Bulk Booking

The POC for the bulk booking should remove all listed attendees they know will be a no show so they do not remain on the no show dashboard. To identify the POC, click on any of the bulk booking attendees and then click on “view bulk booking” button – the POC details will be displayed here.

## Visibility of future bulk bookings

Service Providers also have visibility of future bulk bookings via the Bulk Booking Dashboard. This provides details of the booking’s Point of Contact.

Base	Type	Name	Start Date	End Date	Number of Attendees	Building Allocated
Enoggera Barracks, QLD	Course	495396 - AMPA Conference 2014	04/05/2014	08/05/2014	80 (80 outstanding)	Q011 (High Density Transit) (Cherry Street)
Enoggera Barracks, QLD	ADF Cadets	Chief of Army Comp prep 2014	12/05/2014	15/05/2014	14 (14 outstanding)	H024 (Transit - All ranks) (Lavarack Parade)
Enoggera Barracks, QLD	ADF Cadets	Chief of Army Team Challenge 2014	15/05/2014	16/05/2014	90 (90 outstanding)	N015 (High Density Transit) (Between Murray Avenue and Dalziel Street)
Enoggera Barracks, QLD	ADF Cadets	Chief of Army Team Challenge 2014 Staff	15/05/2014	16/05/2014	6 (6 outstanding)	H024 (Transit - All ranks) (Lavarack Parade)
Enoggera Barracks, QLD	Course	GRes MOD 1 Offr Promotion - GRes MOD 1 Instructors	04/06/2014	14/06/2014	16 (16 outstanding)	H024 (Transit - All ranks) (Lavarack Parade)
Enoggera Barracks, QLD	Course	GRes Offr Promotion - GRes CAPT Mod 1	06/06/2014	14/06/2014	24 (24 outstanding)	N014 (Transit) (Between Murray Avenue and Dalziel Street)
Enoggera Barracks, QLD	Course	GRes Offr Promotion - GRes MAJ Mod 1	06/06/2014	14/06/2014	24 (24 outstanding)	H023 (Transit - All ranks) (Lavarack Parade)
Enoggera Barracks, QLD	Course	GRes Offr Promotion - GRes CAPT/MAJ Mod 1	06/06/2014	14/06/2014	12 (12 outstanding)	H022 (Transit - All ranks) (Lavarack Parade)
Enoggera Barracks, QLD	Course	GRes Offr Promotion - GRes CAPT Mod 2	11/06/2014	28/06/2014	8 (8 outstanding)	H024 (Transit - All ranks) (Lavarack Parade)
Enoggera Barracks, QLD	Course	GRes Offr Promotion - GRes CAPT MOD 2	13/06/2014	28/06/2014	24 (24 outstanding)	N009 (Transit) (Between Murray Avenue and Dalziel Street)
Enoggera Barracks, QLD	Course	GRes Offr Promotion - GRes Mod 2 Instructors	16/06/2014	28/06/2014	6 (6 outstanding)	H024 (Transit - All ranks) (Lavarack Parade)

# Prepare for future arrivals: Allocation Report

Use the Allocation Report to filter and display Occupations (arrivals) or Vacations (departures) for the next 1 day, 7 days or 30 days.



Allocation Report for Enoggera Barracks, QLD

Building	Floor	Room Number	Action	Type	Reason	Occupation Date	Vacation Date	Unit	Rank	Surname	Gender	Furnished
H022 (Transit - All ranks)	2	5-C	<a href="#">Occupation</a>	Transit	Duty	04/11/2013	05/11/2013	PTE			Male	
H023 (Transit - All ranks)	1	3-D	<a href="#">Occupation</a>	Bulk	I am attending a course	02/11/2013	19/11/2013	Mr			Male	Yes
H023 (Transit - All ranks)	1	3-C	<a href="#">Occupation</a>	Bulk	I am attending a course	02/11/2013	19/11/2013	Mr			Male	Yes
H023 (Transit - All ranks)	1	3-B	<a href="#">Occupation</a>	Transit	Duty	31/10/2013	01/11/2013	Mr			Male	Yes
			<a href="#">Occupation</a>	Bulk	I am attending a course	02/11/2013	19/11/2013	Mr			Male	Yes
H023 (Transit - All ranks)	1	3-A	<a href="#">Occupation</a>	Transit	Duty	31/10/2013	01/11/2013	CPL			Male	Yes
			<a href="#">Occupation</a>	Bulk	I am attending a course	02/11/2013	19/11/2013	Mr			Male	Yes

You can export data from the Allocation Report to excel or CSV



Allocation Report for Enoggera Barracks, QLD

Building	Floor	Room Number	Action	Type	Reason	Occupation Date	Vacation Date	Unit	Rank	Surname	Gender	Furnished
H022 (Transit - All ranks)	G	1-C	<a href="#">Occupation</a>	Transit	Duty	09/10/2013	18/10/2013	PTE(P)			Male	Yes
H022 (Transit - All ranks)	G	1-A	<a href="#">Vacation</a>	Transit	Duty	30/09/2013	09/10/2013	LS			Male	Yes

**Hover the mouse over "building"**

You will see 2 export options (excel & CSV). The full report will export into excel or CSV

**Choose the number of days**

Using the drop down list, click your preferred number of days to view

**TIP**

Use the daily email notices or the Allocation Report to book and plan March Out and March In inspections in consultation with the Member

## Failure to Arrive

The Dashboard shows all arrivals for today in black text. Arrivals for previous days that have not arrived and been checked into the system are shown in **red**.

At 8pm on the day after arrival, the system will send an email to the Member advising them of the failure to arrive. They are told to contact DHA if they still require the booking.

Bookings are automatically cancelled as follow:

- Transit 3 days or less – if not checked in by 2<sup>nd</sup> day the booking will cancel
- Transit 4 days or more – if not checked in by 2 day the booking will cancel
- Permanent and Bulk – if not checked in by 6<sup>th</sup> day the booking will cancel

For Permanent allocations where the Member has not been checked in, the LIA Contact Centre is also making telephone calls to the Member, Toll, the Member's Unit or the Course Coordinator to ascertain their intentions and amend the booking if necessary.

**Failure to check someone in when they have been issued keys will result in a Failure to Arrive message being sent to the Member and the booking disappearing from the system.**

**Service Providers should keep key packs active as long as the booking appears on the Dashboard. There is no need to make contact with the Member or take any other action.**

## Failure to Vacate

The Dashboard shows all departures for today in black text. Departures for previous days that have not yet checked out of the system are shown in **red**.

Service Providers are required to attempt contact with a Member who has failed to depart by the time required, particularly for rooms that need to be cleaned for another arrival on the same day.

If the Member requires the room for another day, they should be advised to contact the LIA Contact Centre to amend their booking.

**Local check out and key return times should be advised to the Member at the time of check in**

If the Member can not be contacted and there is an incoming arrival for the same room, Service Providers should take the room offline. This will trigger the incoming booking to tip back into the Unallocated Requests and an Outstanding Issue will be raised for the LIA Contact Centre to ensure a subsequent room is allocated.

## Emergency Back-Up Rooms

In some locations emergency back-up rooms are fixed rooms (always the same rooms) and in other locations the emergency back up rooms are identified on a weekly basis depending upon the overall availability of rooms at the Base. Regardless of the means of identifying these rooms, the use of the rooms should be consistent.

Emergency back-up rooms are to resolve short term (no more than a couple of days at most) accommodation needs that occur with little or no notice. Members making use of these facilities should:

- Identify themselves to the Base Duty Officer or equivalent (eg Officer of the Day).
- Request the use of an emergency back-up room and provide the following details:
  - PMKeys
  - Name
  - Phone contact
  - Usual address
- Service Providers will collect keys or the above details each morning.
- Where a room has been used and vacated overnight, the Service Providers will forward the details of the occupant to LIA@DHA.gov.au or fax to 02-6222 2295 to be added to the BAS as an allocation (and to indicate the room has been used).

Where the member requires more than one night accommodation, the Service Providers should encourage them to make an online booking or make a booking via the LIA Contact Centre. The Unit is also able to make a booking on behalf of the Member if appropriate. If the member is to remain in the Emergency Room for more than one night, they will still need to contact the LIA CC to ensure the room is reflected as occupied in the BAS.

## Living In Accommodation Emergency accommodation

This form should be submitted to the on-base Accommodation Management Office, following the issue of an emergency accommodation key. Rooms are provided for no longer than one night or until the next working day (if a weekend).

If the Member requires longer occupation, they will need to request a transit or permanent room through Online Services. For access to Online Services call the LIA Contact Centre on 139 342.

Emergency accommodation keys are to be signed back to the Accommodation Management Office during business hours Monday to Friday or to the Garrison Duty Officer after hours.

Service Providers must send a copy of this form to the LIA Contact Centre via email [LIAHousing@dha.gov.au](mailto:LIAHousing@dha.gov.au) or fax (02) 6222 2295.

Arrival date  Departure date   
Arrival time  Departure time

### Accommodation details

Building number   
Room number

### Member details

PM keys   
Title/Rank   
Full name   
Unit   
Unit visiting   
Reason for visit   
Contact numbers

### Declaration

Please note it is the Member's responsibility to notify the local Accommodation Management Office of your occupation the next working day.

If you are a Member With Dependants (MWD) with other accommodation in this posting location, you are required to obtain approval from your Unit CO/OC to occupy a room on-base, including emergency rooms. A higher rate of contribution could apply to your room if you have other suitable accommodation in locality.

- I certify that the above details are correct.
- I have read and understood the information.
- I will vacate the room by 1000 on the next working day.
- I acknowledge that lost or damaged keys will be replaced at my own expense.
- I understand a contribution may be payable for this room and will be automatically processed through ADFPAY.

Signature  Date

# Take a Room Offline

## Why do it?

- Any time a room is not available to be occupied,
- Reasons can include storage, use by the Mess as an office, vacancy cleaning, or unfit for occupation due to hygiene or safety reasons,
- When maintenance or deep cleaning is scheduled, or
- When a key has not been returned and there is no spare to use for next occupant.

## Who can do it?

- Service Providers and LEAP Concierge for Maintenance, Cleaning or Failure to Vacate, or
- Base Management profiles for all other reasons: eg: Storage, Cleaners, etc.

### Not all Restricted Rooms appear as Offline

Duty and Emergency Rooms are not "off-line" in the BAS as they are still used as a bedroom. Instead they are restricted for use and not part of any auto-allocation script.

## How is it done?

Find the Room using the Building Calendar or Room Report

Click on the Edit button

Select Off-line Reason, start date, end date (optional) and Click "Save"

The image shows two screenshots of the Staff Services (QA) system. The left screenshot shows the 'Room Details' form for room P026 (Officer/SNCO Transit) on Borella Street, floor G, room number 1-2. The 'Edit' button is highlighted in yellow. The right screenshot shows the 'Room Details' form with the 'Offline Reason' set to 'Cleaners', 'Offline Start Date' set to 18/09/2013, and 'Offline End Date' set to empty. The 'Save' button is visible at the bottom right.

**NOTE:** as soon as you know when the room will be back online you should enter an end date – this will allow the BAS to commence allocating bookings against the room again.



## What if there is a future allocation?

When a room is taken offline and there is a future allocation (not yet arrived and Checked In), the allocation will be cancelled and the booking will move to the Unallocated Requests. A yellow warning message will appear.

**Staff Services (SIT)**  
Room Details

**Room Details**

Setting this room offline will cause a future allocation to be cancelled.

Building Name: A015 (Transit)  
Street: NEW ENGLAND HWY  
Floor: G  
Room Number: 5  
Accommodation Level: 1  
Offline Reason: Cleaners  
Offline Start Date: 15/12/2013  
Offline End Date: 18/12/2013

**Amenities**

Private Ensuite	Male	Female	Unisex	Disabled
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

**Restrictions**

Restriction	Value
Request Type	Transit
Request Type	Bulk
Rank Type	Other Ranks
Request Type	Temporary

**Allocations This Week**

Allocated Occupied Offline Vacant Anonymous Allocation

Sun 08/12/2013 Mon 09/12/2013 Tue 10/12/2013 Today Thu 12/12/2013 Fri 13/12/2013 Sat 14/12/2013

Allocated 29/11/2013 - 30/11/2013  
Anonymous (Course: Mess function)

Go to: 08/12/2013

The system will attempt to auto-allocate another suitable room for the booking.

An Outstanding Issues flag will be raised and the LIA Contact Centre will be monitoring the request to ensure it is reallocated to another room.

## What if someone is occupying the room?

If a Member is occupying the room when it is taken offline, the system will not reallocate the Member to another room. If the reason for taking the room offline also means that the room can not be occupied, then the Member needs to be manually moved to another room.

Service Providers can telephone the DHA Contact Centre to book the Member into another room, or on-base personnel (DSRG, the Member's Unit, etc) can also make the booking.

The system will allow the Member to stay in an offline room. This allows the Service Provider to ensure that no future allocations are made in the room after the Member is scheduled to Check Out.



# Back to Back Bookings

## Weekdays

The BAS will accept back to back bookings on week days, so a person could vacate a room on the same day the next person is arriving.

Service Providers should use the Allocation Report to determine where rooms need to be turned around in the same day.

## Weekends and Public Holidays

The BAS will **NOT** allow back to back bookings on weekends when cleaners are not available to turn the room around.

Where a user attempts to make a back to back booking on weekends or public holidays the BAS will display a message advising the user to contact DHA.

The LIA Contact Centre can over ride this restriction in circumstances where DSRG and the Service Provider agree that the weekend room servicing can be completed.

# Short Notice Requests

## 2pm cut-off


Any individual or bulk booking request made after 2pm for that night – or after 2pm Friday for Friday through Sunday night is considered a short notice request.


It is not possible for an auto-allocation or manual allocation to be made for short notice requests.


Any user requesting LIA after 2pm for that evening – or after 2pm Friday for Saturday or Sunday night will receive the message shown below.


**Apply for LIA**


Your request for LIA can not be confirmed because the Garrison accommodation service provider is unable to issue room keys on short notice without prior arrangement. Please call 139 DHA (342) to determine whether on base accommodation can be provided.

Date of Birth: 01/01/1900 

LIA Start Date: 27/09/2013 

LIA End Date: 28/09/2013 

Type of LIA Request: Transit 

Reason for LIA Request: Duty 

LIA Base: Enoggera Barracks, QLD

Marital Categorisation:

Member with Dependants

Member without Dependants

Member with Dependants (unaccompanied)

Members and Defence APS can still make short notice requests by telephoning the LIA Contact Centre. Short notice bookings will only be made after the LIA Contact Centre telephones the on-base Service Provider to confirm if a room is ready to occupy and a key pack can be prepared prior to arrival.

# Base Management

## Take a Building Offline

### Why do it?

- Unsuitable for occupation
- To be decommissioned
- New Building
- Stand Down/Reduced Activity Periods
- Renovation/Upgrade

### Reminder when Room or Building is due back on-line

The BAS will send an email in the days prior to a Building or Room coming back on-line. If no action is taken, the BAS will consider the rooms available for allocation.

### Who can do it?

Defence personnel assigned Base Management roles are able to take buildings off-line. Service Providers can also take buildings offline for cleaning purposes.

### How is it done?

Access the Building Report via the LIA menu and select the building to be taken off-line. Select the Off-line reason, enter the start and end date (optional) and click “save”.

The screenshot shows the Staff Services (QA) web application interface. The main content area displays a table titled "Kokoda Barracks, Canungra, QLD" with columns for "Building Name", "Offline Start Date", and "Offline End Date". The table lists buildings B013 (C and D Block), B040, N004, N005, N007, N015, N021, N022, N023 (Officers Mess), and N025 (Sergeants Mess). A modal window titled "Staff Services (QA) Building Details" is overlaid on the right side of the screen. This modal contains the following fields:

- Building Name: B013 (C and D Block)
- Offline Reason: Renovation/Upgrade (selected from a dropdown menu)
- Offline Start Date: 30/09/2013 (with a calendar icon)
- Offline End Date: 28/02/2014 (with a calendar icon)

At the bottom of the modal are "Cancel" and "Save" buttons.



## Stand Down and Reduced Activity Periods

From time to time it will be determined that a base undertakes a period of either stand down or reduced activity. To ensure this decision is reflected in the tempo of LIA bookings, the BSM or SADFO will need to reflect the Stand Down or Reduced Activity Period by taking buildings or the whole base offline.

Taking any room, building or base offline will ensure no bookings are made in a building for the duration of the Stand Down or Reduced Activity Period.

The BSM or SADFO should advise this requirement in writing to [LIA@DHA.gov.au](mailto:LIA@DHA.gov.au). It is preferable that maximum notice be given for these periods however it is recognized that such notice is not always possible.

Where future bookings will be impacted by the Stand Down or Reduced Activity Period, DHA will advise each affected Member accordingly.

## Change Base Room Rules

It is recommended that any changes to room rules at a base level (eg which Unit is to have specific access to which specific building or rooms) should be communicated to the LIA Contact Centre in writing – clearly reflecting the authority of the individual requesting the change.

It is also requested that no significant changes be made to room rules once confirmed in the project implementation workshops. This will allow the BAS to settle into operation before making any significant changes.

# Base and Unit Management

## Outstanding Issues – What do I do?

Outstanding Issues are flagged against requests when a decision, approval or action is required before an allocation can be confirmed. In some instances, the LIA Contact Centre will action Outstanding Issues and in others, a person on base, usually the Member's Unit is required to make a decision before the request can be confirmed.

If an Outstanding Issue requires a decision, approval or action is required by the Unit, the system will automatically send an email to the nominated Unit Representatives.

### **The following scenarios will be referred via email to Unit Representatives for action:**

- Mandatory Member
- Tenancy in Same Location
- Approval Required
- Manual Allocation Required

Instructions on what Units need to do in each of these scenarios are outlined on the subsequent pages.

The following scenarios are managed by the Service Provider, the DHA LIA Contact Centre and DSRG and are visible to Unit personnel for information. There may be occasions where the matter is referred to Unit Representatives to assist in resolution.

- Failure To Vacate
- Allocation Cancelled Due to Room Offline
- Change of Vacate Date Conflict

## Daily Emails

**Approving Authority and Unit Management** roles currently get daily emails when any of the **seven** outstanding issue are raised for their Unit personnel. This will change in the future to only the UM role. It will also reduce to only the four Outstanding Issues that the Unit is required to action – ie: Failure to Vacate will not appear.

**Base Authority and Base Managers** currently get daily emails when any of the **seven** outstanding issues are raised for their base. This is in the process of being removed. In the meantime, the emails do not require any on-base action.

### **Outstanding Issue: Mandatory Member**

If a Posting Order is received by Toll/DHA for a Member who is deemed required to occupy LIA unless otherwise approved to live off-base under PACMAN, and the system is not able to auto-allocate that Member into an LIA room in accordance with the agreed rules for that site, an Outstanding Issue flag will be raised and an email sent to the Unit. Remember, the BAS will stop looking for LIA for Toll/DHA requests 12 business days before the Member leaves their losing locality.

The CO/OC/XO (not below the rank of MAJ(E) is required to either:

1. Cancel the request which will approve the member to live off-base,
2. Or, evict another member (approving that Member to live off-base) and manually allocate the mandatory member to the now vacated room. See separate information on Eviction,

The screenshot shows a 'Request Details' form with the following fields and values:

Request Details	
Allocated	No
Base:	Enoggera Barracks, QLD
Unit:	7 CSSB [ENOG]
Request Type:	Permanent
Occupation Date:	14/01/2014
Vacation Date:	
Emp Id/Reference:	
Rank:	PTE(P)
Surname:	Walker
Gender:	Female
Request Reason:	Posting
Marital Categorisation:	MWOD
Mandatory:	No
Evicted:	No
Living In Meals:	No
Outstanding Issue Reason:	Manual Allocation Required
Cancelled:	No
Created By:	DHA (24/09/2013 5:19 PM)

At the bottom of the form are 'Cancel' and 'Allocate' buttons. To the right is an 'Available Rooms' panel. Green arrows point from the 'Request Details' panel to the 'Available Rooms' panel, and from the 'Request Reason' field to the 'Allocate' button.

Or, allocate a specific room that the BAS is not authorised to auto-allocate to (eg: a different rank group or a Unit Managed room).

The screenshot shows an 'Allocate Request' dialog box with the following fields and values:

Allocate Request	
Base:	Enoggera Barracks, QLD
Room:	Building: P028 (Female PLIA All ranks) x
	Floor: 1 x
	Room: 3-2 x

At the bottom of the dialog box are 'Cancel' and 'Allocate' buttons. Below the dialog box is a section for 'Manual Allocation Required' with a 'No' radio button selected, and 'Cancel Request' and 'Allocate Request' buttons.

## Outstanding Issue: Tenancy in Same Location

If a Member requests LIA in a location where they already occupy a suitable housing solution, an Outstanding Issue flag will be raised against the request. The system will not allocate a room until the Unit has approved the request. The PACMAN delegate for this approval is the Member's CO/OC or XO not below the rank of MAJ(E). The CO/OC/XO, not below the rank of MAJ(E), is required to either:

1. Allocate the request (and therefore approve the request under PACMAN), or
2. Cancel the request.

The screenshot shows a software interface for allocating a room. The main window is titled "Allocate Request" and contains the following information:

- Base:** Enoggera Barracks, QLD
- Room:** Building: P028 (Female PLIA All ranks), Floor: 1, Room: 3-2

At the bottom of the dialog are two buttons: "Cancel" and "Allocate".

Below the dialog, there is a section titled "Manual Allocation Required" with the value "No". At the bottom of this section are two buttons: "Cancel Request" and "Allocate Request".

## Outstanding Issue: Approval Required

This Outstanding Flag is raised where the local room rules require someone on the base to approve a request before the system proceeds to auto-allocation. Once the Unit approves or cancels the request, the LIA CC will clear the Outstanding Flag.

This screenshot is identical to the one above, showing the "Allocate Request" dialog box with the same fields and buttons. It also shows the "Manual Allocation Required" section set to "No" with "Cancel Request" and "Allocate Request" buttons.



## Outstanding Issue: Manual Allocation Required

This Outstanding Issue flag is raised where the local room rules have identified that only Unit personnel can allocate rooms to incoming requests. It may also be raised when the system has exhausted the auto-allocation options but the base has determined that manual allocation with Unit approval is required before the Member is referred to other housing solutions. Once the Unit allocates a room to the request, the LIA CC will clear the Outstanding Flag.

The screenshot shows a 'Request Details' form with the following fields and values:

Request Details	
Allocated	No
Base:	Enoggera Barracks, QLD
Unit:	7 CSSB [ENOG]
Request Type:	Permanent
Occupation Date:	14/01/2014
Vacation Date:	
Emp Id/Reference:	
Rank:	PTE(P)
Surname:	Walker
Gender:	Female
Request Reason:	Posting
Marital Categorisation:	MWOD
Mandatory:	No
Evicted:	No
Living In Meals:	No
Outstanding Issue Reason:	Manual Allocation Required
Cancelled:	No
Created By	DHA (24/09/2013 5:19 PM)

At the bottom of the form are two buttons: 'Cancel' and 'Allocate'. To the right of the form is a section titled 'Available Rooms'. Green arrows point from the 'Request Type', 'Occupation Date', 'Request Reason', 'Outstanding Issue Reason', and 'Allocate' fields/buttons to the 'Available Rooms' section.

The following Outstanding Flags are managed by the DHA LIA Contact Centre in consultation with the Service Providers and DSRG Base personnel.

## Outstanding Issue: Failure to Vacate

The BAS assumes a member will vacate their room on the last day of their booking by 12pm. If they have not been “checked out” by 8pm that night, the system will flag the Member as a Failure to Vacate.

When this occurs, Service Providers will attempt to locate the Member on Base and have them amend their booking online or via the DHA LIA Contact Centre. If the Service Provider can not contact the Member, they may escalate the issue to DSRG Base Services personnel or to the Unit that manages the accommodation to arrange for the Member’s belongings to be removed from the room.



## **Outstanding Issue: Allocation Cancelled due to Room Offline**

From time to time, Service Providers or DSRG staff need to take rooms or buildings offline. If the offline period conflicts with a future booking and a room is not available, the system will raise an Outstanding Flag and move the booking to the Unallocated Requests report.

The LIA CC will monitor these bookings and where necessary telephone the respective Base representative to discuss relative priorities and any deconflicting that may need to occur.

## **Outstanding Issue: Change of Vacate Date Conflict**

If for any reason a Member of Unit changes the dates of a booking that results in a conflict with another booking, an Outstanding Flag will be raised. The LIA CC will attempt to deconflict the two bookings and where this is not possible, telephone the respective Base representative to discuss relative priorities and any deconflicting that may need to occur.

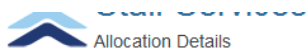
# Cancel Allocation vs Cancel Booking

## Why do it?

A requirement exists to move a member out of a room they have been allocated but not yet occupied or to cancel a booking altogether.

## Who can do it?

SADFO, Base Management roles and personnel with the Approving Authority role (usually Unit COs and senior staff) and Unit Management roles.



Allocation Details	
Request Type:	Transit
Allocation Type:	Automatic
Expected Start Date:	Wed 9/10/2013
Expected End Date:	Fri 18/10/2013
Emp Id/Reference:	6 0000
Rank/Title:	Private Proficient
First Name:	John
Surname:	Smith
Gender:	Male
Cancelled:	<input type="checkbox"/>

[View request](#) [Cancel Allocation](#) [Cancel Request](#) [Modify Allocation](#)

Room Details	
Base:	Enoggera Barracks, QLD
Building Name:	H022 (Transit - All ranks)
Floor:	G
Room Number:	1-C

[View details](#) [Change Room](#)

**Cancel Allocation**  
Cancels the current room allocation only  
Tips the request for accommodation back into the system to find a different room

**Cancel Request**  
Cancels the entire request for LIA accommodation  
Tips the request out of LIA and towards RA (for PLIA) or a notice of Nil LIA (for transit)

# Changing Rooms (Swap)

## Why do it?

A requirement exists to move a member from one room to another.

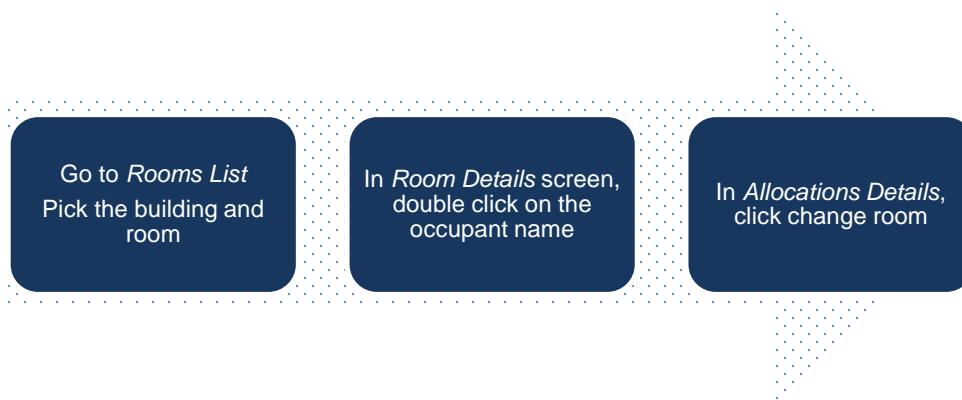
## Who can do it?

SADFO, Base Management roles and personnel with the Approving Authority role (usually Unit COs and senior staff) and Unit Management roles.

Note: Members are not able to change rooms without some form of approval from the Base Management group, their Unit or their course coordinator.

### Room Change Reasons

1. Room no longer available
2. Room required for exercise
3. Maintenance required
4. Disciplinary
5. Member initiated
6. CO discretion
7. Licence to live-in ended.



Room List

### Enoggera Barracks, QLD

Q132 (8/9 RAR ORs) Floor...

Room	Available Beds	Rank	Surname	Occupation Date	Vacation Date	Status	
Q132 (8/9 RAR ORs)	1	1				Vacant	
Q132 (8/9 RAR ORs)	1	2	1	Private Proficient	01/02/2013	11/10/2013	Occupied
Q132 (8/9 RAR ORs)	1	3	1	Lance Corporal	19/05/2011		Occupied
Q132 (8/9 RAR ORs)	1	4	1	Private	08/10/2010		Occupied

Room Details

#### Room Details

Building Name: Q132 (8/9 RAR ORs)  
 Street: Cherry Street  
 Floor: 1  
 Room Number: 4  
 LEAP:   
 Accommodation Level: 5  
 Next Allocation: No future allocations

[Edit](#)

#### Amenities

Private Ensuite:  Male:  Female:  Unisex:  Disabled:

#### Restrictions

Restriction	Value
Request Type	Permanent
Rank type	Other Ranks
Unit	8/9 RAR [ENOG]

[Modify](#)

#### Allocations This Week

Allocated 
  Occupied 
  Offline 
  Vacant 
  Bulk Booking

Sun 06/10/2010 Mon 07/10/2013 Tue 08/10/2013 Today Thu 10/10/2013 Fri 11/10/2013 Sat 12/10/2013

Occupied  
 26/10/2010 - No End Date  
 PTE(P)

[Previous Week](#) [Next Week](#)

Allocation Details

#### Allocation Details

Request Type: Permanent  
 Allocation Type: Automatic  
 Expected Start Date: Tue 26/10/2010  
 Actual Start Date: Tue 26/10/2010  
 Expected End Date:  
 Emp Id/Reference:  
 Rank/Title: Private Proficient  
 First Name:  
 Surname:  
 Gender: Male  
 Unit: 8/9 RAR [ENOG]  
 Cancelled:

[View request](#)

#### Room Details

Base: Enoggera Barracks, QLD  
 Building Name: Q132 (8/9 RAR ORs)  
 Floor: 1  
 Room Number: 4

[View details](#) [Change Room](#)

# Single LEAP

## Additional restrictions

Single Living Environment Accommodation Precinct (LEAP) is level 5 accommodation that is managed under a separate national contract.

LEAP Buildings will appear on Unit and Base Dashboards. However, even if a Unit has been allocated LEAP rooms as part of the base allocation rules, there are **additional restrictions** governing how this accommodation can be used. These are:

- Minimum six month stay. No Transit allowed. Can be Permanent or Course
- 48 hours turn around time between occupancies
- 5 working days notice is required for March-In (appointment time for room inspection must also be made)
- 5 working days notice is required for March-Out
- No LEAP to LEAP room swaps allowed. LEAP to non-LEAP is permitted or vice versa is permitted where notice periods are complied with

## Communications Protocol in exceptional circumstances

Defence and Plenary, the LEAP contractor can agree to waive one or more of these restrictions. There may be costs incurred by the requesting Unit in these situations. Any proposal to for a LEAP allocation outside of the above requirements are to be raised in writing with Plenary via the Base Services Manager.

### Manual Allocation

**i** Plenary need to have agreement with NCAM for short notice booking before allocation can occur - proceed if approval obtained.

Employee ID:	8107935
Rank/title:	Private Proficient
First Name:	[REDACTED]
Surname:	[REDACTED]
Gender:	Male
Date of Birth:	28/08/1975
LIA Start Date:	18/09/2013

[Change Person](#) [Confirm](#)

# Manual Room Allocation

## Why do it?

- When you want to allocate someone to a specific room,
- To make a booking into a Unit Managed VIP room,
- To assign a Mandatory Member to a room after exercising an Eviction, or
- Anytime you want to over-ride the auto-allocation rules, eg: rank, gender, Unit etc

## Who can do it?

SADFO, Base Management roles and personnel with the Approving Authority role (eg: Unit COs and senior staff) and Unit Management roles. The LIA Contact Centre can also provide assistance.

Service Providers and LEAP Concierge do not have the ability to make a manual allocations.

## How is it done?

There are two ways you can do a manual room allocation. From the Room Details Screen and from the Unallocated Requests Report.

### From an Unallocated Request

From the Unallocated Requests Report click on the booking you want to manually allocate to display the Request Details (below). Identify the room you wish to allocate from the Available Rooms list on the right hand side of the screen and click "Allocate Request"

Staff Services (QA) Unallocated Requests			
Unallocated requests at Kokoda Barracks, Canungra, QLD			
Occupation Date	Vacation Date	Emp Id/Reference	Rank
13/09/2013	06/12/2013	8588975	Private Trainee
25/09/2013	26/09/2013	8221649	Warrant Officer C2
25/09/2013	26/09/2013	8236925	Warrant Officer C2
25/09/2013	26/09/2013	8592441	Lieutenant
22/09/2013	26/09/2013	8244214	Major
30/09/2013	11/10/2013	8561772	Sergeant
30/09/2013	11/10/2013	8242212	Sergeant
30/09/2013	11/10/2013	8260435	Major
30/09/2013	11/10/2013	8245808	Warrant Officer C2
	26/09/2013	8257152	Lieutenant Colonel

**Request Details**

Allocated: No

Base: Kokoda Barracks, Canungra, QLD

Unit: DINTTC (KOKO)

Request Type: Bulk

Occupation Date: 13/09/2013

Vacation Date: 06/12/2013

Emp Id/Reference: 8588975

Rank: Private Trainee

Surname: Elleray

Gender: Female

Request Reason: I am attending a course

Marital Categorisation: M/WOD

Mandatory:

Evicted:

Living In Meals:

Outstanding Issue Reason: Room Offline

Cancelled:

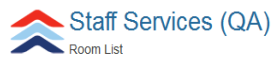
Remove Outstanding Flag    Cancel Request    **Allocate Request**

**Available Rooms**

Building	Floor	Room
N016	1	2
N016	1	7
N016	1	8
N016	1	9
N016	1	10
B040	1	17
B040	1	19
B013 (C and D Block)	3	4 (D)
B013 (C and D Block)	3	5 (D)
B013 (C and D Block)	3	6 (D)
B013 (C and D Block)	3	7 (D)
B013 (C and D Block)	3	8 (D)
B013 (C and D Block)	3	9 (D)
B013 (C and D Block)	3	11 (D)
B013 (C and D Block)	3	12 (D)
B013 (C and D Block)	3	13 (C)
B013 (C and D Block)	3	13 (D)
B013 (C and D Block)	3	14 (D)

## From the Room Details Screen

From the Rooms menu to display the Rooms List select the building you want from the drop down list and then click on the room you wish to make a manual allocation for. The Room Details screen will be displayed.



Kokoda Barracks, Canungra, QLD

N004	Floor...	Room	Available Beds	Rank	Surname	Occupation Date	Vacation Date	Status
N004	G	5	1					Vacant
N004	G	8	1					Vacant
N004	G	9	1					Vacant
N004	G	13	1					Vacant
N004	G	14	1					Vacant
N004	G	17	1					Offline
N004	G	19	1					Vacant
		2	1	Lieutenant		13/09/2013	13/12/2013	Occupied
		3	1					Vacant
		7	1					Vacant
		7	1					Vacant
		1	1					Vacant



Room Details

Building Name: N004  
Street: Borneo Road  
Floor: G  
Room Number: 5  
Accommodation Level: 2  
Next Allocation: 21/09/2013 - Mrs SPRING BALL

Amenities

Private Ensuite:  Male:  Female:  Unisex:  Disabled:

Restrictions

Request Type: Bulk  
Rank Type: Senior Officer  
Rank Type: Junior Officer

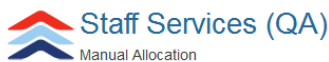
Allocations This Week

Sat 15/09/2013	Mon 16/09/2013	Today	Wed 18/09/2013	Thu 19/09/2013	Fri 20/09/2013	Sat 21/09/2013
Vacant	Vacant	Vacant	Vacant	Vacant	Vacant	Allocated 21/09/2013 - 22/09/2013 Mrs SPRING BALL

Note: This building has been requested for the following bulk bookings:  
 • 97270 - 07 ROBC from 13/09/2013 to 12/12/2013  
 • 97618 - 84 IDC from 15/09/2013 to 09/09/2013  
 • Officers mess SPRING BALL from 21/09/2013 to 22/09/2013

Click once anywhere on the Room Calendar to display the Manual Allocation Screen (below).

Enter the PMKEYs Number of the Member you wish to manually allocate to this room or use the drop down to allocate to a Defence Civilian or Other



Room Details

Building Name: N004  
Street: Borneo Road  
Floor: G  
Room Number: 5  
Accommodation Level: 2  
Next Allocation: No future allocations

Amenities

Private Ensuite:  Male:  Female:  Unisex:  Disabled:

Restrictions

Request Type: Bulk  
Rank Type: Senior Officer  
Rank Type: Junior Officer

Unallocated Requests

Occupation Date	Vacation Date	Emp Id/Reference	Rank	Surname	Type	Reason
01/09/2013	20/12/2013	01 000106	Misc	Tranett	Duty	

Manual Allocation

Occupant Type: Member  
Employee ID:





To finalise the Manual Allocation, enter the start and end date, Type of LIA Request (from the drop down list), reason for LIA and click “confirm”.

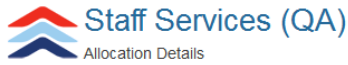
### Manual Allocation

Employee ID:	8107935
Rank/title:	Private Proficient
First Name:	[REDACTED]
Surname:	[REDACTED]
LIA Start Date:	18/09/2013
LIA End Date:	19/09/2013
Type of LIA Request:	Transit
Reason for LIA Request:	Duty
Marital Categorisation:	<input checked="" type="radio"/> Member with Dependants <input type="radio"/> Member without Dependants <input type="radio"/> Member with Dependants (unaccompanied)

[Change Person](#) [Confirm](#)

Yellow warning messages will be displayed if your manual allocation contravenes any of the auto-allocation rules. These can be “clicked through”. The screen below will display to confirm the manual allocation has been completed.

Person has been successfully allocated to the selected room



### Allocation Details

Request Type:	Transit
Allocation Type:	Manual
Allocated By:	DHADEVbronwyng
Expected Start Date:	Wed 18/09/2013
Expected End Date:	Thu 19/09/2013
Emp Id/Reference:	8107935
Rank/Title:	Private Proficient
First Name:	[REDACTED]
Surname:	[REDACTED]
Gender:	Male
Cancelled:	<input type="checkbox"/>

[View request](#) [Cancel Allocation](#) [Cancel Request](#) [Modify Allocation](#)

### Room Details

Base:	Kokoda Barracks, Canungra, QLD
Building Name:	N004
Floor:	G
Room Number:	5

[View details](#) [Change Room](#)

# Auto-Allocation

## Why do it?

- When you want to make an LIA booking for someone else, for example: Member breakdown of marriage needs transit LIA accommodation, and
- You don't care which room is allocated, as long as it is in line with the room allocation rules.

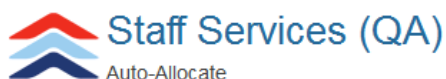
## Who can do it?

SADFO, Base Management roles, Accommodation Clerk roles and personnel with the Approving Authority role (eg: Unit COs and senior staff) and Unit Management roles. The LIA Contact Centre can also provide assistance.

Service Providers and LEAP Concierge do not have the ability to make an auto-allocated booking.

## How is it done?

From the LIA menu, select Auto-Allocate and enter the PMKeys number of the Member you wish to book a room for. The system will display the Member's rank, first name and surname. Enter the start date, end date, type of request (Permanent, Transit, etc), reason for LIA (from the drop down list) and specify the Member's Unit before clicking "confirm".



Auto-Allocate	
Employee ID:	8585059
Rank:	Private
First Name:	Benjamin
Surname:	Parker
LIA Start Date:	<input type="text" value=""/>
LIA End Date:	<input type="text" value=""/>
Type of LIA Request:	<input type="text" value=""/>
Reason for LIA Request:	Army unit with response notice of 28 days
Unit:	<input type="text" value=""/>
Marital Categorisation:	<input type="radio"/> Member with Dependants <input checked="" type="radio"/> Member without Dependants <input type="radio"/> Member with Dependants (unaccompanied)
<input type="button" value="Change Member"/> <input type="button" value="Confirm"/>	

The screen below will confirm if a room has been allocated (if the start date is imminent) or if the request has been received and awaiting allocation. If the request is unallocated, it can be viewed and amended in the Unallocated Request Report.

✔ Member has been auto-allocated to Building: B040, Floor: G, Room: 53



Allocation Details	
Request Type:	Transit
Allocation Type:	Automatic
Expected Start Date:	Wed 18/09/2013
Expected End Date:	Wed 25/09/2013
Emp Id/Reference:	8585059
Rank/Title:	Private
First Name:	Benjamin
Surname:	Parker
Gender:	Male
Cancelled:	<input type="checkbox"/>

[View request](#)
[Cancel Allocation](#)
[Cancel Request](#)
[Modify Allocation](#)

Room Details	
Base:	Kokoda Barracks, Canungra, QLD
Building Name:	B040
Floor:	G
Room Number:	53

[View details](#)
[Change Room](#)

### Modify Allocation

Allows you to change the end date  
If start date needs changing, cancel the Request and start again

### Cancel Allocation

Retains the booking but tips the request back into the auto-allocation process  
Do this when you don't want the Member to go into this room or require the room for another purpose

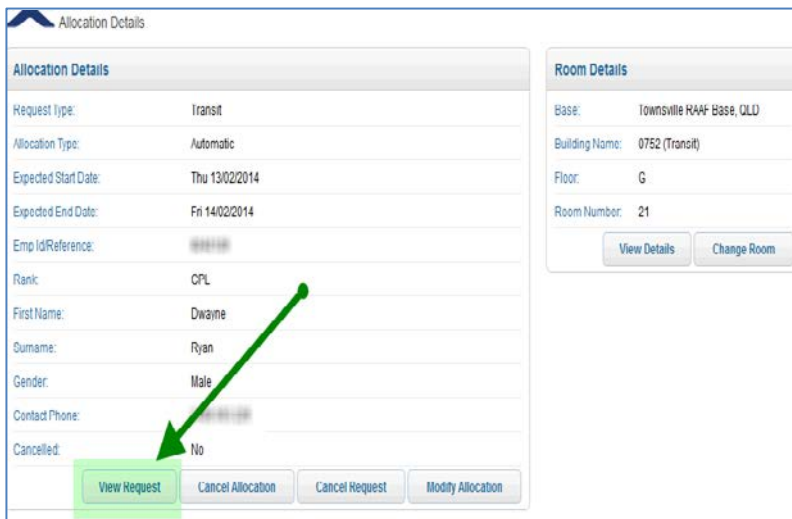
### Cancel Request

Cancels the allocation and the booking as well  
Do this when you don't want the Member on-base, or the booking is no longer required  
If Permanent, Cancel Request will tip the Member to RA  
Transit bookings will be issued a certificate of Nil LIA Availability

When a room is allocated, ADF Members will receive an email notification of their room details. If the person you are booking a room for is Non-ADF or reservist they will not receive an email notification because they are likely not be in the DHA systems. You will need to provide them the room confirmation details or lack of allocation advice.

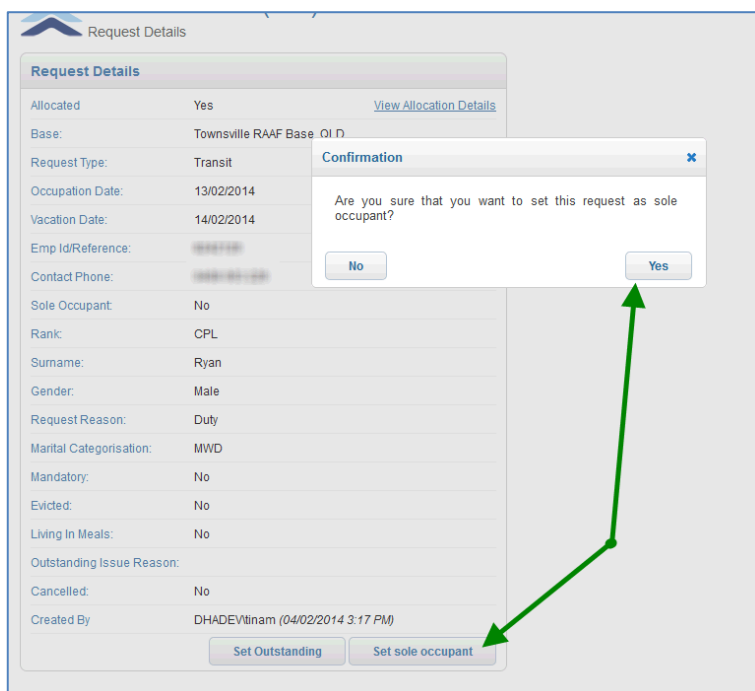
## Sole Occupant Requirement

Most bases do not allocate individual bookings into multi-bed rooms. If however you are booking at a base that does have multi-bed rooms (eg: RAAF Townsville, Larrakeyah Barracks) that are used for Transit, you can modify the booking to specify a Member for sole occupancy. Do this by amending the request. First, go to the Allocations Details and view the request.



The screenshot shows the 'Allocation Details' page. On the left, under 'Allocation Details', there is a list of fields: Request Type (Transit), Allocation Type (Automatic), Expected Start Date (Thu 13/02/2014), Expected End Date (Fri 14/02/2014), Emp Id Reference, Rank (CPL), First Name (Dwayne), Surname (Ryan), Gender (Male), Contact Phone, and Cancelled (No). A green arrow points from the 'View Request' button at the bottom to the 'Cancelled' field. On the right, under 'Room Details', there is a list of fields: Base (Townsville RAAF Base, QLD), Building Name (0752 (Transit)), Floor (G), and Room Number (21). Below these fields are two buttons: 'View Details' and 'Change Room'.

On the Request Details screen select 'Set Sole Occupant' and then indicate 'Yes' when the pop up window displays asking for confirmation – the member's room will then be marked as sole occupancy and will not allow any other allocation into the room for the duration of the sole occupancy tenancy.



The screenshot shows the 'Request Details' page. On the left, under 'Request Details', there is a list of fields: Allocated (Yes), Base (Townsville RAAF Base, QLD), Request Type (Transit), Occupation Date (13/02/2014), Vacation Date (14/02/2014), Emp Id Reference, Contact Phone, Sole Occupant (No), Rank (CPL), Surname (Ryan), Gender (Male), Request Reason (Duty), Marital Categorisation (MWD), Mandatory (No), Evicted (No), Living In Meals (No), Outstanding Issue Reason, Cancelled (No), and Created By (DHADEV\tnam (04/02/2014 3:17 PM)). A green arrow points from the 'Set sole occupant' button at the bottom to a 'Confirmation' pop-up window. The pop-up window has a title bar 'Confirmation' and a close button 'x'. The text inside the pop-up window asks: 'Are you sure that you want to set this request as sole occupant?'. Below the text are two buttons: 'No' and 'Yes'.



The sole occupancy can be over-riden by manually allocating someone to the other beds in the room – such an allocation should be considered carefully to ensure this is an appropriate allocation to make.

### Manual Allocation

**i** There is currently an allocation for this room in the requested period which has been flagged as being a sole occupant.

Rank/title:

### Removing a sole occupant requirement

Access the Request Details screen to find the 'Remove Sole Occupant' button. Find the request allocation screen by either an occupant search (shown below) or via the room details screen.

#### Search Results

Request	Occupant Reference	First Name	Surname	Type	Status	Occupation Date	Vacation Date	Building	Floor	Room	Level
<a href="#">Allocation</a>			Harms	Transit	Awaiting Occupation	12/02/2014	14/02/2014	0752 (Transit)	G	14	2

Displaying items 1 - 1 of 1

Click on the member allocated into the room that you need to remove the sole occupancy for (they will be displayed as yellow in the calendar):

#### Room Details

##### Room Details

Base: Townsville RAAF Base, QLD  
Building Name: 0752 (Transit)  
Street: Ingham Road  
Floor: G  
Room Number: 14  
Total Beds: 2  
Accommodation Level: 2  
Next Allocation: 12/02/2014 - CPL Harms

[Edit](#)

##### Amenities

Private Ensuite	Male	Female
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

##### Restrictions

Restriction	Value
Request Type	Transit
Request Type	Bulk
Request Type	Tempo

#### Allocations This Week

Legend:   Allocated   Occupied   Offline   Vacant

Sun 09/02/2014	Mon 10/02/2014	Tue 11/02/2014	Wed 12/02/2014	Thu 13/02/2014	Fri 14/02/2014
Vacant	Vacant	Vacant	Allocated 12/02/2014 - 14/02/2014 CPL Harms	Vacant	Vacant
Vacant	Vacant	Vacant	Vacant	Vacant	Vacant

[Previous Week](#)      Go to: 09/02/2014



Select the 'Remove sole occupant' button:

Outstanding Issue Reason:	
Cancelled:	No
Created By	DHADEVtinam (06/02/2014 4:23 PM)
<input type="button" value="Set Outstanding"/> <input type="button" value="Remove sole occupant"/>	

### Points to Note

If you do not enter a number into the new sole occupancy field, the BAS will work to fill up all beds in a room before moving to the next room (so if there are 4 beds in a room, all 4 will be allocated to your bulk and so on until your total number is allocated)

You can modify the sole occupancy field post creation by using the 'modify' button (this is the "do over" – for attendees you find out later are not to be sharing)

If the general Base rule is no sharing then you should always indicate a sole occupancy number and modify post creation if sharing is subsequently required (eg where the demand for beds is so high that it over-rides the normal "no sharing" premise)

# Evicting a Member

## Why do it?

- To accommodate an incoming Mandatory Member where no other suitable LIA vacancy exists,
- At the Member's request as formal approval to live off,
- Member is promoted from one rank group to another, or
- Any time you want someone to vacate an occupied room.

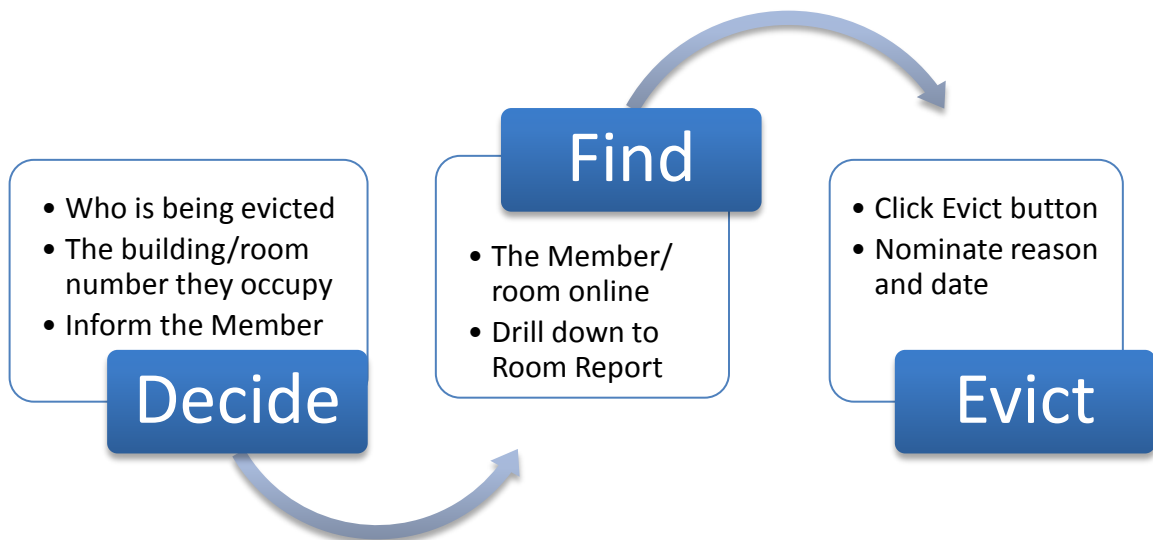
The removal of Partial Rental Assistance under PACMAN Policy in July 2013 means that more Members are now eligible for full Rental Assistance earlier in their career and also reduces the requirement for Unit CO's to evict Members out of LIA in order to be eligible for RA.

**TIP**  
Ensure a representative from the Base or Unit informs the Member that they are about to be evicted before the eviction is completed on-line

## Who can do it?

Under PACMAN the formal eviction is exercised only by Member's CO/OC or an XO or other officer not below the rank of Major (E). In the BAS, this is Approving Authority. The delegate must be in the Member's direct chain of command or Commanding the base where the Member lives in.

## How is it done?



## What happens next?

Once you action an eviction, the Member will receive an email from DHA confirming the eviction dates and advising the Member that they are now pre-approved for RA via DHA Online. A yellow alert message will appear at the top of the Room Details report until the Member vacates the room.

**Evicting Member A to make way for incoming Mandatory Member B**  
You have **one hour** from the time you evict Member A to manually allocate Member B to the soon to be vacated room

## 1. Find the Member being evicted and click on the Room/Member details

Dashboard Rent Allowance LIA LIA Administration Policies Tenant Advice Logout

Online Services (QA)  
Room List

Enoggera Barracks, QLD

Q118 (Minor Units ORs) Floor...

Room	Available Beds	Rank	Surname	Occupation Date	Vacation Date	Status
Q118 (Minor Units ORs)	1	Private Proficient	S	02/12/2010		Occupied
Q118 (Minor Units ORs)	1	Private	J.	23/11/2012		Occupied
Q118 (Minor Units ORs)	1	Corporal	Al	09/09/2013		Allocated
Q118 (Minor Units ORs)	1	Private Proficient	B.	02/05/2013		Occupied
Q118 (Minor Units ORs)	1	Private Proficient	F.	03/12/2012		Occupied

## 2. Click on the Red Occupied calendar entry, then Click Evict Occupant

Online Services (QA)  
Allocation Details

Request Type: Permanent  
Allocation Type: Automatic  
Expected Start Date: Thu 2/12/2010  
Actual Start Date: Thu 2/12/2010  
Expected End Date:  
Emp Id/Reference: 8560761  
Rank/Title: Private Proficient  
First Name:  
Surname:  
Gender: Male  
Unit: HQ 7 BDE [ENOG]  
Cancelled: No

Room Details  
Base: Enoggera Barracks, QLD  
Building Name: Q118 (Minor Units ORs)  
Floor: 1  
Room Number: 2  
View details Change Room

view request Evict Occupant

## 3. Select reason for eviction and nominate date (+28 days recommended)

Evict Occupant

Eviction Reason:

Eviction Date: 17/09/2013

Cancel Confirm

- > Member approved to live-off (no removal)
- > Change of Rank
- > Licence to Live-in revoked
- > LIA unsuitable
- > No longer required to live-in
- > Own home deemed suitable
- > Refused right to retain during deployment

Occupant evicted successfully.

This occupant was evicted on 24/09/2013 due to 7.3.17 Change of Rank

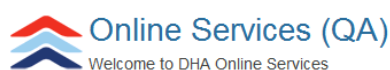
1.



# Group/Bulk Bookings

## Course Coordinator Dashboard

Course Coordinators will have visibility of all group bookings at their base via the Course Coordinator Dashboard. Course Coordinators do not have the Main Dashboard unless they hold another role (eg: Approving Authority, Unit Management or Base Management).



Current Bulk Bookings							
Base	Type	Name	Start Date	End Date	Number of Attendees	Building Allocated	
Enoggera Barracks, QLD	Course	- 481588 - 13BN JLC PREPARATAION WEEKEND/CADETS	06/12/2013	08/12/2013	118 (4 outstanding)	Q011 (High Density Transit) (Cherry Street)	
Enoggera Barracks, QLD	Course	WONCO - 01/2014 - Warrant Officers Course	01/01/2014	31/01/2014	30 (30 outstanding)	N009 (Transit) (Between Murray Avenue and Dalziel Street)	
Enoggera Barracks, QLD	Course	0 - Programers - JP2072 Ph 2A 0-Programer 10 Feb 14	09/02/2014	14/03/2014	24 (24 outstanding)	N010 (Transit) (Between Murray Avenue and Dalziel Street)	
Enoggera Barracks, QLD	Exercise	HQ 1 Div EX VITAL LAUNCH	02/03/2014	15/03/2014	20 (20 outstanding)	H021 (WONCO Course) (Lavarack Parade)	
Enoggera Barracks, QLD	Course	Promotion - GRes CAPT Mod 1 & 2 Instructors	02/04/2014	12/04/2014	16 (16 outstanding)	N009 (Transit) (Between Murray Avenue and Dalziel Street)	

## Create a Bulk Booking

### Who can do it?

Personnel who have a regular requirement to manage multiple group bookings for that site. Local arrangements usually restrict this to on-base personnel. These people are assigned the Course Coordinator role. Course Coordinators can only make Group/Bulk bookings for their own site. Other sites can be added with agreement of the SADFO at the other site. Group/Bulk Booking requests for non-Course Coordinators can be made by telephoning or emailing the LIA Contact Centre.

### How is it done?

From the LIA Menu Bar click on "Create Bulk Booking" and enter the information as shown on the next page:

**Create Bulk Booking**

Base:

Type:

Course Coordinator:

Course Type:

Course Name:

Start Date:

End Date:

Number of Attendees:

Number of Sole Occupant Attendees:

Contact Name:

Contact Phone:

Contact Email:

**Type of booking:** this will prompt you to advise either Course, Exercise or Other. Each Course booking must include a Course Type and Name.

**Course Type:** identify here if the activity is one with designated buildings (eg WONCO, Cadets, RAAFSFS, etc). Start typing to see which options are available. If no course type displays, the booking does not have designated buildings and you can enter whatever detail here to suit your needs.

**Dates:** Start and end dates are mandatory

**Number of Attendees:** a number is mandatory but can be amended if needed. NOTE: it is better to revise down than up on numbers to ensure your booking remains achievable.

**Number of Sole Occupants:** where Member requires room without sharing with others (eg Air Crew). This number is inclusive of the total number of attendees (ie: 8 of the 40 require sole occupancy).

**Contact Details:** Ensure the details are suitable for contact during business hours

### Tip to get the right building!

On submitting a request for a Group/Bulk Booking, the system will determine if a suitable building is available according to the room rules that have been approved by BSM and SADFO.


If you have entered a **pre-programmed** "Course Type", your booking will be allocated according to the rules developed for that particular activity. If the course type is not one that has been pre-programmed, the request will either:

1. Be allocated according to generic Group/Bulk booking rules (see screen shot below), or
2. Be assigned to an "Awaiting Allocation status if insufficient rooms are available. If this is the case, the green message at the top of the screen will advise of this status.

## Allocated Bulk Booking

The Bulk Booking details includes the rooms allocated to the booking and building details. These details can be exported to a PDF document.

✔ Your Course booking has been successfully allocated


Home / My Profile / My Bookings / Bulk Booking

**Bulk Booking Details**

Base:	Enoggera Barracks, QLD
Course Type:	Mechanic IET Training
Course Name:	QL233 Mechanics Primary Go
Start Date:	20/01/2014
End Date:	31/01/2014
Number of Attendees:	23
Contact Name:	CPL Tina Tilley
Contact Phone:	02 1000 2500
Contact Email:	tina.tilley@dha.gov.au
Building Name:	H024 (Transit - All ranks)
Street:	Lavarack Parade
Cancelled:	No
Created By:	steve.*****@defence.gov.au dhadev (28/10/2013 11:22 AM)

Cancel Booking
Modify
Export to PDF

**Attendees**

Attendee Type: Member

Employee ID:

There are no attendees registered for this course

Search

**Allocated Rooms**

Building	Rooms											
H024 (Transit - All ranks)	G-1-A	G-1-B	G-1-C	G-1-D	G-2-A	G-2-B	G-2-C	G-2-D	1-3-A	1-3-B	1-3-C	1-3-D
	1-4-A	1-4-B	1-4-C	1-4-D	2-5-A	2-5-B	2-5-C	2-5-D	2-6-A	2-6-B	2-6-C	

# Amend a Group Booking

The Modify button will allow the following details to be changed:

- Course Name
- Start Date
- End Date
- Contact Name
- Contact Phone
- Contact Email

### Changing Start or End Dates

There is no guarantee that the booking will stay in the same rooms when start and end dates are amended. Review the vacant room report to determine supply & demand for rooms before you make a change.

The Course Coordinator is not able to change the building allocation. Concerns about the building allocated to the booking should be raised with the LIA Contact Centre.

## Group/Bulk Bookings that Require Ranks to be Segregated

Group/Bulk Bookings that requires separate accommodation for rank groups, you should make individual booking requests for the various rank groups as follows:

- Senior Officer
- Junior Officer
- SNCO
- Other Ranks

### PMKeys & Room Allocations

Both Gender and Rank are identified in the BAS from PMKeys. Update your bulk booking with PMKeys as soon as you can (and no less than 5 days before the start date) to ensure members are accommodated appropriately

**Note: DHA is working on additional functionality to manage segregated rank bookings automatically**

## Arriving Early or Staying Later

Members who need to arrive before a bulk booking commences or leave after a bulk booking ends will need to make a separate LIA request for the additional days.

These additional days are not guaranteed to be in the same room as the bulk booking – so the member may have to move rooms at a point in time.

# Adding Attendees to Group Bookings

## Why do it?

- Provide the Course staff with a summary list of where people are accommodated
- Allocate rooms according to Course sections
- Allow key packs to be prepared for individuals
- Ensure responsibility for the room is assigned to the occupant not the Course Coordinator

## When should it be done?

Names can be assigned to the group booking at any time after it is created. Names should be finalised 5 days before the arrival date or in accordance with local arrangements set by the on-base Service Provider.

If names aren't provided, the beds will be assigned to the group booking name and the nominated group booking Point of Contact will be responsible for the keys and the condition of the rooms on departure. There is no guarantee of accommodating gender requirements under this circumstance.

You can also export the information to PDF and delete attendees by clicking on the small bins icon.

**Online Services (QA)**

**Bulk Booking Details**

Base: Enoggera Barracks, QLD  
Course Type: WONCO  
Course Name: 01/2014 - Warrant Officers Course  
Start Date: 01/01/2014  
End Date: 31/01/2014  
Number of Attendees: 30  
Contact Name: Bronwyn Graham  
Contact Phone: 02-11111111  
Contact Email: [bronwyn.graham@dha.gov.au](mailto:bronwyn.graham@dha.gov.au)  
Building Name: N009 (Transit)  
Street: Between Murray Avenue and Dalziel Street  
Cancelled: No

Buttons: Cancel Booking, Modify, Export to PDF

**Attendees**

Attendee Type: Member  
Employee ID:

Search

Employee ID	Rank/Title	Name	Gender	
8237775	PTE(P)	Mark H.	Male	
8049858	CAPT	Brett D.	Male	
8261841	MAJ	Robert H.	Male	
8045212	LCDR	Anthony H.	Male	

## Assigning Names to the Group/Bulk Booking

Once a Group/Bulk booking is made, the Course Coordinator can assign individual names to show who will be occupying each of the allocated rooms.

Coordinators are required to enter names into the system directly. This will not be done by the LIA Contact Centre if the Course Coordinator has direct access to the system.

**Active ADF Members** can be added using the multiple Employee ID data entry box below.

**Bulk Booking Details**

Base:	Enoggera Barracks, QLD
Booking Title:	MPV Course
Start Date:	03/03/2014
End Date:	04/03/2014
Number of Attendees:	3
Number of Sole Occupant Attendees:	3
Contact Name:	[REDACTED]
Contact Phone:	[REDACTED]
Contact Email:	[REDACTED]
Building Name:	N009 (Transit)
Street:	Between Murray Avenue and Dalziel Street
Cancelled:	No
Created By:	DHAldalehi (25/02/2014 12:35 PM)

**Attendees**

Attendee Type:

Is Sole Occupant:  Yes  No

Employee IDs:

**Allocated Rooms**

Building	Rooms
N009 (Transit)	1-7 (Sole Occupant)      1-8 (Sole Occupant)      1-9 (Sole Occupant)

### Tips

Enter only the active Member's PMKeys Number – do not use F or M to denote gender

Don't navigate away from the page when the names are loading.

If Member's can not be found by PMKeys, reconfirm the number is correct. Alternative is to enter them individually as an "Other"

The primary reason why PMkeys may not be found is because the Member is a reservist.

**Reservists, Defence Public Servants and non-ADF Members** (eg: foreign nationals or contractors) must be entered individually by selecting the "Defence Civilian" or "Other" drop down options. Defence Public Servants are added using their PMKeys Number.

Once an attendee is entered into the system, the allocated room will display next to their name. Attendees can be deleted using the garbage bin next to their name. This will not reduce the beds assigned to the Group/Bulk Booking – this can only be done by amending the booking (next page).



Bulk Booking Details	
Base:	Moorebank Moorebank Ave, NSW
Course Name:	168740 - ROBC (S102)
Start Date:	17/01/2014
End Date:	11/08/2014
Number of Attendees:	4
Number of Sole Occupant Attendees:	0
Building Name:	S102 (Officers Mess)
Street:	Bel Voir Rd
Cancelled:	No
Created By	SM-14916 (24/02/2014 10:23 AM)

Attendees					
Employee ID	Rank/Title	Name	Gender	Floor	Room
85500	LT	Scott	Male	G	1
85620	LT	Cameron	Male	G	2
85400	LT	Jonathan	Male	G	3
85100	LT	Rhoderic	Male	G	4

Allocated Rooms				
Building	Rooms			
S102 (Officers Mess)	G-1	G-2	G-3	G-4

If names are not entered by the Course Coordinator or provided to the LIA Contact Centre 5 days before the start date, the system will automatically allocate the Course Name to the bed.

### Adding the attendee as Sole Occupant:

If you have elected for some of your attendees to occupy multi-bed rooms on a sole occupancy basis, you can identify which Members these are by selecting the Yes to Sole Occupant option as per the screen below.

Attendees	
Attendee Type:	Member
Is Sole Occupant	<input checked="" type="radio"/> Yes <input type="radio"/> No
Employee ID:	<input type="text"/>
<input type="button" value="Search"/>	

## Contributions for Group Bookings

The BAS will automatically commence and cease contributions for **every** course member on Check In and Check Out, regardless of the course duration, except for Members who are:

- categorised as MWD(U)
- paying for other suitable accommodation (LIA, SR or RA), but the course requires them to occupy LIA for Service Reasons and where the Member is MWOD ADF or MWD ADF
- sharing with 4 or more people in the same room
- occupying a room that is less than level 1
- Reservists when undergoing training for periods less than six months.

## See Also

Course Coordinators also have the following screens. Refer to the table of content to find these instructions

- Room Report
- Occupant Search
- Vacant Room Report



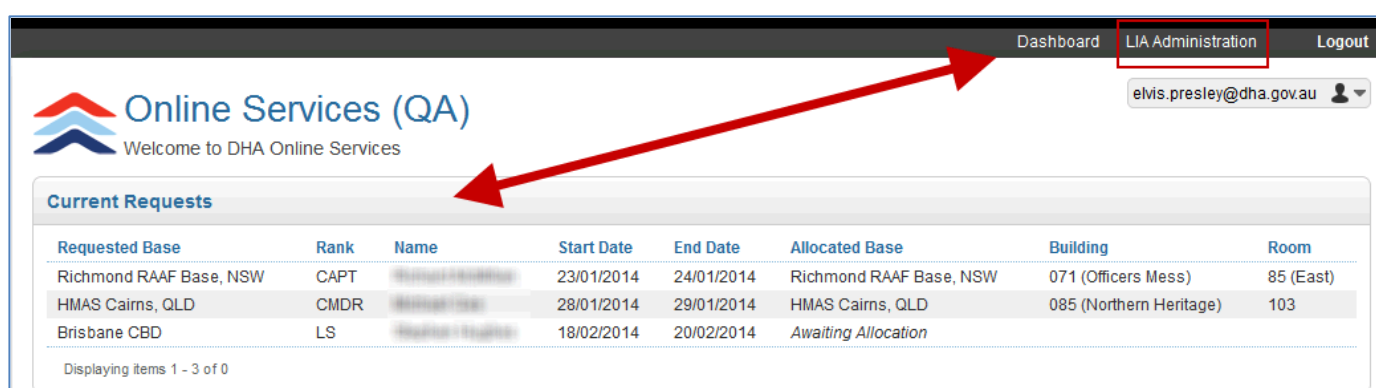
# Accommodation Clerk

## Dashboard

### About the role

Defence staff who manage the movement of other members across the country using transit accommodation i.e. Overseas Administration Cell (OAC), Movement Clerks etc can be given the role of Accommodation Clerk.

The dashboard will show what bookings have been made for different sites.



The screenshot shows the 'Online Services (QA)' dashboard. The top navigation bar includes 'Dashboard', 'LIA Administration' (highlighted with a red box), and 'Logout'. The user's email 'elvis.presley@dha.gov.au' is visible. The main content area is titled 'Current Requests' and contains a table with the following data:

Requested Base	Rank	Name	Start Date	End Date	Allocated Base	Building	Room
Richmond RAAF Base, NSW	CAPT	[Redacted]	23/01/2014	24/01/2014	Richmond RAAF Base, NSW	071 (Officers Mess)	85 (East)
HMAS Cairns, QLD	CMDR	[Redacted]	28/01/2014	29/01/2014	HMAS Cairns, QLD	085 (Northern Heritage)	103
Brisbane CBD	LS	[Redacted]	18/02/2014	20/02/2014	Awaiting Allocation		

Displaying items 1 - 3 of 0

## Auto-Allocation

### Why do it?

- When you want to make an LIA booking for someone else, for example: Member breakdown of marriage needs transit LIA accommodation, and
- You don't care which room is allocated, as long as it is in line with the room allocation rules.

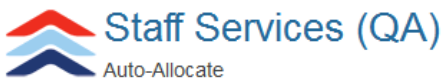
### Who can do it?

SADFO, Base Management roles, Accommodation Clerk roles and personnel with the Approving Authority role (eg: Unit COs and senior staff) and Unit Management roles. The LIA Contact Centre can also provide assistance.

Service Providers and LEAP Concierge do not have the ability to make an auto-allocated booking.

## How is it done?

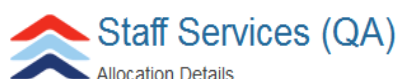
From the LIA menu, select Auto-Allocate and enter the PMKeys number of the Member you wish to book a room for. The system will display the Member's rank, first name and surname. Enter the start date, end date, type of request (Permanent, Transit, etc), reason for LIA (from the drop down list) and specify the Member's Unit before clicking "confirm".



Auto-Allocate	
Employee ID:	8585059
Rank:	Private
First Name:	Benjamin
Surname:	Parker
LIA Start Date:	<input type="text" value=""/>
LIA End Date:	<input type="text" value=""/>
Type of LIA Request:	<input type="text" value=""/> ▼
Reason for LIA Request:	Army unit with response notice of 28 days ▼
Unit:	<input type="text" value=""/>
Marital Categorisation:	<input type="radio"/> Member with Dependants <input checked="" type="radio"/> Member without Dependants <input type="radio"/> Member with Dependants (unaccompanied)
<input type="button" value="Change Member"/> <input type="button" value="Confirm"/>	

The screen below will confirm if a room has been allocated (if the start date is imminent) or if the request has been received and awaiting allocation. If the request is unallocated, it can be viewed and amended in the Unallocated Request Report.

✔ Member has been auto-allocated to Building: B040, Floor: G, Room: 53



Allocation Details	
Request Type:	Transit
Allocation Type:	Automatic
Expected Start Date:	Wed 18/09/2013
Expected End Date:	Wed 25/09/2013
Emp Id/Reference:	8585059
Rank/Title:	Private
First Name:	Benjamin
Surname:	Parker
Gender:	Male
Cancelled:	<input type="checkbox"/>

Room Details	
Base:	Kokoda Barracks, Canungra, QLD
Building Name:	B040
Floor:	G
Room Number:	53

[View details](#) [Change Room](#)

[View request](#) [Cancel Allocation](#) [Cancel Request](#) [Modify Allocation](#)

### Modify Allocation

Allows you to change the end date  
If start date needs changing, cancel the Request and start again

### Cancel Allocation

Retains the booking but tips the request back into the auto-allocation process. Do this when you don't want the Member to go into this room or require the room for another purpose

### Cancel Request

Cancels the allocation and the booking as well  
Do this when you don't want the Member on-base, or the booking is no longer required  
If Permanent, Cancel Request will tip the Member to RA  
Transit bookings will be issued a certificate of Nil LIA Availability

When a room is allocated, ADF Members will receive an email notification of their room details. If the person you are booking a room for is Non-ADF or reservist they will not receive an email notification because they are likely not be in the DHA systems. You will need to provide them the room confirmation details or lack of allocation advice.

## Sole Occupant Requirement

Most bases do not allocate individual bookings into multi-bed rooms. If however you are booking at a base that does have multi-bed rooms (eg: RAAF Townsville, Larrakeyah Barracks) that are used for Transit, you can modify the booking to specify a Member for sole occupancy. Do this by amending the request. First, go to the Allocations Details and view the request.

**Allocation Details**

Request Type:	Transit
Allocation Type:	Automatic
Expected Start Date:	Thu 13/02/2014
Expected End Date:	Fri 14/02/2014
Emp Id/Reference:	0000100
Rank:	CPL
First Name:	Dwayne
Surname:	Ryan
Gender:	Male
Contact Phone:	0000000000
Cancelled:	No

[View Request](#) [Cancel Allocation](#) [Cancel Request](#) [Modify Allocation](#)

**Room Details**

Base:	Townsville RAAF Base, QLD
Building Name:	0752 (Transit)
Floor:	G
Room Number:	21

[View Details](#) [Change Room](#)

On the Request Details screen select 'Set Sole Occupant' and then indicate 'Yes' when the pop up window displays asking for confirmation – the member's room will then be marked as sole occupancy and will not allow any other allocation into the room for the duration of the sole occupancy tenancy.

**Request Details**

Allocated:	Yes	<a href="#">View Allocation Details</a>
Base:	Townsville RAAF Base, QLD	
Request Type:	Transit	
Occupation Date:	13/02/2014	
Vacation Date:	14/02/2014	
Emp Id/Reference:	0000100	
Contact Phone:	0000000000	
Sole Occupant:	No	
Rank:	CPL	
Surname:	Ryan	
Gender:	Male	
Request Reason:	Duty	
Marital Categorisation:	MWD	
Mandatory:	No	
Evicted:	No	
Living In Meals:	No	
Outstanding Issue Reason:		
Cancelled:	No	
Created By:	DHADEVitinam (04/02/2014 3:17 PM)	

[Set Outstanding](#) [Set sole occupant](#)

**Confirmation**

Are you sure that you want to set this request as sole occupant?

[No](#) [Yes](#)

The sole occupancy can be over-riden by manually allocating someone to the other beds in the room – such an allocation should be considered carefully to ensure this is an appropriate allocation to make.

**Manual Allocation**

**i** There is currently an allocation for this room in the requested period which has been flagged as being a sole occupant.

Rank/title: Mr

### Removing a sole occupant requirement

Access the Request Details screen to find the ‘Remove Sole Occupant’ button. Find the request allocation screen by either an occupant search (shown below) or via the room details screen.

**Search Results**

Request	Occupant Reference	First Name	Surname	Type	Status	Occupation Date	Vacation Date	Building	Floor	Room	Level
Request			Harms	Transit	Awaiting Occupation	12/02/2014	14/02/2014	0752 (Transit)	G	14	2

Displaying items 1 - 1 of 1

Click on the member allocated into the room that you need to remove the sole occupancy for (they will be displayed as yellow in the calendar):

**Room Details**

Base: Townsville RAAF Base, QLD  
 Building Name: 0752 (Transit)  
 Street: Ingham Road  
 Floor: G  
 Room Number: 14  
 Total Beds: 2  
 Accommodation Level: 2  
 Next Allocation: 12/02/2014 - CPL Harms

**Amenities**

Private Ensuite:  Male:  Female:

**Restrictions**

Restriction	Value
Request Type	Transit
Request Type	Bulk
Request Type	Tempo

[Edit](#)

**Allocations This Week**

Allocated  
  Occupied  
  Offline  
  Vacant

Sun 09/02/2014	Mon 10/02/2014	Tue 11/02/2014	Wed 12/02/2014	Thu 13/02/2014	Fri 14/02/2014
Vacant	Vacant	Vacant	Allocated 12/02/2014 - 14/02/2014 CPL Harms	Vacant	Vacant
Vacant	Vacant	Vacant	Vacant	Vacant	Vacant

[Previous Week](#)      Go to: 09/02/2014



Select the 'Remove sole occupant' button:

Outstanding Issue Reason:	
Cancelled:	No
Created By	DHADEVtinam (06/02/2014 4:23 PM)
<input type="button" value="Set Outstanding"/> <input type="button" value="Remove sole occupant"/>	

### Points to Note

If you do not enter a number into the new sole occupancy field, the BAS will work to fill up all beds in a room before moving to the next room (so if there are 4 beds in a room, all 4 will be allocated to your bulk and so on until your total number is allocated)

You can modify the sole occupancy field post creation by using the 'modify' button (this is the "do over" – for attendees you find out later are not to be sharing)

If the general Base rule is no sharing then you should always indicate a sole occupancy number and modify post creation if sharing is subsequently required (eg where the demand for beds is so high that it over-rides the normal "no sharing" premise)