

ARMY CAPABILITY AT THE READY



A GUIDE TO THE TOTAL WORKFORCE SYSTEM
EMPLOYMENT OPTIONS

A MODERN WORKFORCE SYSTEM

An integrated workforce that employs the right person, with the right skills, in the right position, at the right time.

The ADF Total Workforce System (TWS) enables Army to **attract, motivate** and **retain** the people we need for *One Army* to contribute to Joint Capability.

IT'S YOUR CHOICE

You've got options. As a part-time or full-time member, you can use the Service Categories (SERCATs) and Service Options (SERVOPs) to elect what pattern of service suits you, and when it suits you.

You can readily transfer between these patterns of service throughout your career.

This flexibility makes it easier for you to balance your work and personal aspirations without feeling like you need to jeopardise your civilian or military career.

THE ADF TOTAL WORKFORCE SYSTEM:

- Integrates **part-time** and **full-time** members into *One Army*.
- Meets the needs of individuals and of Army, **now** and in the **future**.
- Sustains Army capability by attracting and retaining **the right people**.
- Supports you by **recognising** your transferable and/or shared workforce **skills**.
- Supports diversity and inclusiveness within **Army teams**.
- Provides flexible career paths.
- Provides flexibility in workforce **structures**.
- Enables the **rapid assembly** of fit for purpose teams.

FLEXIBILITY IN THE WAY YOU SERVE

The TWS enables you to have a life-long career in Defence.

It offers you Service Categories (SERCATs) and Service Options (SERVOPs) so you can choose how you serve as a part-time or full-time member. These are described in further detail in the TWS Service Spectrum table.

TWS MEMBER BENEFITS

SERVICE	FULL-TIME WORKFORCE		PART-TIME WORKFORCE			INACTIVE
SERVICE CATEGORY	SERCAT 7	SERCAT 6	SERCAT 5	SERCAT 4	SERCAT 3	SERCAT 2
RENDER SERVICE	✓	✓	✓	✓	✓	✗
LIABILITY FOR SERVICE	✓	✓	When called ¹			
IR REQUIREMENTS	✓	✓	At Unit Discretion	✓	At Unit Discretion	✗
PATTERN OF SERVICE	Full-time	Agreed annually			✗ ²	✗
SALARY	Full-time salary	Pro-rated salary	Days served ³			✗
EXERCISE & OPERATIONS	✓	✓	✓	✓	✓	✗
SUPERANNUATION	✓	✓	✗	✗	✗	✗
TAX EXEMPT PAY	✗	✗	✓	✓	✓	✗
HOUSING ASSISTANCE	OWN HOME	DHOAS ⁴				✗
	RENTING	Full entitlement	Entitlement ⁵	✗	✗	✗
HEALTH & MEDICAL ⁶	Full entitlement		Reserve Assistance Program			✗
			Health Support Allowance			
LONG SERVICE LEAVE ⁷	✓	✓	✓	✓	✓	✗
FLEXIBLE WORK	✓	✓	✓	✓	✓	✗
CAREER MANAGEMENT	DOCM-A & DSCM-A		DROCM-A & DRSCM-A		DCWM-A	✗

¹ A member's liability to serve is defined IAW MILPERSMAN Part 2 Chap 5. [Military Personnel Policy Manual \(defence.gov.au\)](#)

² SERCAT 3 members do not have a defined pattern of Service unless they elect one.

³ Days served are paid IAW PACMAN Chap 3, Part 1B. [Salaries : Part 1B : Department of Defence](#)

⁴ DHOAS is subject to eligibility IAW PACMAN Chap 7, Part 3A. [Home ownership assistance scheme : Part 3A : Department of Defence](#)

⁵ Housing contribution is calculated IAW PACMAN Chap 7, Part 6, Div 8, para 55. [Division 8 - Contributions : Part 6 : Department of Defence](#)

⁶ Health and medical allowances are subject to eligibility IAW PACMAN Chap 8, Part 10 and PACMAN Chap 4, Part 9, Div 3. [Reserve Assistance Program : Part 10 : Department of Defence](#)

⁷ Long Service Leave accrual for SERCAT 3,4,5 is subject to conditions IAW PACMAN Chap 5, Part 5, Div 3. [Division 3 - Accrual of long service leave : Part 5 : Department of Defence](#)

TOTAL WORKFORCE SYSTEM (TWS) SERVICE SPECTRUM

PART-TIME WORKFORCE				FULL-TIME WORKFORCE	
COMMITMENT TO SERVE				OBLIGATION TO SERVE	
SERCAT 3, 4 and 5 members agree to serve in terms of the amount and general pattern of days across a specified period. This agreement is intended to convey a measure of certainty for Commanders, who must deliver against capability requirements, and the member seeking surety in terms of ongoing service.				SERCAT 6 and 7 members have a liability to serve anywhere and at any time.	
SERCAT 2	SERCAT 3	SERCAT 4	SERCAT 5	SERCAT 6	SERCAT 7
<p>SERCAT 2 is the inactive component of the Army that you go to after departing the full-time or part-time workforce.</p> <p>After becoming an inactive member you remain a SERCAT 2 for up to 5 years.</p> <p>SERCAT 2 members are a latent capability that can be called as required in accordance with the Defence ACT 1903.</p> <p>Members in SERCAT 2 cannot render service.</p> <p>Members in SERCAT 2 may request to transfer to another SERCAT to provide voluntary service.</p>	<p>The nature of service in SERCAT 3 takes one of two forms:</p> <ol style="list-style-type: none"> members who have indicated their availability to serve; or members who are rendering service to meet a specified task, generally within a financial year. <p>SERCAT 3 members are assigned to a funded position and can be posted to a position on Unit establishment.</p> <p>SERCAT 3 members are centrally administered by the Directorate of Contingent Workforce Management - Army and should receive performance appraisals.</p> <p>SERCAT 3 members are required to maintain employment proficiency, and health fitness as dictated by their unit.</p> <p>Hours of work: routine hours of the unit or as agreed by the member's supervisor.</p> <p>SERCAT 3 members are liable for call out.</p>	<p>The nature of service in SERCAT 4 is primarily characterised by provision of capability at short notice, rendered through SERVOP C (CFTS) or RSD, with the length of that notice and the duration of service defined by Army.</p> <p>Service in SERCAT 4 attracts additional member entitlements (ie Health Support Allowance – Capability at Short Notice and SERCAT 4 Completion Bonus) on account of the additional obligations it imposes on members (eg. reduced notice to move, IR compliance, higher training commitment).</p> <p>SERCAT 4 members are posted to fill an establishment position.</p> <p>SERCAT 4 members are afforded career management oversight (eg. receive performance appraisals, career development and training).</p> <p>Hours of work: routine hours of the unit or as agreed by the member's supervisor.</p> <p>SERCAT 4 members are liable for call out and specify they are available to be 'called for'.</p>	<p>The nature of service in SERCAT 5 is characterised by stability in a specific pattern of service and the number of days to be served in each or across multiple financial years, in return for a commensurate commitment from the member to render that service.</p> <p>SERCAT 5 members are posted to an establishment position and are afforded career management oversight (eg. receive performance appraisals, career development and training).</p> <p>SERCAT 5 members are typically required to maintain IR requirements and associated conditions of service as determined by their unit.</p> <p>Hours of work: routine hours of the unit or as agreed by the member's supervisor.</p> <p>SERCAT 5 members are liable for call out.</p>	<p>The nature of service in SERCAT 6 is characterised by provision of a flexible service arrangement to members of the full-time workforce. A flexible service arrangement is defined as anything other than full-time service. The pattern of service may vary depending on Army needs and the member's preference (eg. days per fortnight, weeks per month or months per year). Some entitlements and remuneration are pro-rated for SERCAT 6 members.</p> <p>SERCAT 6 members are posted to fill an establishment position.</p> <p>SERCAT 6 members afforded career management oversight (eg. receive performance appraisals, career development and training).</p> <p>Hours of work: routine hours of the unit or as agreed by member's supervisor and in accordance with their individual Flexible Service Determination.</p> <p>SERCAT 6 members are subject to the same service obligations as SERCAT 7, including the inherent liability to serve on a full-time basis when required.</p>	<p>The nature of service in SERCAT 7 is characterised by rendering of full-time service by members of the full-time workforce.</p> <p>SERCAT 7 represents the maximum service obligation and, in return, members in this category receive commensurate conditions of service.</p> <p>SERCAT 7 members are posted to fill an establishment position and are afforded career management oversight (eg. receive performance appraisals, career development and training).</p> <p>Hours of work: routine hours of the unit or as directed by member's supervisor.</p> <p>SERCAT 7 members render full-time service.</p>
SERCAT 1					
SERCAT 1 is only for employees of the Defence APS who are force assigned.					
DEFINITIONS					
<p>'Called out' All members of the part-time workforce are liable to render CFTS or RSD when 'called-out' by the Governor General in accordance with provisions in the Defence Act 1903. Call-out provisions enable Defence to activate all or some of the part-time workforce in specified circumstances.</p> <p>'Call-for' provisions enable the ADF to respond to short-notice capability requirements through the activation of CFTS arrangement.</p>					
SERCAT 3-5 SALARY IS TAX EXEMPT					
The pay and allowances for part-time workforce members are exempt from income tax. The exemption applies to part-time service, but does not apply to members on continuous full-time service.					
FINDING WORK					
FORCENET					
ForceNet enables members to access information about available work opportunities. As the TWS continues to mature there will be an improved transparency of employment opportunities for our part-time workforce. Army Units, Army Training Establishments and Career Management Army advertise employment opportunities for SERCAT 3-6 members on ForceNet – these include deployments, projects, job-sharing, workforce vacancies, and modularised training vacancies.					
Look for part-time employment options – www.ForceNet.gov.au					

SERVOPS
SERVOP C
SERCAT 3, 4 or 5 members rendering CFTS for a defined period of time are assigned as SERVOP C. Members on SERVOP C are afforded the same conditions of service as members in SERCAT 7.
SERVOP D
SERVOP D is a service option available to members in SERCATs 5 or 6. In a SERVOP D arrangement, the member renders part-time service to Defence while working for a civilian employer under a formal shared service/employment arrangement.
SERVOP G
SERVOP G is a service option assigned to members of the ADF Gap Year Program for tracking purposes.

REFERENCES
MILPERSMAN Part 02 Chapter 5
Military Personnel Policy Manual (defence.gov.au)

ABBREVIATIONS
FY: Financial Year
IR: Individual Readiness
SERCAT: Service Category
SERVOP: Service Option
TWS: Total Workforce System
CFTS: Continuous Full-time Service
RSD: Reserve Service Days

HOW DO I CHANGE SERCATS?

1 EXPLORE

Take the time to explore your employment options and what benefits apply to your chosen Service Category and/or Service Option.

Search **Future Ready Workforce** or the following pages on the **intranet**.

- **MILPERSMAN Policy – Part 2 Chapter 5**
- **Career Management – Army**
- **Directorate Contingent Workforce Management – Army**
- **ADF Total Workforce System**

This information is also available at www.ForceNet.gov.au

3 APPLY

Your supervisor can assist you in choosing the right form.

- **Transfers within full-time -** Transfers within SERCAT 6 or 7 complete the **AE427 - Service Category Form**
- **Full-time to part time -** Transfers from SERCAT 7 or 6 to part-time (SERCAT 3, 4 or 5) complete the **AC853 - Application to Transfer or Separate Form**
- **Inactive to part-time -** Transfers from SERCATs 2 or 3 to SERCATs 3, 4 or 5 complete the **AE959 - ADF RSD Allocation Form** or contact contingentworkforce.army@defence.gov.au

2 DISCUSS

In Army there are life-long career opportunities. Whether it's full-time, part-time or contract, Army can provide flexible service options.

Your **continued service** is valued. It may be in your current specialisation, with your existing unit or in Army. Or you may change any of these through the TWS.

Arrange a time to discuss your aspirations and commitments with your supervisor. Your chain of command is obliged to support you navigate this process and may call upon your Career Manager for further assistance.

4 TRANSFER

Processing times continue to improve. Provided you have considered your options and sought the appropriate guidance along the way, the CM-A delegate will have all they need to progress your transfer and will inform you of the application outcome as soon as possible.

Regardless of your pattern of service we all contribute to One Army. Use the SERCATS and SERVOPS to enrich your career and service life.

CALL TO ACTION – WATCH THIS SPACE

The TWS is transforming the way we **recruit, develop, employ, retain** and **transition** our personnel.

KNOWLEDGE IS POWER

Educate yourself in the TWS and contribute to Joint Capability by making the System work for you.

YOU CAN MAKE IT HAPPEN

Promote all opportunities to do things differently, explore non-traditional career pathways, and be courageous in pursuing new ways to serve.

BE READY TO INTEGRATE

The way we team is changing. As leaders, challenge yourself to think differently about who can do what task, when and where.

The way it's always been done is not necessarily the way it has to be done in the future.

MORE INFORMATION

- Read about how Future Ready Workforce is transforming our workforce - **Search Future Ready Workforce on the DPE**
- Look for employment options that suit your preferred pattern of service - **Navigate to www.ForceNet.gov.au or download the app or visit One Army Potential at fet.withyouwithme.com**

Do you have a TWS story? We want to hear from you!

Share your ideas by sending us an email – army.tws@defence.gov.au