

Employment Opportunities



| Location | Position |
|------------------------------------|--|
| NSW | |
| Sydney | Regional Relocations Manager RAS Manager Senior Case Managers Case Managers Administration Support |
| Western Sydney | RAS Manager Senior Case Managers Case Managers Administration Support |
| Hunter Valley | RAS Manager Senior Case Managers Case Managers Administration Support |
| Wagga Wagga | Senior Case Managers Case Managers Administration Support |
| VIC/TAS | |
| Melbourne | Regional Relocations Manager RAS Manager Senior Case Managers Case Managers Administration Support |
| Aubury/Wodonga | Senior Case Managers Case Managers Administration Support |
| Hobart | Senior Case Manager |
| South QLD | |
| Brisbane | Regional Relocations Manager RAS Manager Senior Case Managers Case Managers Administration Support |
| Ipswich | RAS Manager Senior Case Managers Case Managers Administration Support |
| Toowoomba (establishment date TBC) | Senior Case Manager Administration Support |

| Far North QLD | |
|----------------------|---|
| Townsville | Regional Relocations Manager RAS Manager Senior Case Managers Case Managers Administration Support |
| Cairns | Senior Case Manager Administration Support |
| ACT | |
| Canberra | Regional Relocations Manager RAS Manager Senior Case Managers Case Managers Administration Support |
| Nowra | Senior Case Manager Case Managers Administration Support |
| WA | |
| Perth | Regional Relocations Manager RAS Manager Senior Case Managers Case Managers Administration Support |
| Fremantle | Senior Case Managers Case Managers Administration Support |
| SA | |
| Adelaide | Regional Relocations Manager RAS Manager Senior Case Managers Case Managers Administration Support |
| NT | |
| Darwin | Regional Relocations Manager RAS Manager Senior Case Managers Case Managers Administration Support |
| Katherine | Senior Case Manager |

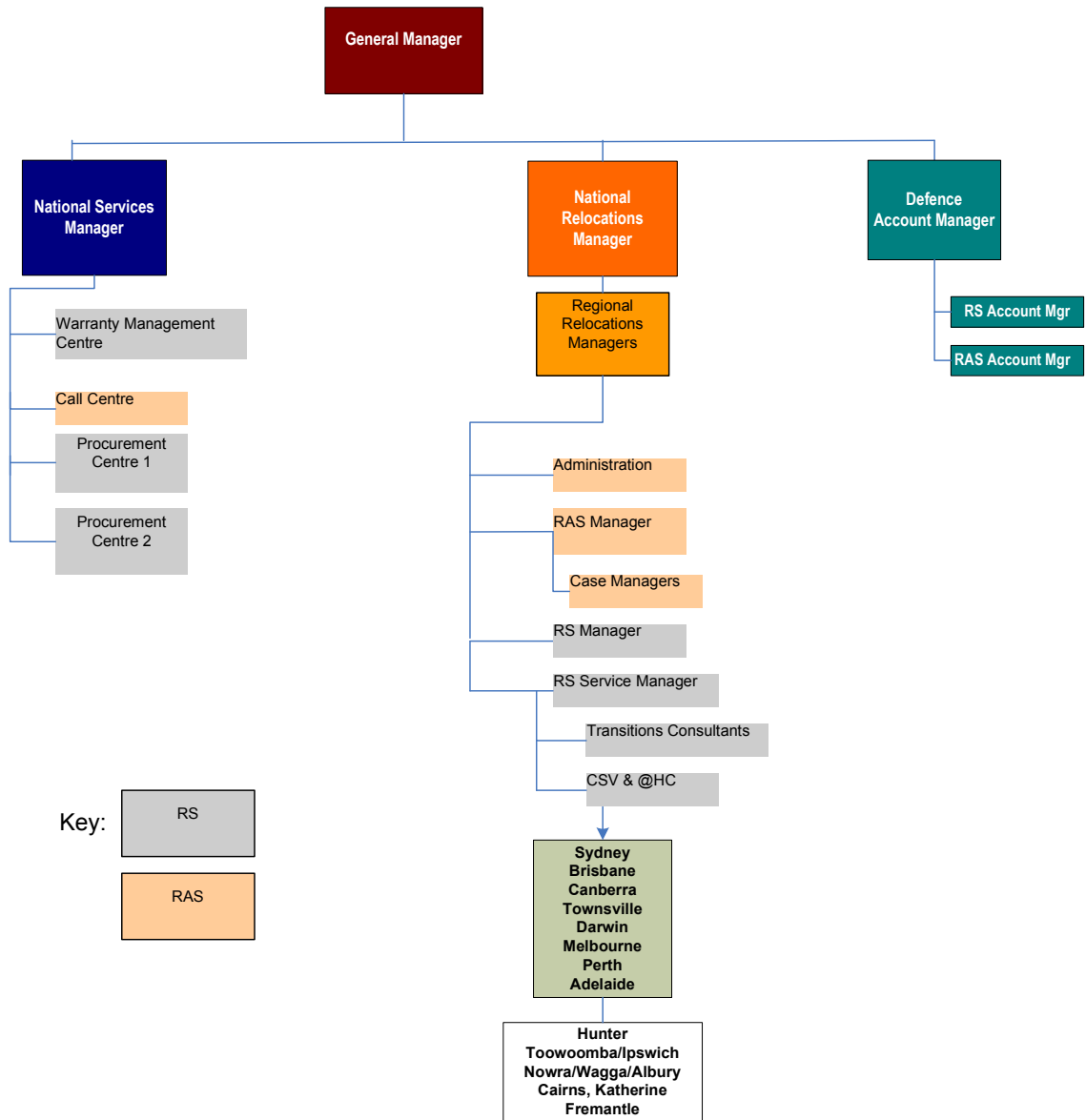
Position Descriptions

A number of positions have been included in the Position/Responsibilities table below, which are not listed in the Locations/Position table above, detailing potentially available positions e.g. RS Manager, RS Service Manager, Transitions Consultants, Call Centre Consultants, Procurement Centre Consultants. Please note that vacancies in these Removals Services' roles may also occur due to the transfer of current Toll Transitions Staff to other positions within the business.

Further information pertaining to vacancies in addition to those detailed above will be provided in January 2010.

| Position | Responsibilities |
|--------------------------------------|---|
| Regional Relocations Manager | Reporting to National Relocations Manager Overall management of Physical, Financial, Human Resources, Operations and Service delivery of RAS & RS for entire region |
| RAS Manager | Reporting to RAS/RS Regional Manager Management of overall service delivery of RAS to Defence within the region, RAS staff in relation to customer service and operational requirements and stakeholder relationships, in particular RAS third party suppliers |
| RS Manager | Reporting to the RAS/RS Regional Manager. Management of overall delivery of RS to Defence within the region Provider Management for region including Store Surveys and Provider audits Management of daily RS operations and RS staff in relation to @Home consultations, Customer Service Visits and Assessments of Loss and Damage |
| RS Service Manager | Reporting to RS Manager Day to day operational requirements and issue resolution for RS in the region |
| Senior Case Manager | Case Management of RAS for Defence Member relocations Team Leadership Servicing and dealing with complex Defence Members requirements |
| Case Manager | Case Management of RAS for Defence Member relocations |
| Transitions Consultant | Conducting @Home Consultations, Inventory collection & Customer Service Visits to Defence Members |
| Administration Support | Administration support tasks associated with delivery of RAS/RS services |
| Call Centre Consultant | Assisting Members with their relocation enquires and redirecting them to appropriate Toll Transitions contacts |
| Procurement Centre Consultant | Processing removals and storage services end to end |

Toll Transitions RAS & RS Organisational Structure



Mark Kingsley
 General Manager Relocations
 21/12/2009