

Defence Service Homes (DSH) Insurance

DEFENCE
SERVICE HOMES
INSURANCE SCHEME



Newsletter

Our 100 year legacy, strengthened by our core values of honesty, trust, care and commitment always safeguards your interests.

Web: dsh.gov.au Email: dsh@dva.gov.au Tel: 1300 552 662

Welcome to publication issue 7

In this issue of Defence Service Homes (DSH) Insurance newsletter we share expert advice on future of beachfront properties and affects of climate change, if working from home affects your home insurance, top tips on how to avoid risk of under insurance, and for the first time ever, the 2021 Census found great insights on veteran and ADF population.

Does working from home affect your home insurance cover?



With Covid restrictions, better work life balance, and employee satisfaction it is easy to see why more businesses are offering a flexible working environment. However, does this new arrangement affect your home building insurance?

One of the key things to keep in mind

when it comes to your home building insurance and working from home is the nature of work that you carry out. DSH Insurance's home building policy does provide some level of cover for people who work from home. When it's about your home insurance cover, your nature of work refers to the work that is clerical in nature—i.e

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Is your policy up to date?

Have you made some home improvements?

Make sure your home building insurance and any other insurances are up to date to include extra cover.

Email at dsh@dva.gov.au



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Are your details up to date?

Have you changed your phone number or got a new email address?

Send us an email at dsh@dva.gov.au or call on 1300 552 662 to get your details updated.

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computer based, 'office work' or surgery.

I run a business from home, do I need to inform DSH Insurance?

In short, yes. DSH Insurance's standard home building insurance policy will typically not provide sufficient cover if you run a business from home. Your building cover extends coverage to your home office

or surgery, but excludes any part of the building used for business, manufacturing or trade.

If you receive visitors to your home as part of doing business or store stock/goods at your home address associated with your business,

these may both have more of an impact on your home insurance needs. The risk for accidents to happen because of running a business from home are higher, and your policy is unlikely to provide sufficient cover for these types of risk. Anyone who has established, is planning to establish, a business from home during, or has moved the running of their business to their home premises should email DSH insurance at dsh@dva.gov.au to advise us of the type of business that is run on site.

What if my tenant is running a business from home?

It is the responsibility of the tenant to advise you if they are running a

business from home. DSH Insurance will require an advice from you in writing on their business details to determine the coverage. For more information, please refer to [DSH Insurance home building insurance PDS](#) (page numbers 27 and 34) or go to [home building insurance FAQ's](#).



Building Cost Calculator

Our online calculator helps you check the *Sum Insured* value of your home.

Did you know? DSH Insurance is administered by the Department of Veterans' Affairs (DVA) but is completely self-funded through the premiums paid by policyholders with no funding received from the Government. Unlike other insurance entities, DSH Insurance doesn't exist to make a profit, but rather the revenue generated from premiums is invested back into DSH Insurance. This allows DSH Insurance to provide high quality insurance

Census reveals nearly 600,000 veterans' in Australia



For the first time ever, the 2021 Census found more than half a million Australians (581,139) have served, or are currently serving, in the ADF. There are 84,865 current serving members and 496,276 former serving members.

The data release also outlined key demographic information among the current and former serving ADF

population. The Census shows that 13.4 per cent of our veteran population are female. The largest age group for veterans is 65-74 years of age, and 90 per cent of these veterans are male. The largest demographic group of current serving members are aged between 25-29 years (17.2 per cent). With the largest Army base in the

country, Townsville is home to both the most veterans (8,700) and current serving ADF members (5,500). Key insights identified in the census will assist with knowing total veteran population and other key factors such as demographics, employment, education and health status, which is pivotal for the Australian Government to target services and support to the right areas.

Unsurprisingly, the Census 2021 results show that veterans are more likely to participate in volunteer work compared to the general population, attesting to the incredible contributions our veterans make to the community throughout their lives.

To learn more about the results of the Census 2021, including more detail on Defence service, visit the ABS website: www.abs.gov.au

What lies ahead for Australia's beachfront properties?



Many coastal homes with sea views remain highly desirable and sought after despite their risk factor. Pandemic driven shift to working from home has led many to move to regional and coastal areas for work life balance.

While that dream home might have incredible seascapes and lifestyle appeal, it is important to consider coastal risks when purchasing or living in one says George Pipertzis, Assistant Director Product Pricing and Underwriting at DSH Insurance.

'Increase in coastal weather events is leaving coastal properties increasingly at risk. As these events increase in frequency and intensity, it's important to insure your coastal property appropriately,' says George.

Storm surges, currents, winds, and elevated tides can all directly affect coastal properties – and will inevitably get worse as the weather becomes more erratic due to climate change.

To help protect your coastal property, you want to make sure you have appropriate home building insurance coverage, which is generally different to that of a standard building insurance. 'Standard home building insurance is generally comprehensive enough to help cover

most of the incidents a regular home might face such as fire, theft, etc. However, coastal homes have more specific needs that standard building insurance may not provide

such as damage caused by any action of the sea,' says George.

At DSH Insurance, we insure you for loss or damage to the home caused by flood, or a tidal wave, or action of the sea.

'By 'action of the sea', we mean the rise or fall of the sea over a short period. Some insurance policies offered by the general insurance industry, may not offer this type of cover.'

'It is advised to ensure you are fully protected from any storms, weather, or hazards you may encounter. Since your home is more prone to these risks, you need appropriate insurance coverage to address

these hazards,' says George.

Got questions for George? Email him at dsh@dva.gov.au.

Disclaimer: Article is based on general insurance advice that only applies to DSH Insurance building Product Disclosure Statement (PDS). Each PDS is different based on individual's unique needs, so please refer to your PDS.

Did you know?



From our modest beginnings over 100 years ago to our vast national presence today, DSH Insurance has enjoyed continuous

growth and enrichment of its service offerings.

Want to know the story behind DSH Insurance?

[Check out our Anniversary book](#)

Is your policy up to date?

Have you made home improvements?

Make sure your home building insurance and any other insurances are up to date to include extra cover.

Contact us today!

Email us at dsh@dva.gov.au

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Thank you for your kind support!

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Defence Services Homes Insurance Scheme

A PROUD SUPPORTER OF SOLDIER ON

Australians still unprepared for severe weather, natural disasters

Australia has been experiencing frequent and more severe weather events over the years. However, many homeowners are still unprepared for these events, despite one in four experiencing severe weather-related home or property damage.

The Insurance Council of Australia (ICA) estimates that 23 percent of Australian households do not have building or contents insurance, meaning that approximately 1.8 million residential households are not protected. While some may underinsure their property on purpose, usually in the belief that *'it'll never happen to me'*, for many others the shortfall is unintentional. Other factors include failing to take into account increased building costs and not adjusting *Sum Insured* value following major renovations. Sometimes underinsurance results from people choosing a lower *Sum Insured* value to reduce their insurance premium.

With thousands of homes damaged



or destroyed by extreme weather and natural disasters each year, it's significant for Australians to take measures to protect themselves and their most important asset.

DSH Insurance advises to:

- think about the types of events that could affect you and the likelihood of these occurring and then plan and act accordingly;
- review your building policy to ensure your *Sum Insured* is correct and covers rebuild costs, increasing construction costs and building standards;
- discuss with family, friends, and

develop a contingency plan in case they are affected and unable to get timely assistance;

- put a home maintenance schedule in place and get a home health check from qualified tradespeople and specialists; and make an emergency plan and prepare a survival kit.

To assist you, DSH Insurance has developed a [Natural Disasters – Homeowners Information Pack](#) which includes a [Household Evacuation kit](#), information on different types of natural disasters, and [useful links](#) for emergency situations.

Australian Government
Department of Veterans' Affairs

Veteran Health Check

- ✓ Stay Healthy
- ✓ Feel Better
- ✓ Get Connected

To find out more visit
www.dva.gov.au/veteranshealthcheck

OPEN ARMS
Veterans & Families
Counselling



Relocating? Got a new phone number?

If you're relocating to a new location then [update your new address online](#). One of our team members will call you back to organise everything for you.

Open Arms has a range of specialised services to provide the support and care you need, with staff who understand veteran and defence culture. Click below to find out more.

[Find out more](#)