



New Zealand  
**DEFENCE  
FORCE**  
Te Ope Kātua O Aotearoa

Headquarters  
Joint Forces

# Returning Home from Deployment

Te Hokingamai

*A Guide to Psychological Resilience for  
Personnel and Families*

Version 03

**A FORCE FOR  
NEW ZEALAND**

# A GUIDE TO PSYCHOLOGICAL RESILIENCE FOR PERSONNEL AND FAMILIES

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# CONTENTS

- 04** Foreword – Commander Joint Forces New Zealand
- 05** Foreword – Warrant Officer Joint Forces
- 06** How to use this Resource

---

## WHAKAPIRI | ENGAGEMENT

- 13** NZDF Service Providers
- 22** NZDF Contact Numbers

---

## WHAKAMARAMA | ENLIGHTENMENT

- 27** Returning to New Zealand
- 34** Emotional Cycle of Deployment
- 40** Post Deployment Transition Model for Personnel
- 55** Post Deployment Transition Model for Partners
- 68** Additional Considerations for Families and Relationships
- 75** Critical Incidents
- 76** Post-Traumatic Stress Disorder
- 80** Thinking of Getting Out?

---

## WHAKAMANA | EMPOWERMENT

- 89** Overview of Resiliency Based Skills
- 92** Building Spiritual Resilience Following Deployment
- 94** A Physical Approach to Stress Management
- 96** Family and Relationship Negotiation

---

## ADDITIONAL RESOURCES

- 105** Additional Resources



# FOREWORD

## COMMANDER JOINT FORCES NEW ZEALAND

The New Zealand Defence Force is a tight-knit whānau, a family where everyone has value and is part of a wider community. We are enormously proud of those who serve, as well as those who are behind the scenes supporting those we have in uniform.

Being a part of the NZDF, whether you are in uniform, as a civilian employee or as a partner, spouse, child, parent or friend of a military person – we are all part of a way of life that can be demanding. The NZDF does ask a great deal from our extended whānau, especially during times of operational deployment.

Deployments create additional demands, not only for the service member deployed, but also for those left at home – friends, partners, children and parents.

We recognise what you go through in support of our organisation, and thank you for your contribution and sacrifice.

It is important to us that if you need help, you can find it easily. This booklet is all about providing that help, giving you forewarning of issues that could become problems, and helping you to deal with them. Please share this booklet with your whānau and friends.

Rear Admiral  
**Jim Gilmour**



*Deployments create additional demands, not only for the service member deployed, but also for those left at home – friends, partners, children and parents. We recognise what you go through in support of our organisation, and thank you for your contribution and sacrifice.”*

# FOREWORD

## WARRANT OFFICER JOINT FORCES



Made up of dedicated and motivated professionals, NZDF personnel are committed to a safe and secure New Zealand.

To protect our nation's interests at home or abroad often requires our personnel to deploy at short notice, or as part of a lengthier deployment. Regardless of the mission area, duration or the task they are assigned, the separation from family or friends can be challenging.

Whilst in their deployed areas of operation, NZDF personnel easily adapt and fall into an established "battle rhythm". Mission focus becomes their daily routine, while at home something similar occurs; families, friends and colleagues adjust to meet their circumstances. Life goes on and changes occur.

Separations and reconnections can be hard, but they can be made easier with the right support networks or services in place. Based on sound research, we know that experiences will differ and the type of support will vary.

Not everyone will reach out and this booklet is not intended to be a compulsory read. Rather, it is designed to assist in the transition by providing access to information, trained professionals, resources, networks or services over the adjustment period.

As a family orientated organisation, the NZDF values the support that deployed personnel receive from their families, friends and colleagues. Let us reciprocate your support by ensuring you have access to the right support.

Know that you are not alone. Thanks to those in service and thanks to those who support their service.

Ngā mihi

Warrant Officer Class One  
**Darrin Waitere**

## How does this resource work?

*This resource is split into three key sections for easy reference. These sections cover NZDF support providers, useful information about returning home after deployment, and some tools you can use. Here's a quick guide to the sections:*

### **WHAKAPIRI ENGAGEMENT**

*This section is all about our key NZDF mental health support providers and has info on what you can contact them for and how to do that*

### **WHAKAMARAMA ENLIGHTENMENT**

*This section is all about what we know personnel and families can go through following deployment. It has tips, challenges and stories from our personnel and their families*

### **WHAKAMANA EMPOWERMENT**

*This section is all about things you can do to look after yourselves and your families following deployment*

## HOW TO USE THIS RESOURCE

This resource book is for all NZDF personnel and their families, regardless of deployment, mission area or deployment length. It's acknowledged that whilst deployments can be positive and rewarding experiences for both those that head away and those that stay at home, there are also often a number of challenges associated with deployments.

This resource book highlights what we know about returning from deployment for both NZDF personnel and their families and loved ones. Whilst it's exciting to be heading home, or having your loved one come back home, it can also be a time of mixed emotions, turbulence and adjustment. You will find throughout the book, advice, tips and experiences that other NZDF personnel and their families have gone through following deployment, as well as information that may help you and your family through reintegration should you experience any hiccups.

Whilst this resource is not exhaustive, it does aim to make you aware of what some of the more common issues are following deployment, as well as some of the ways that you can best readjust to either being back home, or having your loved one come back home. Following the introduction section, three main sections will cover information from NZDFs mental health support providers, as well as information about reintegration following deployment, and things you can do to look after yourselves throughout this time of transition.



# A HOLISTIC APPROACH TO REINTEGRATION FOLLOWING DEPLOYMENT

Reintegration following deployment isn't just about being just mentally or physically fit, but a combination of several factors. This resource aims to present a range of information and support resources that allow you to take a holistic approach to reintegration following deployment.

It's important to remember, like in the Te Whare Tapa Whā model (see the bottom of this page for more information), that with strong foundations and equal attention to all four sides, we can better adjust and reintegrate following deployment. Should one of the four sides be missing, or in some way damaged, a person or their family may feel 'unbalanced' and subsequently not adjust as well as they could.

Below is a brief overview of the Te Whare Tapa Whā model and how it relates to reintegration following deployment.

## TAHA TINANA (Physical)

*Deployments are physically demanding and it's easy to forget to look after yourself back at home when you are busy reintegrating with family, reconnecting with people and losing the extra time you might have had to do those things for the last 6 months during the deployment.*

## TAHA WHĀNAU (Family)

*Deployments can have a huge impact on family, so it's important to reflect on this as part of your identity. Whānau isn't necessarily just your immediate family, but your friends, parents, colleagues, the NZDF, and any other collective you may identify with.*

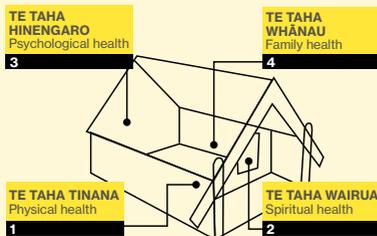
## TAHA HINENGARO (Psychological)

*What you think and feel prior to, and upon homecoming, can influence hugely the outcome you will have during reintegration. It's important to set accurate expectations about what may happen, so you are best prepared to cope and adjust.*

## TAHA WAIRUA (Spiritual)

*Looking after your spiritual health may help you feel more connected upon RTNZ and is about exploring relationships with people, your heritage and your environment. Spiritual awareness isn't necessarily coupled with a strong devotion to a given denomination, or regular church going, but a sense of identity and belonging.*

## The Te Whare Tapa Whā Model of Māori Mental Health



*Te Whare Tapa Whā means 'the four cornerstones of health,' with each side of the whare or 'house' representing an aspect of wellbeing. Taha Hinengaro (psychological), Taha Tinana (physical), Taha Wairua (spiritual) and Taha Whānau (family) are the four sides of the whare, each equally important to maintaining our wellbeing.*

*Each of the four sides, or 'taha,' is intertwined with the other and in order to be in the best health you can be, all four are necessary and should be in balance.*

*This model of Māori health and wellbeing, allows us to look at reintegration following deployment in a more holistic and balanced way.*

# APPLYING THE HOLISTIC APPROACH

Using the Te Whare Tapa Whā model, information provided in this resource is linked to one of the four taha or 'sides' of the model. Throughout the 'Empowerment' section of the resource book, you will see one of the four images below, which is aimed to help you identify information or tools that you can use that relate to an aspect of your wellbeing you might want to focus on. This approach is not just for service personnel, but for families too, and looking at the reintegration and reconnecting of your family unit holistically.

## **TAHA TINANA (Physical)**

*Information, tips and advice can be found in this book, like diet and exercise, that you can use to apply to your physical health and wellbeing following deployment.*

## **TAHA WHĀNAU (Family)**

*Information, tips and advice can be found in this book, like communication and reconnecting with children, that you can use to apply to your family wellbeing following deployment.*

## **TAHA HINENGARO (Psychological)**

*Information, tips and advice can be found in this book, like the post deployment transition model, that you can use to apply to your psychological health and wellbeing following deployment.*

## **TAHA WAIRUA (Spiritual)**

*Information can be found in this book, like spiritual resilience, that you can use to apply to your spiritual health and wellbeing following deployment.*

**The next page highlights the importance of considering each of the four taha in your approach to considering your wellbeing following return from deployment.**

## **TAHA TINANA (Physical)**

*Nursing Officer J1 Health*

It is important to consider your physical health on RTNZ. Whilst on deployment we often change our diet and exercise routines. Sometimes this is a positive step, so it will have a detrimental effect if ceased on RTNZ. It is important to keep up good habits of eating a healthy diet, and exercising regularly. We also need to be mindful of the amount of alcohol we consume on our RTNZ as it can have a negative effect on our physical health. With any physical health problems always mention where you have been away. Many diseases not found in NZ may last or begin several months after deployment e.g. Malaria, gastrointestinal or skin problems. It is an important part of your medical history to know here you have been and what you were doing.

## **TAHA WHĀNAU (Family)**

*Personnel Welfare J18*

Whānau play an important role in the lives of the majority of our service members. The types of relationship are varied and often change over the course of a person's career. Whānau is important as it provides an anchor to home. When the deployed person returns from operational service it is usual that change has occurred, either in them or their family, or in both. It is important to understand that these changes can occur, and can be temporary or permanent. Being patient, being prepared to compromise, and trying to keep open lines of communication, are three of the most important aspects to successfully moving through the post deployment transition back to life at home.

## **TAHA HINENGARO (Psychological)**

*Director of Defence Psychology*

To cope with the changes you will face, build your situational awareness before RTNZ by talking to friends and family about how things might be different and what might surprise you. When you RTNZ, spend the first few days noticing how people have grown and developed, noticing what is different, and noticing your reactions to these changes. Once you have a sense of things, talk about what you have noticed, and also realise that you might have changed too. Think about where this might be the case, e.g. priorities and values, and discuss with those around you, and help them understand why. The best way to ensure a positive reintegration is to plan ahead and work with the people that matter to you.

## **TAHA WAIRUA (Spiritual)**

*Principal Chaplain (Operations)  
and Māori Cultural Advisors*

The spiritual essence of a person is their life force. This determines us as individuals, as a collective, who and what we are, where we have come from and where we are going. For those who have been away on deployment we often focus on the magic of coming home but it is also about finding our home. Talking about our spiritual side can be difficult as it is very personal, but it is important as it can help us reintegrate back into NZ life. Our spiritual self is where we find our sense of belonging, our connections with certain people or groups of people and with places.





# **WHAKAPIRI** **ENGAGEMENT**

# WHAKAPIRI | ENGAGEMENT

**T**his section of the book contains information about our key mental health support providers within NZDF and how you might utilise their support. This information is for all NZDF personnel, regular or reserve, and their families.

NZDF personnel and their families are encouraged to utilise NZDF support if they do experience difficulties during the transition period, and these support resources not only include this resource booklet, but the NZDF Psychologists, Chaplains, Deployment Services Officers, Community Services Officers, Social Workers, Welfare Facilitators, Medical Teams and Veterans' Affairs New Zealand (VANZ). The remainder of this section serves to provide you information on these available service providers within NZDF.

- 13** NZDF Psychologists
- 16** Defence Services Officer / Defence Community Facilitators / Navy Community Organisation / Social Workers
- 17** NZDF Health / NZDF Chaplains
- 18** Māori Cultural Advisors
- 19** Equity
- 20** Sexual Assault Prevention and Response Advisors
- 22** NZDF Contact Numbers

## **NZDF PSYCHOLOGISTS**

Throughout the deployment cycle, NZDF Psychologists work to provide you with a comprehensive psychological deployment support programme which begins with pre-deployment training and support during the deployment itself. This support is aimed at NZDF personnel. However we can also fund support from clinical psychologists for families and partners of our personnel deployed for deployment related concerns. Social workers and DSOs are the best contact to set this up.

During the transition following a deployment, NZDF Psychologists play a key role in providing you and your family with psychological support. NZDF personnel undergo initial debriefing following a deployment, whether that is just prior to returning to NZ, or shortly after return to NZ. These activities are aimed at setting expectations about the transition period home, normalising transition difficulties that may occur, providing an avenue to discuss difficulties experienced during the deployment, discuss and facilitate support, and increase positive help-seeking behaviour.

In addition, at around 4–6 months following your return to NZ, there is a follow-up psychological debrief.

NZDF psychologists are also available to assist if you do experience any difficulties, or just want to check what's normal and not normal about your reintegration. We are also able to facilitate external referrals to counsellors and clinical psychologists should you need some additional support or are experiencing mental distress.

These referrals are managed confidentially and can also be used for your partner, Primary Next of Kin (PNOK) or children who may experience difficulties with reintegration too. Please refer to the following page for more information on external referrals to counsellors or clinical psychologists.

Most camps and bases have NZDF psychologists, who are approachable and happy to help should you wish to contact them. You can find all the contact information for our NZDF psychologists across New Zealand at the end of the engagement section.

# Frequently asked questions about seeking psychological support

## **HOW DO I KNOW IF I SHOULD BE SEEKING SUPPORT?**

People come to see psychologists for a whole range of reasons. Some people just want some help with work issues and others might be having problems at home, and want to find ways to be a better partner or parent. People also come to see psychologists if they have been through difficult or traumatic events, and want know how they can cope with things more effectively.

## **WILL PEOPLE FIND OUT IF I GO TO SEE AN NZDF PSYCHOLOGIST?**

If you refer yourself to a psychologist, no one will have to know unless you want them to. Going to see a psychologist is a lot like a going to see a doctor, they have to keep your information confidential. NZDF psychologists might have to have to break confidentiality is if there are concerns around someone's safety or the safety of others, or if someone has broken military or civilian laws. Outside of this you get to decide who knows, and how much information they get. Psychologists will always talk to you before they pass your information on.

## **WHAT CAN I EXPECT WHEN I GO TO SEE AN NZDF PSYCHOLOGIST?**

NZDF psychologists are not clinical psychologists. This means they are not qualified to treat all of the psychological issues service people experience. The good news is that they have regular contact with a number of civilian psychologists and counsellors who specialise in a range of different issues. Once they have spoken to you, an NZDF psychologist can refer you to the person best qualified to help you move forward.

## **DOES GOING TO AN NZDF PSYCHOLOGIST AUTOMATICALLY MEAN I WILL BE REFERRED?**

Not always. Sometimes there are simple steps that an NZDF psychologist can help you with which don't require things to go any further. It really depends on what is best for you and your development. NZDF psychologists are experienced in making sure that the help people get is tailored to their specific needs. Going to an external service provider doesn't mean that your issues are worse than someone else's, or that you are "crazy". It just means that there is someone external to the organisation that is better qualified to help you.

## **WILL SEEKING PSYCHOLOGICAL SUPPORT AFFECT MY MEDICAL GRADING AND DEPLOYMENT OPPORTUNITIES?**

This depends on the type of issue you are experiencing and what is necessary for you to get back to your best. Some personnel do get medically downgraded, but this is only a temporary situation. For others it is not necessary. It is the same as if you have a physical injury, you wouldn't be able to deploy right away if you had broken your leg or dislocated your shoulder. The same is true if you have a psychological issue. A vast majority of personnel who have sought psychological support are medically cleared and fully deployable once they have got the help they need.

### **WILL SEEKING PSYCHOLOGICAL SUPPORT AFFECT MY SECURITY CLEARANCE?**

One of the responsibilities that comes with holding a national security clearance is the requirement for individuals to report changes in their personal circumstances as soon as they happen. This is so that the NZDF can assess any potential risks, and work with the person to reduce them if needed. Changes that need to be reported include changes in health or medical circumstances – this includes seeking support for psychological conditions. The vast majority of psychological conditions present little or no security risk, and can be managed by seeing a psychologist or allied health professional, such as a counsellor or psychotherapist. In such cases your security clearance will be unaffected, as any potential security risk will be identified and managed. In cases where a potential security risk cannot be managed through seeing a psychologist (or other health professional) additional steps may need to be taken to mitigate the risk. Such cases are uncommon, and are managed on a case-by-case basis.



*Being as prepared as you can for reintegration following deployment will help you set accurate expectations about what may lay ahead. We hope that through this resource and other support we can provide, you will be the best equipped you can be, to bounce back and adjust following deployment - and hey if you need that little bit of extra help to get back on track should you fall off, that's what we are here for."*

## **DEPLOYMENT SERVICES OFFICER (DSO)**

The role of the Deployment Services Officer (DSO) is to provide information and support to the Primary Next of Kin (PNOK) of our service personnel.

After the deployment has concluded and personnel have returned home, there is a period of adjustment. For some families this has proved to be a simple process; for others it can be

more complex. Even after a deployment has concluded we are available to all our personnel and their families from all three services included reservists for any deployment related matters.

You can find our contact information in the contact information list at the end of the engagement section.

## **DEFENCE COMMUNITY FACILITATORS (DCF)/ NAVY COMMUNITY ORGANISATION (NCO)**

The Defence Community Facilitator/ Navy Community Organisation provides activities and events that connect families and personnel with each other and the wider defence community. Their focus is supporting strong resilient defence families/whānau through the provision

of education and awareness. They provide family/whānau support services and community news. They are able to support families during deployment and following return and reintegration of service members. Our contact details can be found at the end of this section.

## **NZDF SOCIAL WORKERS**

Social Workers provide professional health and wellness services for NZDF members and their family /whānau to tackle social issues and support operational readiness. They can work with uniformed and non-uniformed individuals, groups or the wider community. They will provide education and brief intervention to enable people to identify solutions to issues. They are available to support or connect people to other services on a range of issues including relationships, housing, relocation or posting concerns, addiction concerns around alcohol or

gambling, work issues, family/whānau and child or parenting concerns, child custody, financial stress, health and mental health issues and family violence or harm issues. The social workers focus on preventing crisis happening but if these occur they are able to respond. They will create a plan with people to get through the immediate and longer term impacts of a crisis and prevent further escalation.

Social workers are located at camps and bases, contact information can be found at the end of this section.

## NZDF HEALTH

NZDF health have medical services that have trained doctors and nurses who can advise, assist and treat any issues prior to, on and after deployment. Often early assistance, intervention, or advice will mean a better healthier outcome.

Health care is provided only to NZDF personnel, families are advised to seek medical care through their health care provider. However, should a need arise,

the Service Person may ask for health care advice for partners and family members through the NZDF Health Services. Depending on the nature of the issue NZDF support may be able to assist through one of the other support agencies listed in this section

If you are unsure about something, want to chat or just get a bit of advice, we are here to help. Duty phone numbers can be found at the end of this section.

## NZDF CHAPLAINS

Chaplaincy is a service which the NZDF provides to all NZDF personnel and their families. This service is available 24 hours a day, 7 days a week. The primary role of NZDF Chaplains is to attend to the pastoral / welfare and spiritual needs of all people who call on us for support. NZDF Chaplains come from across the Christian faith traditions and can offer a wide perspective on things spiritual or faith related regardless of any person's denomination or faith tradition.

### **THE ROLES AND RESPONSIBILITIES OF THE CHAPLAIN INCLUDE:**

- Pastoral Counselling
- Individual and family welfare support
- Visitation of workplaces, medical facilities and places of detention.

- Liaison with Commanders and staff, welfare agencies, and referrals to other specialist agencies as appropriate.
- Providing assistance in matters relating to deployment, supporting families during deployment and assisting with debriefing of returned personnel (Chaplains themselves also deploy).

Chaplains are available out of all NZDF Bases and Camps and contact information can be found at the end of this section.



## MĀORI CULTURAL ADVISORS

The NZDF provides Māori Cultural advice throughout the organisation. There are also fluent Māori speakers within the NZDF that can also provide advice. Advice from pronunciation, basic translation, waiata (songs), karakia (Māori prayer), tikanga (protocols) and Kawa (underlying permanent protocols). If substantial translation is required, it is recommended that you seek the advice of a registered translator which you will find at Te Puni Kōkiri, or Te Taura Whiri i te Reo Māori (Māori Language Commission) web sites. Internal advisers are not registered translators.

Te reo me ona tikanga (Māori language and protocols) are practiced within the pōwhiri (traditional Māori welcome) and Māori awareness modules from our two Marae at Waiouru Military Camp, Devonport Naval Base, and our Tūrangawaewae at Ohakea Air Base.

There are Māori Liaison Officers, and Māori Cultural Groups who meet to practice and learn Māori waiata at some of our other bases as well. An holistic approach of the Māori world view is encouraged which may assist individuals in personal identity, spiritual connection, strengthening of family ties, New Zealand Māori History and personal wellbeing. The Māori language will assist you in the understanding and there is currently an NZDF Māori Strategy Plan (2020) in place to assist in the normalisation of te reo and the training and education at different levels throughout the NZDF. Our Māori facilities are safe havens or simply places where personnel can 'reset and adjust' and are open to all NZDF uniformed and non-uniform personnel. Nau mai haere mai ki a koutou katoa – welcome to all.

## I EQUITY

NZDF is committed to providing a workplace free from discrimination, harassment and bullying. All personnel have undergone equity training throughout their careers and as part of their pre-deployment training (unless granted dispensation) and this should be reflected in their behaviour during deployment. During the deployment personnel will also have had access to their chains of command, the international free dial Anti-Harassment Advisor (AHA) hotline and in some cases deployed chaplains and AHAs as well in order to resolve problems or complaints.

If for some reason you now believe that something happened to you or others while you were deployed that you wish to report, query or take further you have several options available to you as follows:

- Contact the person or people you have an issue with and discuss the matter directly with them;
- Contact your current chain of command to discuss the issue and your options;
- Anti Harassment Advisors, either using the 0800 693324 free calling number or finding your own AHA in the HR Toolkit on the Defence Personnel intranet site;
- Lay a formal complaint using DFO 3, Part 13, Chapter 2;
- Contact the military police if you believe an offence has been committed.



As a general principle, issues are usually best resolved at the lowest appropriate level and at the earliest opportunity so individuals are encouraged to use the resources available to them to solve the problem. For further information refer to the following:

- HR Toolkit at <http://orgs/imx/hr-toolkit/LP/home.aspx>
- DFO 3, Part 5, Chapters 2 and 3, Equity and Diversity and the Prevention of Discrimination, Harassment and Bullying
- DFO 3, Part 13, Chapters 2, Complaints In addition to the above you may also use the following email addresses to make contact with the equity network:
- [equity.diversity@nzdf.mil.nz](mailto:equity.diversity@nzdf.mil.nz)
- [J1OperationalWelfare@nzdf.mil.nz](mailto:J1OperationalWelfare@nzdf.mil.nz)

# SEXUAL ASSAULT PREVENTION AND RESPONSE ADVISORS (SAPRA)

The NZDF has a team of SAPRAs spread throughout the Camps and Bases in New Zealand. We were established in 2016 as part of OPERATION RESPECT to enable the NZDF to prevent and respond to any form of unwanted sexual behaviour.

### What do SAPRAs provide?

There are a number of different support options available for people affected, including their families and friends. The team can provide:

- someone to talk to about any form of unwanted sexual behaviour

- support to make a formal report, if you want to.
- support you through investigations, legal procedures, administrative and other processes.

For further information about the SAPRA role, please contact us.

The Restricted reporting option was developed (refer DFO 6/2016) to provide people access to information, resources, and support.



**Restricted Disclosure**  
=  
**No investigation**

### What is a Restricted Disclosure?

A person who has experienced unwanted sexual behaviour can make a Restricted Disclosure to a Sexual Assault Prevention and Response Advisor (SAPRA). They can expect to receive the help and support they need. The information they disclose to the SAPRA will not be passed on to anyone\*, and no investigation will take place.

*\*In some circumstances, a disclosure is not able to be restricted. These include:*

- *If keeping the information confidential presents a serious risk to the life or safety of the victim/survivor or anyone else.*
- *If an investigation is already underway.*
- *If the incident is already in the public domain (i.e. more people already know about it).*

Unrestricted Disclosures are made when a victim/survivor would like the incident to be formally investigated, or when another person bound by the AFDA becomes aware of the incident and reports it in accordance with s.102 AFDA and DM 69 (see below).



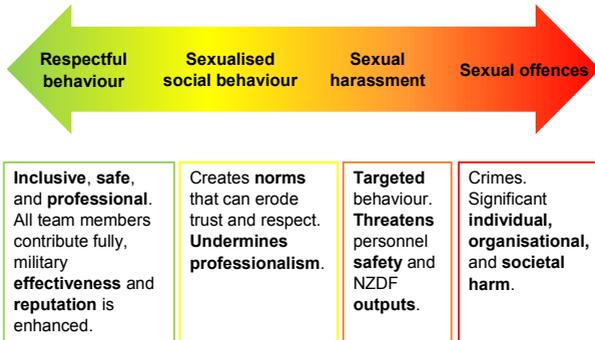
**Restricted Disclosure**  
= **No investigation**

**What is an Unrestricted Disclosure?**

Any military member who has experienced unwanted sexual behaviour can make an Unrestricted Disclosure to a SAPRA, Leader (Commander / Manager), a Chaplain, medical person, MP, or other NZDF person who they trust. An investigation will take place.

**The Continuum Of Sexual Behaviour**

This is a tool to help all NZDF personnel understand and talk about sexual behaviours. Behaviour should be 'in the green' at all times. SAPRAs work across the continuum and can provide advice about any behaviours of a sexual nature.



**Contact us**

*Free call:* NZ 24/7 – 0800 693 324      *International:* +64 4 527 5799  
*National:* (04) 527 5799      *Email:* SAPRA@nzdf.mil.nz

NZDF Service Providers

# NZDF CONTACT NUMBERS

Appointment	Outside No.	Camp/Base & Extn No.
<b>DEVONPORT</b>		
Base Psychologist	(09) 445 5546	Devonport 7546
Chaplain	021 972 454	
Defence Health Centre	(09) 445 5922	Devonport 7922
Duty Medic	021 804 768	
Social Worker	027 490 2781, 0800 NAVYHELP	
SAPRA (04) 527 5799, 0800 693 324 Overseas +64 4 527 5799	021 913 608	
Navy Community Organisation	0800 NAVYHELP (0800 6289 4357)	
Māori Cultural Advisor	(09) 446 1858	Devonport 8258
Marae Manager	(09) 445 5407	Devonport 7407
Military Police	0800 50 11 22	
Career Transition Coach	021 961 341	
<b>WHENUAPAI</b>		
Base Psychologist	(09) 417 7000	Whenuapai 8020
Chaplain	(09) 417 7000	Whenuapai 7009
Defence Health Centre	(09) 417 7019	Whenuapai 7019
Duty Medic	027 490 6074	
Social Worker	021 952 845	
SAPRA 0800 693 324, (04) 527 5799 Overseas +64 4 527 5799	021 908 424	
Defence Community Facilitator	(09) 417 7000, 027 4450 2001	Whenuapai 7035
Deployment Services Officer	021 649 903, 027 449 756, 0800 683 77 327, 0800 337 567	
Military Police	0800 50 11 22	
Career Transition Coach	021 943 882	
<b>PAPAKURA</b>		
Base Psychologist	396 8624	
Chaplain	396 8760	
Defence Health Centre	(396) 8522	
Duty Medic		
Social Worker	021 952 205	
SAPRA 0800 693 324, (04) 527 5799 Overseas +64 4 527 5799	021 908 424	
Deployment Services Officer	021 649 903, 027 449 756, 0800 683 77 327, 0800 337 567	
Defence Community Facilitator		Papakura 5744
Military Police	0800 50 11 22	
Career Transition Coach	021 943 882	

## Confidential Helpline

**0800NZDF4U (0800 693348)** is a confidential helpline offering 24/7 telephone sessions and up to 3 face to face confidential sessions with a trained counsellor. It is available to all members of the defence community including all uniformed personnel, defence civilians, veterans and families.

<b>Appointment</b>	<b>Outside No.</b>	<b>Camp/Base &amp; Extn No.</b>
<b>WAIOURU</b>		
Base Psychologist	(06) 387 5599, 021 957 710	Waiouru 7704
Chaplain	(06) 387 5599	Waiouru 7030
Defence Health Centre	021 241 9248	
Duty Medic	021 942 989	
Social Worker	021 913 645	
SAPRA 0800 693 324, (04) 527 5799 Overseas +64 4 527 5799	(06) 351 5531, 021 226 9065	
Defence Community Facilitator	021 226 9056	
Deployment Services Officer	021 649 903, 027 449 756, 0800 683 77 327, 0800 337 567	
Marae Manager		Waiouru 7185
Military Police	0800 50 11 22	
Career Transition Coach	021 940 854	
<b>OHAKEA</b>		
Base Psychologist	(06) 351 5446	
Chaplain	021 351 542	
Defence Health Centre	(06) 351 5732	Ohakea 7132
Duty Medic	021 716 290	
Social Worker	021 922 427	
SAPRA 0800 693 324, (04) 527 5799, Overseas +64 4 527 5799	021 913 645	
Defence Community Facilitator	(06) 351 5439, 021 351 542	
Deployment Services Officer	021 649 903, 027 449 756 0800 683 77 327, 0800 337 567	
Tūrangawaewae Manager		Ohakea 8150
Military Police	0800 50 11 22	
Career Transition Coach	021 940 854	
<b>LINTON</b>		
Base Psychologist	021 949 996	
Chaplain	(06) 351 9635	
Defence Health Centre	(06) 351 9565	Linton 7565
Duty Medic	027 249 9426	
Social Worker	021 922 159, 021 953 967	
SAPRA 0800 693 324, (04) 527 5799, Overseas +64 4 527 5799	021 913 645	
Defence Community Facilitator	(06) 351 9970, 021 649 901	
Deployment Services Officer	021 649 903, 0800 683 77 327	
Military Police	0800 50 11 22	
Career Transition Coach	021 940 854	

Appointment	Outside No.	Camp/Base & Extn No.
<b>WELLINGTON/TRENTHAM</b>		
Base Psychologist	(04) 529 6121	
Chaplain	(04) 529 6111	
Defence Health Centre		
Trentham	(04) 527 5064	
Wgtn City – Travel Doctor	(04) 527 5045	
Duty Medic	021 386 094	
Social Worker	021 905 251	
SAPRA 0800 693 324, (04) 527 5799 Overseas +64 4 527 5799	021 913 673	
Defence Community Facilitator (Air)	(04) 496 0894, 021 243 4108	
Defence Community Facilitator (Army)	(04) 527 5029, 027 217 1476	
Deployment Services Officer	021 649 903, 027 449 756, 0800 683 77 327, 0800 337 567	
Māori Cultural Advisor	(04) 496 0892	
Military Police	0800 50 11 22	
Career Transition Coach	021 958 470	
<b>WOODBOURNE</b>		
Base Psychologist	(03) 577 1699	
Chaplain	(03) 577 1175	
Defence Health Centre	(03) 577 1136	Woodbourne 7136
Duty Medic	021 625 984	
Social Worker	021 916 143	
SAPRA 0800 693 324, (04) 527 5799 Overseas +64 4 527 5799	021 913 691	
Defence Community Facilitator	(03) 577 1177, 027 246 4910	
Deployment Services Officer	021 649 903, 027 449 756, 0800 683 77 327, 0800 337 567	
Military Police	0800 50 11 22	
Career Transition Coach	021 241 0085	
<b>BURNHAM</b>		
Base Psychologist	(03) 363 0005, 337 7005	
Chaplain	(03) 363 0315, 021 246 9336	
Defence Health Centre	(03) 363 0159, 0800 262 342	Burnham 7159
Duty Medic	027 435 3889	
Social Worker	021 921 762, 021 957 528	
SAPRA 0800 693 324, (04) 527 5799 Overseas +64 4 527 5799	021 913 691	
Defence Community Facilitator	(03) 363 0322, 021 045 5099	
Deployment Services Officer	027 449 756, 03 363 0421, 0800 337 567	
Military Police	0800 50 11 22	
Career Transition Coach	021 241 0085	

**Reservists: Contact the appropriate support agency at the camp or base nearest to your location, or request assistance through your Unit.**



# **WHAKAMARAMA** **ENLIGHTENMENT**

**WHAKAMARAMA**  
ENLIGHTENMENT

# WHAKAMARAMA | ENLIGHTENMENT

**T**his section of the book contains information about what personnel and families go through following deployment. It has tips, challenges and stories from our personnel and their families.

Throughout this section you will find Quick Reference Guides which contain information regarding 'What', 'When', 'Common Reactions', and 'Helpful Resources'. 'Helpful Resources' refers to resources in the 'Empowerment' section. At the end of each major section, there is also an 'Additional Resources' box which contains websites and Smartphone Apps available for that particular section.

- 27** Returning to New Zealand
  - Reserve Forces
- 34** Emotional Cycle of Deployment
- 40** Post-Deployment Transition Model for Personnel
- 55** Post-Deployment Transition Model for Partners
- 68** Additional Considerations for Families and Relationships
  - Possible Changes in Deployed Personnel and Partners, Children and Deployments
- 75** Critical Incidents
- 76** Post-Traumatic Stress Disorder
- 80** Thinking of Getting Out?

## How does this section work?

*Use this section to get a general understanding of what the different stages are when Returning to NZ (RTNZ). Not only is the RTNZ important (when you finally arrive home), but the moments leading up to this, and post-RTNZ are important stages to consider too. This section will describe common reactions for each phase, and provide tips to deal with potential issues you may face.*

# RETURNING TO NEW ZEALAND

This section of the book is designed to give a general outline of the Return to NZ (RTNZ) for both NZDF personnel and family.

The RTNZ is something to look forward to, but it can also involve mixed emotions about what it will be like. People from past deployments have reported a variety of issues related to the homecoming. Some people experience a number of difficulties readjusting to life in NZ, others none or very few; it is an individual thing and is different for everyone. The following material is designed to make you aware of what some of the more common issues are, and provides information on how to look after yourself.



For those who have been on a deployment before, it is important to remember that this experience may not be the same as before, and this may be especially so if your personal situation has changed from your first or earlier deployment separation.

## Positive Aspects of Deployments

- Increased self-confidence
- Operational experience
- Chance to put training into practice
- Work-related skills
- Work beyond that which you get to do in NZ
- Meeting and working with people from different countries
- Travel
- General 'rounding' experience
- The difference you made
- What you achieved
- Increased appreciation of life in NZ

## Returning to New Zealand

The RTNZ will be exciting, but can also be stressful: the airport may be crowded, there may be media present, you may have to listen to a “well done” from senior personnel before you can see your family and friends, customs and MPI may take a long time, you may have to sort out leave arrangements there and then. Or, while family and friends may be waiting for your arrival, there may be no military and / or media presence and for some people, this can be a disappointment, especially if it was expected. Try to put a plan in place about what you would like to happen and discuss this with family before your arrival. For example, some people like their extended family to be at the airport, while others would rather no family came to the airport and to meet them at home when they are ready.

For some people it can be difficult to talk about some deployment experiences with anyone who was not on the deployment with you. You may well feel that no one else could possibly understand what it was like. This sometimes makes people

feel isolated or different from others, and rather alone. It can also mean they turn to the mates that they were on deployment with, rather than family and friends. This is only natural as often those people you were deployed with were like ‘family’ to you but be aware that you are now back with your real family as well and they are there for you too. You may need to just explain to your family or friends that you may feel a bit unsettled for a while. You could show them the Post Deployment Transition Model (PDTM) so they have some idea where you are coming from and what you may be experiencing. Ask for their support and help.

It will be natural for some people to want to party and drink a lot when you get home, especially if you have not been allowed alcohol on your deployment. Whilst this is natural, be careful when you drink, as your tolerances may have been lowered while you were away. Be aware also, that alcohol will not lessen any feelings of restlessness after a deployment and may only make it worse.

### Common Reactions

- Feelings are different to what was expected
- Feel in a daze for the first few days
- Fatigue due to jet lag and travel
- Feel lonely and miss the people you deployed with
- Mood changes
- Detached
- Irritable / increased anger
- Low motivation
- Social withdrawal
- Increased smoking / drinking
- Over reacting
- Sleep difficulties
- Headaches

### Tips

- Go easy on yourself for the first few days and give yourself time to settle in slowly.
- Have your medical board as soon as possible. Early treatment is more effective.
- Get someone, either at your unit or in barracks, to fill you in on any changes that have happened while you have been away.
- Contact those you deployed with. They can be a great source of support and you could even plan your first reunion.
- Go to a debrief (if you were not debriefed in theatre). This should be done within 30 days of your RTNZ, followed by another debrief three to six months later.

# POST RTNZ

There are many different things you need to consider once you RTNZ. You may have been involved in a critical incident on your deployment, or your old job may no longer exist. Information on areas where you may need to readjust following a RTNZ is listed below.

## Life in New Zealand

The environment at home is often completely different to the environment in theatre. What had become 'normal' for you has now changed. Below is a list of potential differences you may recognise on your return to NZ.

Unfortunately, New Zealanders in general can be quite ignorant about NZ's involvement in some peacekeeping and other operational deployments. The media has a huge impact on people's awareness of deployments and there are a number of missions that tend to have a 'low' media profile. This ignorance can be both frustrating and hurtful, especially if people question the worth of your involvement overseas. Don't take their ignorance personally. Instead, you could try educating them on the importance of our missions, or what the NZDF does.

Alternatively, you might find you just get sick of all those questions about what



it was like on your deployment. If this is the case, consider holding a 10 minute presentation where you can tell your friends / family / colleagues about your deployment. This will answer all their questions in a short amount of time.

### Common Reactions

- Climate
- Food
- Driving
- Friendliness of people
- General lifestyle
- Peace
- Noise
- Quality of buildings
- Quality of life

### Tips

- There is no need to feel guilty for being back as you have done your tour and you did what you could.
- Give yourself time to readjust to life in NZ.

## Work

You may find it frustrating to have to deal with an increase in supervision and a greater number of rules and regulations than was the case in theatre. Most people find that they had much more responsibility and autonomy on deployment and were considering matters that were more important than the things which take up most of their time back in NZ. They had the freedom to just “get on with it”.

You may experience some hassles with post-deployment administration such as leave or allowances etc. on RTNZ. Make sure you hand any administrative issues over to those people who are responsible for sorting it out and let them deal with it.

A number of people find that they lose faith in the NZ military and need to rationalise why they are serving and what they are doing.

## Personal Issues

Some people find that they may change in some way after an operational deployment, for example, a shift in their morals and values, or just appreciating how lucky we are to live in New Zealand. As this is typically different from others at home who are going along the same as they always have, it may take time to find how you fit into this society with your new frame of mind. These changes may mean it takes more time and effort to resume relationships with family and friends as you get to know each other again. You might find you seem to have little in common with old friends and have difficulty knowing what to say to them. A separate section, describing possible changes in service personnel and partners, including short term changes or reactions to deployment stress, is under the *‘Additional Considerations for Families and Relationships’* section, under *‘Enlightenment’*.

### Issues

- Restlessness
- Lack of enthusiasm
- Work worries can seem trivial compared to issues faced on deployment
- Work seems lacking in challenge and stimulation
- Can be difficult to determine where the military is at if a lot of changes have occurred since you left NZ
- Old job may no longer exist or may have changed
- Get posted or are on course soon after your return
- Missed out on promotion opportunities
- Too much or too little interest displayed in your deployment
- Some comments may be negative

### Tips

- Make sure you are fully settled into NZ before reconsidering your career options. Some people have left the military only to find they feel even less at home in the civilian world, and wish they had never left.
- Reinforce the good job done by those at home and fellow team members.
- Organise a presentation about your experiences. This gives an opportunity for your boss and colleagues to understand what it was like for you in theatre, or how it has been coming home and readjusting.
- Ease back into work slowly and ensure you take your post-deployment leave.
- Request a quieter posting if you feel that it would help with the transition.
- Some people find that a posting to a new and unfamiliar job helps them readjust better.

## Post-Deployment Debriefs

Make sure you attend both of your compulsory post deployment debriefs. The initial post deployment debrief may be conducted in theatre before your RTNZ or back in NZ following your RTNZ. If the latter, your unit should organise this with your local Psychologist soon after you return to work. The Follow up post deployment brief is conducted 4–6 months following your RTNZ. If you have not been contacted for both the initial or follow up debriefs simply contacted your local Psychologist to set up a time. Remember this is a requirement and your responsibility to ensure you have participated in both debriefs. If these are not complete it may affect your ability to re-deploy at a later date.

In your debriefs you will be asked a number of questions relating to the pre-deployment stage, during deployment and the RTNZ stage. These debriefs are a chance for you to get things off your chest, both good and bad, about your deployment. It is also an opportunity to provide a bit of an end to the deployment. Remember also, if you were involved in or exposed to a Critical Incident during your deployment, please let the Psychologist know.

### **Note to Service Personnel:**

**Ensure you manage your self – take leave, go to your post-deployment debriefs etc. You may feel like you don't need to at the time, but they are an important part of your transition back to life in NZ. Leave gives you the opportunity to properly adjust to life in NZ and the post-deployment debriefs provide an opportunity to ask questions regarding the transition and what you might be going through.**

## Leave

Post deployment leave is critical in terms of settling back into life in NZ so make sure that you take whatever you are entitled to. Even if you find you are getting restless or bored try not to go back to work too early. You may want to find something practical to do to help with the boredom, e.g. paint the house or play a sport. However, it is best to have a decent break from the military; you may be surprised at how tired you are after a deployment.

### **Note to Commanders:**

**Ensure your team take leave so they have enough time to recover. Also, if they have not been to a post-deployment debrief ensure one is organised once they arrive back. It is also important to do these things yourself, to not only set a good example, but to make sure you are in the correct position to be maintaining the welfare of others.**

### **Additional Resources**

General Information from NZ – [www.homebase.mil.nz/](http://www.homebase.mil.nz/)

General Information – [www.militaryonesource.mil/](http://www.militaryonesource.mil/)

After deployment: Wellness resources for the military community – [afterdeployment.dcoe.mil/](http://afterdeployment.dcoe.mil/)

A guide for the families of mobilised members of the Territorial Army and the Regular Reserve; and, A guide for the families of deployed Regular Army Personnel. (Located under family guides on the right hand side of the page) – [www.army.mod.uk/](http://www.army.mod.uk/)

Canadian Armed Forces Homecoming Handbook: Preparing for Critical Incident Stress, Preparing for Reunion Stress – <http://www.familyforce.ca/sites/>

Emotional Cycle of Deployment – [www.royalnavy.mod.uk/welfare/deployment/](http://www.royalnavy.mod.uk/welfare/deployment/)

Homecoming: reconnecting after separations – [www.zerotothree.org/about-us/funded-projects/military-families/operation-parenting-edge.html](http://www.zerotothree.org/about-us/funded-projects/military-families/operation-parenting-edge.html)

Returning home: What we know about the reintegration of deployed service members into their families and communities – [www.ncfr.org/ncfr-report/focus/military-families/returning-home](http://www.ncfr.org/ncfr-report/focus/military-families/returning-home)

## TERRITORIAL, NON-REGULAR & VOLUNTEER RESERVE FORCES

Reintegration for Reserve Force personnel can be significantly different than that for Regular Force personnel due to a number of reasons.

Simply leaving the military environment and going back to a civilian job can make readjusting harder. Peers may not have a sufficient level of understanding around what the NZDF does on deployments, and there may not be many people around who you can truly share your experiences with. Reserve Force personnel who have returned to civilian workplaces have stated that they missed out on the 'mutual support' that comes from sharing stories with others, and that colleagues don't understand what the deployment was like. It has been found though that the transition is easier if the organisation is supportive and understanding towards the deployment. You may find that your boss or colleagues don't really understand what it was like for you in theatre, or how it has been coming home and readjusting. Sometimes it is frustrating dealing with the differences between deployment and civilian life e.g. more responsibility and autonomy on deployment, day to day issues are not as important back in NZ. There is also a huge difference between pace of work, from high intensity (on deployment) to low intensity (back in NZ). This can cause boredom and frustration. Also, you

may find that your work colleagues resent that you went on deployment, as they may have had to take on your workload, or train a new employee too.

Mental health outcomes are also different. Reserve Force personnel may experience similar or lesser work and family stress, depression and anxiety compared to Regular Force, but may experience high rates of suicidal thoughts, attempts, and higher rates of PTSD symptomology due to adjustment difficulties.

### TIPS FOR REINTEGRATION:

- Talk to your Commanding Officer. They may be able to provide advice and guidance.
- Talk to other Reserve Force personnel about their experiences post-deployment.
- Touch base with your workplace before you return. This gives you an opportunity to find out changes that have been made so it is easier to reintegrate.
- Go slowly in your new workplace. You will need to re-establish yourself with old co-workers, and meet new co-workers. This is especially important if you are a supervisor or manager. You need ease back into your role, instead of trying to take charge straight away.
- Share information about the Post-Deployment Transition Model with your supervisor or manager. This may help them understand the transition you may go through.
- Realise that some of your co-workers may not be interested in your deployment.



# EMOTIONAL CYCLE OF DEPLOYMENT

# EMOTIONAL CYCLE OF DEPLOYMENT

A deployment can be an emotional experience both for those deploying and those left behind. Understanding the emotions surrounding separations caused by deployments and realising that these emotions are perfectly normal can make it a lot easier for everyone.

A model, called the Emotional Cycle of Deployment (ECOD), was developed for use within the United States Navy. Is it important to understand that the ECOD is a model which attempts to tie together a number of concepts to help you and your family understand and interpret feelings during the whole deployment process.

Whilst the model appears to be true for most people, you may feel some parts are relevant and some are not, difference circumstances may vary the applicability of the model, for example different lengths in deployment, changing RTNZ dates, and differing personal circumstances.

Finally, the model does not attempt to tell you how to deal with different emotions and behaviours. Some ideas are suggested, but it is presented on the basis that acknowledging the whole range of feelings both positive and negative, is the first step towards dealing with them in a healthy manner.

By now you and your family will have gone through stages 1-4 and will have begun the transition into stage 5 (since the deployment is coming to an end). Once you RTNZ you and your family will the go through stages 6 and 7.

## Quick Reference Guide

**WHEN:**

*Before, during, and post-deployment*

**WHAT:**

*A model describing changes in behaviour and emotions during deployment*

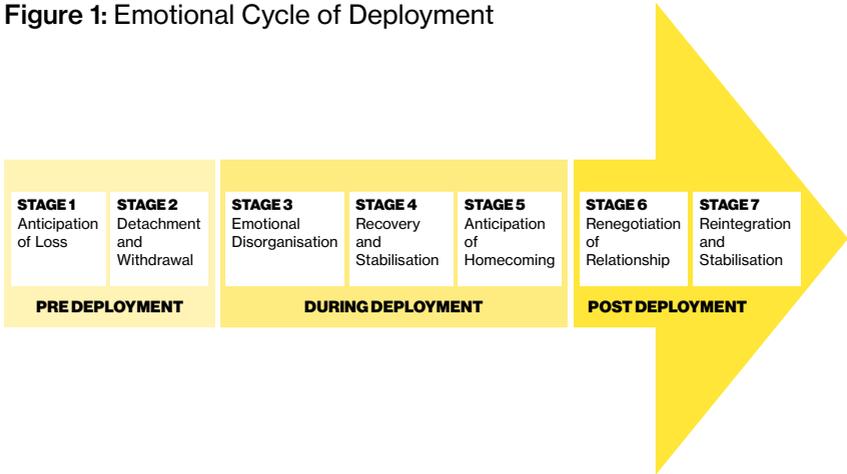
**COMMON REACTIONS:**

*From 'apprehension' to 'stabilisation'*



Emotional Cycle of Deployment

Figure 1: Emotional Cycle of Deployment



# STAGE 5

## – Anticipation of Homecoming

About four to six weeks before the deployed partner returns, partners at home often feel that time is running out, and all the things that they planned to do before the return date are not going to get done. There is often a shift in focus back to the deployed partner and their return. The following thoughts and emotions are often present at this time:

- Feelings of joy and excitement about being together again.
- Sometimes there are also feelings of apprehension. Although the partners at home generally want their deployed partners back, they may wonder what they are going to have to give up or change. They have to 'make room' for the deployed partner, as the 'hole' that existed when their deployed partners went away was filled with other activities.
- Deployed partners may also be anxious about any changes that may have taken place at home e.g. will they still be needed, will their toddler recognise them, will there still be room for them in this family that seems to be coping so well without them.



*Keep your focus on the mission and your work routine. The job is not done until you leave - people are relying on you.”*

- Many partners at home bury their concerns in work. There can be a sense of restlessness and confusion. Decisions are often harder to make and often they are postponed until the homecoming. Some partners at home become irritable and may experience changes in appetite.

### GENERAL SUGGESTIONS:

- Share your feelings of apprehension as well as excitement and joy
- Share your expectations and desires for homecoming
- Reassure your partner of your love and commitment
- If you have children, include them in planning for the homecoming celebration
- Plan some special family time with them

### **Deployed Personnel**

- Relay only officially confirmed information about your return (date, time, location) to your family
- Read the RTNZ information which is sent to you in theatre (participate in in-theatre psychological debriefs, if they occur)

### **Partner**

- Ignore rumours and try to wait patiently for official date, time, and location information on your partner's return
- Read the reunion information sent out to you

# STAGE 6

## – Renegotiation of the Relationship

This stage occurs immediately after the deployed partner's return and can last for several weeks. Whilst partners are together again physically, it usually takes some time before they feel close emotionally. Both partners have to stop being 'single' and concentrate on being a couple again. Stage Six is characterised by the following:

- Many partners who remained at home feel some loss of freedom and independence, while others are content to assume a dependent role.
- Many of the routines established during the deployed partner's absence are disrupted. This can cause some partners who remained at home to feel disorganised, out of control and a little resentful. Sometimes it feels as if the deployed partner is intruding. The deployed partner, on the other hand, can feel like a stranger around the home.
- Both partners need to communicate with each other and share their feelings about things that have happened and their current situation. There is a tendency for deployed partners, particularly, to talk to their mates who deployed with them as these are the people that they are more used to being with. Partners at home can feel resentful and hurt if this is the case.
- The couple needs time to become reacquainted and to renew their relationship. Sexual relations, often ardently desired prior to homecoming, may now seem somewhat frightening. Many females need to feel close before they want sexual relations. Males are often keen to assume sexual relations shortly after their return and these differing desires can lead to feelings of hurt and rejection.
- This stage is an important one as it can affect the couple's future relationship. It is a time when the changes that have occurred during the deployment need to be evaluated.
- Sometimes there will be major adjustments in roles and responsibilities within the relationship.
- Although this stage can be difficult, because couples have to adjust, change and re-evaluate, couples often report that it can also lead to an enriched relationship which allows for each partner's growth.



*Don't be forceful in resuming your responsibilities; remember your partner has managed these while you were away."*

### **Deployed Personnel**

- Don't expect the routine to be the same as it was when you left

### **Partner**

- Give your partner some responsibilities so they can establish themselves back into the home routine

**GENERAL SUGGESTIONS:**

- Communicate as openly and honestly as possible – accept your feelings as normal and not a threat to the relationship
- Try to be patient with yourself and your partner
- Take time to adapt
- Renegotiate your roles and responsibilities – the workload can again be shared but perhaps in a new way
- Continue to participate in support group / network
- Seek professional assistance (Field Psychologists, Chaplains, Doctors) for continuing signs of stress or other concerns – you do not have to wait until your Follow-Up Debrief)

## STAGE 7

### – Reintegration and Stabilisation

---

Several weeks after the deployed partner has returned new routines have been established for the family, and family members feel comfortable with each other again. There is a sense of being a couple and a family again. They are back on the same track emotionally and can enjoy the warmth and closeness of being a family again.

**GENERAL SUGGESTIONS:**

- Relax and enjoy yourself and your family!
- Go on holiday together
- Remember that open communication is still important
- Make the necessary arrangements (baby sitters, etc.) so that you can both attend your Follow-Up Debrief
- If you have the chance, go away so you can share a new experience together



*“Talk, take stock of changes and things that are different... Now is the time to set new goals as a family so you can focus towards the future.”*

**Additional Resources**

Emotional Cycle of Deployment – [www.royalnavy.mod.uk/welfare/deployment/](http://www.royalnavy.mod.uk/welfare/deployment/)  
 NZDF Psychology Resource  
 Developing Baseline: Building Resilience

**Deployed Personnel**

- Discuss what you are feeling with your partner (if you have one), especially about a new posting and missing operational life
- Decide on some goals and work towards them

**Partner**

- Talk about concerns with your partner

**POST  
DEPLOYMENT**  
TRANSITION  
MODEL

# POST DEPLOYMENT TRANSITION MODEL FOR PERSONNEL

## ***How do I use this model?***

*Use it to understand why you experience different emotions and behaviours, and what stage they relate to. Realise that it is not unusual to experience these stages having returned from a deployment.*

*Remember that this model is a guideline and what you experience may be slightly different. Differences can be caused by prior deployment experience, stage of life, relationship status etc.*

The Post Deployment Transition Model (PDTM) explains some aspects of the emotional adjustments people may experience once they return to New Zealand after an overseas deployment. It is also useful in explaining the reactions people experience returning home from a lengthy holiday or from overseas travels, as well as those people dealing with a major turning point in their lives that has made an impact and requires some form of readjustment.

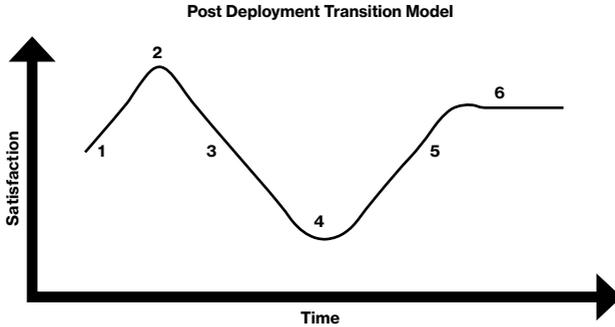
We have recently reviewed the model with some NZDF personnel who have returned from deployment in the last 24 months. It has provided us with more information about the return home to NZ, and our unique NZ culture. This has allowed us to capture some stories, tips, and experiences that might help you to understand this process, and what your experience might be like. Different circumstances may vary the applicability of the model, however, a number of service personnel who have returned from overseas deployments have endorsed the model as reflecting some, if not all, of their experiences in the post deployment period.

There are six stages to the model, and each stage will vary in length and intensity depending on your own situation. For example, our personnel have said the curve tends to be flatter for those who may have deployed a number of times, as they commonly have more stabilising influences in life and experiences to draw from. Those with less experience and who have not deployed before tend to experience the peaks and troughs more intensely.

This section describes the stages of the model and has relevant stories and quotes throughout from NZDF personnel. In each stage, there is a quick reference guide, and a page detailing common reactions, challenges and tips.



*It fits but can be different for work and family life.”*



STAGE	DESCRIPTION	KEY CHALLENGES	KEY POSITIVES
<b>1 Growing Excitement</b>	Looking forward to returning home to family, friends, and loved ones.	Becomes difficult to focus on work.	The deployment is nearly over, and you can see your friends and family soon.
<b>2 Honeymoon Period</b>	Enjoying the comforts of being home, and catching up with people and events you may have missed.	RTNZ may not meet expectations e.g. feeling lonely even though around friends and family.	Catching up with friends and family, and being back home in NZ.
<b>3 Anti-Climax / Restlessness</b>	Novelty of deployment wears off and you may feel bored due to key differences between deployment and life back in NZ.	Losing motivation and feeling uncertain about where you fit into your old life.	A good opportunity to look at the positives, and fix the negatives.
<b>4 Decision Making</b>	Rethinking what you want from life.	Making the right decision, especially as you are still transitioning.	You can choose what you want from life, and actively pursue your goals.
<b>5 Future Focus</b>	Starting to refocus on your next goal, and a shift towards leaving behind your deployment memories.	Deciding what you want your future to look like, especially if your goals have changed since deploying.	Being able to look forward, and move on from your deployment.
<b>6 Reintegration</b>	Integrating back into the lifestyle lived before deploying.	Can take time to view things that have changed as a new 'normal'.	Getting back to feeling 'normal'.

PDTM Personnel & Partners



## Stage One – Growing Excitement

This stage of the model starts prior to the return home, with the growing excitement associated with the expectation of returning home to family, friends and loved ones. For some, the work focus tends to wane and thoughts increasingly turn towards preparing to return to NZ and doing those things you hoped to do before the end of the tour. There may also be a feeling that you are running out of time and there is a rush to see and do as many things as possible.

It is extremely important during this phase to remain focused on your mission until your tour is over, as this is the time when

operational errors are most likely to occur. Even though you may be excited to go home, staying focused will not only ensure your safety, but also the safety of those in your team.

Some difficulties arise when relationships end whilst you are on deployment. If your relationship has ended, get your friends and family to meet you when you return, and organise a gathering to catch up with them. If you are having difficulties with living arrangements, there are always rooms available on base which you can stay.

### Quick Reference Guide

**WHEN:**

6 weeks before RTNZ to your RTNZ date

**WHAT:**

Looking forward to returning home to family, friends, and loved ones

**COMMON REACTIONS:**

From 'apprehension' to 'excitement'

**HELPFUL RESOURCES:**

- Resilience Skills
- Stress Management
- Family and Relationship Negotiation
- Communication

### Common Reactions

- Relief
- Planning the next stage
- Happiness
- Excitement
- Disbelief
- Sad / Emotional
- Anxious
- Apprehensive
- Panic
- Impatience
- Reflecting on deployment
- Frustrated
- Regret
- Thinking of new relationships and ones back in NZ

### Challenges

- It becomes difficult to focus on work, as you are constantly thinking about what the RTNZ will be like.
- Not knowing what your friend's and family's expectations are once you arrive home, e.g. big family gathering vs. quiet night in.
- Feeling apprehensive about returning home as you have not seen anyone for a long time, and don't know what it will be like seeing them again.
- When RTNZ dates change.
- Trying to reduce the bad habits you have picked up that would be inappropriate once back in NZ e.g. swearing.
- Be aware that getting back into family life can be one of the more difficult aspects of returning to NZ.
- Feeling like a 'foreigner' in your own home due to changes in household routines etc.

PDTM Personnel & Partners

### Tips

- Focus on your work.
- Get in touch with your friends and family and discuss expectations, e.g. who would you like to meet when you first arrive in NZ.
- Share how you are feeling, e.g. apprehensive but excited at the same time, and why you might be feeling like this.
- Plan when you are going to see your friends and family, or what activities you are going to do. Make sure it remains flexible as RTNZ dates may change. If they do, remember that it is likely out of your control and that it is not possible to do anything about it.
- Important things to focus on are the return dates, time, and place. These can often get mistaken in the excitement of returning. Back up plans also need to be made in case transport changes.
- Go through bad habits you may have picked up, and start making a conscious effort to reduce them each day. For example, you could achieve this by telling your friend that every time you swear, you owe them 20c (and total owed could go towards a morning tea).
- Make sure you work through any major family events that occurred during the deployment.
- Without even noticing, routines will tend to slowly change again on your return, and you will be a part of these. You just need to give it time.

## Stage Two – Honeymoon Period

This stage of the model begins as you find yourself back in a familiar and relaxing environment, enjoying the comforts of NZ, family and friends. You start to unwind but a degree of excitement is still present as you catch up with people and events missed while you were away and fill people in on what you've been doing on your deployment.

During this time you may not only feel excited to see your friends and family, but you may also miss your deployment friends. Many people find they constantly wonder how the job is going back in theatre, and some report feeling lonely when they RTNZ. This is normal as you have just come from an environment that

“

*It [the deployment] gave me more of an appreciation for what I had at home.”*

is high tempo and highly social, to an environment that is low tempo with less people around. The low tempo nature of this new environment gives you more time to think about your deployment and those on it. This feeling will pass as you progress through the PDTM stages.



### Quick Reference Guide

**WHEN:**

*RTNZ date to approximately 4-6 weeks after*

**WHAT:**

*Enjoying the comforts of being home, and catching up with people and events you may have missed*

**COMMON REACTIONS:**

*From 'happy' to 'lonely'*

**HELPFUL RESOURCES:**

- Resilience Skills
- Family and Relationship Negotiation
- Communication

## Common Reactions

- Gratefulness
- Happy
- Feel normal
- Slowly reintegrating
- Emotional
- Unsettled
- Reflective
- Relief
- Thinking about what going to work will be like

## Challenges

- Feel lonely with friends and family, and missing deployment friends.
- There may be changes at home or in your workplace that you may disagree with.
- Strong urges to go out and spend money.
- Managing time to catch up with all of your friends and family.
- Feeling like you are constantly repeating yourself about what happened on your deployment.

## Tips

- Remember that it is normal for you to miss your deployment friends, and this feeling will pass as your progress through the PDTM stages.
- Be prepared for changes (at home, in relationships, social arrangements, in friends, at work etc.) and try to see the positive side to them.
- If you go out to celebrate, remember your alcohol tolerance will be considerably lower. Celebrate appropriately and within your budget.
- Avoid making impulsive decisions, e.g. buying a car, or at least wait a few months before buying expensive items.
- Try to organise one large gathering to meet the majority of obligations with minimum time and fuss.
- If you are getting tired of deployment questions, change the subject onto how they have been while you were away.
- Try to find out what the separation was like for your partner. The deployment generally goes much more slowly for the partner in NZ.
- Be aware that your partner may be envious of your travels, resentful if the separation was difficult, and apprehensive about any changes they may have made in your absence. Try to discuss differences on neutral ground.
- Take time telling each other stories. They do not all need to be told on the first day.



*The hardest part for me was coming home and finding out that there had been a lot more changes at home than I knew about.”*

## Stage Three – Anti-Climax / Restlessness

This stage of the model signifies the end of the honeymoon period where the novelty of being home starts to wear off and your deployment experience is no longer a focus for those around you. This stage can affect people differently. While for some people the 'trough' may be shallow or short, for others it may be quite deep or lengthy. Factors affecting this may be the type of deployment; pre-deployment, during and post-deployment issues; personal situation; and the work you return to in NZ.

The impact of this stage tends to be more noticeable in personnel who have fewer stabilising influences in their lives when they return to NZ; these can be things such as a family, a long term partner, financial commitments such as a mortgage, business commitments, etc. For those who may not have many stabilising influences, this can be quite a turbulent time as you being redefining your life, goals, what you want from work, and where you fit in. This is what is commonly found, but everyone is different. Those with stabilising influences may also noticeably experience restlessness or anti-climax too.

The reactions experienced during this stage are not unusual. The main reason for the feeling of restlessness or anti-climax is that there is a large difference between the highly stimulating environment during your deployment and your present situation. Even the experience and challenge of living and working in a foreign environment is more stimulating than life in NZ. This may prompt individuals to explore issues pertaining to their lifestyle and work. Some people find that they lack motivation which concerns them as this behaviour is uncharacteristic for them. Others may begin to question whether their current job can provide what they feel they need and may, in extreme cases, seek career opportunities elsewhere.



*Your whole world has changed and your old friends are still the same.”*

### Quick Reference Guide

**WHEN:**

*Ranges but typically around 6-8 weeks post-RTNZ*

**WHAT:**

*Novelty of deployment wears off and you may feel bored due to key differences between deployment and life back in NZ*

**COMMON REACTIONS:**

*From 'lack of motivation' to 'reminiscing about the deployment'*

**HELPFUL RESOURCES:**

- Resilience Skills
- Goal Setting
- Systematic Decision Making Model
- Stress Management
- Family and Relationship Negotiation
- Communication



*Being in an environment where you know exactly what's going on, to coming home to more freedom, it's different."*

### Common Reactions

- Disappointment
- Experiencing an anti-climax
- Restlessness
- Feeling unsettled
- Thinking back to particular people and situations you were involved with during the deployment
- Lethargic
- Lacking motivation
- Irritable

### Challenges

- Creates a state of dissatisfaction and confusion as you try to sort out your current situation.
- Questioning whether your present lifestyle can provide what you want from life, prompting individuals to explore issues pertaining to their lifestyle and work.
- Uncertainty about where or how you fit into your old life.
- Lack of motivation.

### Tips

- Take time to look at the positive aspects of everything and only make positive remarks until you are fully settled. This reduces the chance of conflict, and may prevent you saying something that later on you may regret.
- Even if you feel restless or bored, try not to go back to work too early. Take this opportunity to catch up on things you have missed, e.g. catch up with friends, join a sports team, or engage in a hobby.
- Exercise is a great way to improve your mood and boost your energy, even if it is just a brisk 30 minute walk. It can also help promote better sleep, as long as you don't exercise too close to bedtime.
- Remember that feeling unsettled does not directly relate to your current environment e.g. work, home. The feeling is likely related to not having settled back into NZ, therefore changing your current environment will not help. Keep this in mind before any major decisions are made.

## Stage Four – Decision Making

This stage signifies decisions made by you about what you want from life and how you might attain it. These decisions can include, but are not limited to, career choices, buying a house, studying etc.

It is important not to make major life or career decisions too early. You may remain in a 'transition period' for

quite some time after returning from your deployment and this will impact significantly on any decisions you make. A number of service personnel have reported making decisions at this stage that they have regretted later, e.g. leaving the NZDF, or taking on significant debt. It is recommended that if you feel the need to make a major change, wait at least



### Quick Reference Guide

**WHEN:**

*Approximately  
6-12 weeks  
post-RTNZ*

**WHAT:**

*Rethinking what  
you want from life*

**COMMON REACTIONS:**

*From 'confusion'  
to 'relief'*

**HELPFUL RESOURCES:**

- *Resilience Skills*
- *Systematic Decision Making Model*
- *Stress Management*
- *Family and Relationship Negotiation*
- *Communication*

three to six months to see if you still feel this way. If you do, then at least you know that it is a rational decision, not one made in haste or influenced by the transition you were going through at the time, and it is more likely to be the right decision for you. If you have changed in the way you feel, and have decided to stay in your current situation, you have saved yourself from making a decision that you may have come to regret later down the track.

We gain a greater sense of control when we are confident the decision we have made is thought through, and we have considered all of the alternatives. If you have to make a decision in this period, a great tool to use to ensure it is the best one for you is the Systematic Decision Making Model. Information on this tool can

be found in the *'Post-Deployment Skills'* section, under *'Empowerment'*. It is also available from the NZDF Psychologists.

**WHY WE SHOULDN'T MAKE BIG DECISIONS**

While you are transitioning back into life in NZ, there will be many influences that can affect your decision making. These can include your current mind set, mental state, stress, boredom etc. All of these factors can influence how you process your decisions. Some people may become impulsive and think that buying a new car or pet will help them feel 'normal', without considering all of the consequences. It is common for people to feel regret after these decisions, therefore it is best to wait a few months to ensure it is the right decision for you, allowing you more time to think about all alternatives.

PDTM Personnel & Partners

**Common Reactions**

- Stress
- Confusion
- Relief
- Preoccupation with an idea
- Failure to see or understand long term consequences

**Challenges**

- Resisting the urge to purchase something impulsively, especially as impulsivity reduces your chances of thinking rationally.
- Taking the time to rationally think through the decision.
- Not knowing what you want from life, which can cause stress and confusion.

**Tips**

- Wait at least three to six months before you make a big decision. You will not lose anything by doing this. It is best not to rush into anything while you are still unsettled after a deployment.
- Communicate. Bounce your ideas off your family, and be open and honest about what you are thinking.

## Stage Five – Future Focus

This stage represents the looking forward and planning phase. It could be career goals, family events, renewed / new relationships, further training or study within or outside the military. Once you start this planning and have some direction, you now begin to focus on the future and start to leave behind the memories of your deployment experiences.

“  
*It [the deployment] remains part of my life but still in balance.”*

“  
*Refocused me as a person.”*



### Quick Reference Guide

**WHEN:**

Can be as early as 6 weeks up to 3 months post-RTNZ

**WHAT:**

Starting to refocus on your next goal, and a shift towards leaving behind your deployment memories

**COMMON REACTIONS:**

From 'settled' to 'wanting to make the most out of opportunities'

**HELPFUL RESOURCES:**

- Resilience Skills
- Goal Setting
- Systematic Decision Making Model
- Family and Relationship Negotiation
- Communication



<b>Common Reactions</b>	<b>Challenges</b>
<ul style="list-style-type: none"> <li>• Refocusing</li> <li>• Settled</li> <li>• Start thinking about life differently and don't take anything for granted</li> <li>• Trying to make the most out of opportunities</li> </ul>	<ul style="list-style-type: none"> <li>• Your goals may not coincide with goals of those close to you.</li> <li>• Moving forward from your deployment.</li> <li>• The transition between realising your goals, and achieving them.</li> </ul>

PDTM Personnel & Partners

<b>Tips</b>
<ul style="list-style-type: none"> <li>• Talk openly with friends and family about what your goals are for the future, and how all of your goals can work together.</li> <li>• Make sure you do sufficient research so you can plan confidently.</li> <li>• Make a detailed plan of how you are going to achieve your goals. Ensure they are SMART goals.</li> </ul>



*I stopped thinking about it [the deployment] once I'd started putting more focus into my next job."*





## Stage Six – Reintegration

This stage represents the final part of the transition model. Given time, most people will reintegrate into the lifestyle they left behind before they went on deployment. This does not however mean that things will be the same as before. Usually deployment experiences impact on you in some way and alter your values and frame of reference from which you view the world. In some areas things will return to 'normal' or as they were previously, but in other areas there will have been a change and this will in time also come to be seen as 'normal'.

The time it takes to reintegrate is dependent on personal circumstances. Depending on your deployment experience, and your personal situation, reintegration might take 2 months or up to and beyond 6 months.



*Felt like it was back to normal once I stopped thinking 'what would I have been doing overseas right now?'*

### Quick Reference Guide

**WHEN:**

*Typically occurs around 2-3 months but can take up to and beyond 6 months*

**WHAT:**

*Integrating back into the lifestyle lived before deploying*

**COMMON REACTIONS:**

*From 'still not use to changes' to 'happy'*

**HELPFUL RESOURCES:**

- Resilience Skills
- Family and Relationship Negotiation
- Communication

## Common Reactions

- Settled
- Still not use to changes
- Happy
- Routine has been re-established

## Challenges

- It may take a while to get to this stage.
- It can be harder for personnel with families or a partner to reintegrate, but often you'll be stronger as a result.
- You will have a new 'normal' – don't expect things to go back to exactly how they were before.

## Tips

- Getting to this stage can take up to 12 months for some people.
- If you have any issues, seek advice from NZDF medical health professionals.
- Be aware for that most people, the experience of deployment almost disappears into obscurity and that in time, they can hardly believe it happened.



**Note to Service Personnel:**

*If you are having any difficulties with any of the stages the psychologists, padres, medical professionals or your command chain will be able to provide some advice and guidance. They can also provide advice if you are worried about a friend or colleague.*

**Note to Partners:**

*It is important to remember that changes in your partner are generally only temporary, and that any issues faced are mainly due to the deployment, not your personal relationship. There is more information on reintegration with your partner in the 'Additional Considerations for Families and Relationships' section, under 'Enlightenment'.*

**Note to Commanders:**

*For you to be an effective commander, you need to ensure your personal situation is stable before you try to help out others because in order to look after your team, you need to look after yourself. It is important for you to be able to recognise any issues and provide the right guidance and direction for your team but this should not be done at your own detriment. Looking after your team involves supporting family also. The need to provide guidance and direction begins on your deployment, and carries on throughout the transition back to life in NZ. In the growing excitement phase, it is important to use tactics that motivate and stimulate your team to keep them sharp and mission focussed. It is also important for you to be able to overcome your own feelings, so you can lead through these stages. Once you RTNZ, it is important to motivate and guide your team to make the right decisions. In the quick reference guide, the box labelled 'Helpful Resources' contains sections you can go to for advice. The psychologists, padres, and medical professionals can also offer advice and guidance.*



## Remember

The PDTM is a model developed from previous experiences, and because everyone is different it may not fully reflect what you go through on your RTNZ. You may not experience all the stages in this model, and the stages may not occur strictly in this order. Everyone is different and your experience will be unique to you. However, knowing about this model may help you to understand some of the feelings and reactions you may have on your RTNZ. Time frames for experiencing this model are also different for everyone. For some it is a matter of days until they feel settled back in NZ. For others it can take anything from six weeks to twelve months until they feel settled. This is all a normal part of readjustment. However, if you have any concerns, contact your local psychologist to discuss the model or any of your reactions or feelings in more depth.

# POST DEPLOYMENT TRANSITION MODEL FOR PARTNERS

## ***How do I use this model?***

*Use it to understand why you experience different emotions and behaviours, and what stage they relate to. Realise that it is not unusual to experience these stages having returned from a deployment.*

*Remember that this model is a guideline and what you experience may be slightly different. Differences can be caused by prior deployment experience, stage of life etc.*

The Post Deployment Transition Model (PDTM) explains some aspects of the emotional adjustments people may experience once they return to New Zealand after an overseas deployment. It is also useful in explaining the reactions people experience returning home from a lengthy holiday or from overseas travels, as well as those people dealing with a major turning point in their lives that has made an impact and requires some form of readjustment. The PDTM was initially designed for service personnel, but we have found the model also represents the stages partners go through.

We have recently discussed the model with partners of NZDF personnel who have returned from deployment in the last 24 months. This has given us more of an insight of what the return home to NZ is like for partners, and enabled us to capture some stories, tips, and experiences that might help you to understand this process, and what your experience might be like.

Different circumstances may vary the applicability of the model, however, a

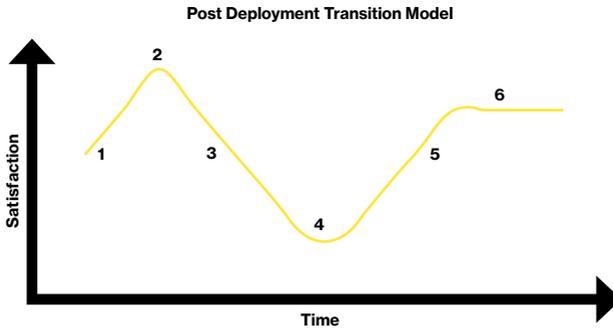


*“The more deployments the quicker the process is.”*

number of partners have endorsed the model as reflecting some, if not all, of their experiences in the post deployment period.

There are six stages to the model, and each stage will vary in length and intensity depending on your own situation. For example, partners have said the curve tends to be flatter for those who have experienced a deployment before, whereas those who have not may experience the peaks and troughs more intensely. This is the general trend for personnel as well.

This section describes the stages of the model and has relevant stories and quotes throughout from partners of NZDF personnel. In each stage, there is a quick reference guide, and a page detailing common reactions, challenges and tips.



STAGE	DESCRIPTION	KEY CHALLENGES	KEY POSITIVES
<b>1 Growing Excitement</b>	Looking forward to deployed personnel returning home.	Change in travel timings. Apprehension of what will happen when partner returns.	The deployment is nearly over, and you can see your partner soon.
<b>2 Honeymoon Period</b>	Enjoying being with your partner again.	RTNZ may not meet expectations e.g. reunion may not be as romantic as expected.	Catching up with partner and having them back at home in NZ.
<b>3 Anti-Climax / Restlessness</b>	Balance between keeping your partner motivated and looking after yourself.	Trying to keep partner engaged during this.	A good opportunity to look at the positives, and fix the negatives.
<b>4 Decision Making</b>	Rethinking what you and your partner want from life	Making the right decisions, especially as you are both still transitioning.	You can choose what you want from life, and actively pursue your goals.
<b>5 Future Focus</b>	Starting to refocus on your next goal, and a shift towards leaving behind the deployment.	Deciding what you want your future to look like, especially if your goals have changed or don't align.	Being able to look forward, and move on from the deployment.
<b>6 Reintegration</b>	Integrating back into the lifestyle lived before deploying.	Can take time to view things that have changed as a new 'normal'.	Getting back to feeling 'normal'.

PDTM Personnel & Partners

# Stage One – Growing Excitement

This stage of the model starts prior to the return home, with the growing excitement associated with the expectation of your partner returning home. You probably feel both excited and apprehensive. Sometimes people may not feel ready to have their partner back; you may worry

about any changes you have made to yourself, to the house, to the way that the children do things and so forth. Thoughts that may occur include “Will s/he approve of the decisions I have made?”, “How will things change when they get home?”, “What if they don’t like who I am now?”

## Common Reactions

- Relief
- Planning the next stage
- Happiness, excitement
- Disbelief
- Anxious, apprehensive
- Panic
- Impatience, frustrated
- Regret
- Thinking of how life will change

## Challenges

- It becomes difficult to focus, as you are constantly thinking about what it will be like when your partner returns to NZ.
- Not knowing what your partners expectations are once they arrive home, e.g. big family gathering vs. quiet night in.
- Feeling apprehensive about your partner returning home as you have not seen them for a long time, and don’t know what it will be like seeing them again. Worrying about whether they still like you and like the decisions you have made.
- When RTNZ dates change.

PDTM Personnel & Partners

## Tips

- Try to remain focused on your current commitments e.g. work.
- Get in touch with your partner and discuss expectations, e.g. who would you like to meet when you first arrive in NZ.
- Share how you are feeling, e.g. apprehensive but excited at the same time, and why.
- Plan when they are going to see friends and family, or what activities they are going to do. Make sure it remains flexible as RTNZ dates may change. If they do, remember that it is likely out of your control and that it is not possible to do anything about it.
- Important things to focus on are the return dates, time, and place. These can often get mistaken in the excitement of returning. Back up plans also need to be made in case transport changes.
- Make sure you have a good point of contact.
- Don’t dump everything onto them on the first day.
- Plot on a map where the deployed person is to help children understand.

## Quick Reference Guide

**WHEN:**

6 weeks before personnel RTNZ to RTNZ date

**WHAT:**

Looking forward to deployed personnel returning home

**COMMON REACTIONS:**

From ‘apprehension’ to ‘excitement’

**HELPFUL RESOURCES:**

- Resilience Skills
- Stress Management
- Family and Relationship Negotiation
- Communication

## Stage Two – Honeymoon Period

This stage of the model begins as you find yourself back with your partner. It will be exciting sharing your experiences, and catching up on what you have both been doing.

You may find that although your partner is excited to see friends and family, they may also miss their deployment friends. Many personnel find they constantly wonder how the job is going back in theatre, and some report feeling lonely when they RTNZ. This is normal as they have just come from an environment that is high tempo and highly social, to an environment that is low tempo with less people around. The low tempo nature of this new environment gives them more

time to think about their deployment and those on it. This will pass as you both progress through the PDTM stages.

You may experience feelings of tension and anxiety at first, but it is important to remember that it is a normal stage of the transition and it will pass.

During this stage you may have different social needs. Your partner may want to go out a lot (they may not have had much of a social life during the deployment or they may be used to a more active social life) or vice versa. Discuss these differences and any other differences and agree on how to deal with them.



### Quick Reference Guide

**WHEN:**

*RTNZ date to approximately 4-6 weeks after*

**WHAT:**

*Enjoying being with your partner again*

**COMMON REACTIONS:**

*From 'happy' to 'disappointed'*

**HELPFUL RESOURCES:**

- Resilience Skills
- Family and Relationship Negotiation
- Communication

## Common Reactions

- Gratefulness
- Happy
- Feel normal
- Slowly reintegrating back into life with your partner
- Emotional
- Unsettled
- Reflective
- Relief
- Tension
- Anxiety

## Challenges

- There may be changes within your partner that you may disagree with.
- Wondering why your partner feels lonely, and misses their deployment friends, even though they are back in NZ.
- You may be disappointed about what it is like to be back together again as it didn't met your expectations.
- All the family will want to see your partner, but you just want them to yourself.

## Tips

- Remember that it is normal for your partner to miss their deployment friends, and this feeling will pass as your progress through the PDTM stages.
- Be prepared for changes and try to see the positive side to them.
- If you go out to celebrate, remember your partner's alcohol tolerance will be considerably lower.
- Celebrate appropriately and within your budget.
- Try to organise one large gathering to meet the majority of obligations with minimum time and fuss.
- Make sure you work through any major family events that occurred during the deployment.
- It will probably take time to get used to living with each other again. Even minor things can feel quite different e.g. sharing a bed.
- Try to discuss differences on neutral ground.
- Take time telling each other stories. They do not all need to be told on the first day.



*If you have a solid relationship, it just goes back to usual very quickly.”*



*I wanted him to come home and take everything off my shoulders. He needed time to settle and get used to everything again.”*

## Stage Three – Anti-Climax / Restlessness

This stage of the model signifies the end of the honeymoon period where the novelty of your partner being home starts to wear off. This stage can affect people differently. While for some people the ‘trough’ may be shallow or short, for others it may be quite deep or lengthy. Factors affecting this may be the type of deployment; pre-deployment, during and post-deployment issues; personal situation; and the work your partner returns to in NZ.

If you have more stabilising influences in your life, the impact of this stage seems to be less noticeable. These influences can include family, financial commitments such as a mortgage, business commitments, etc. For those who may not have many stabilising influences, this can be quite a turbulent time as you being redefining your life, goals, and where you fit in. This is what is commonly found, but everyone is different. Those with more stabilising influences may also noticeably experience restlessness or anti-climax too.

The reactions experienced during this stage are not unusual. The main reason for the feeling of restlessness or anti-climax is that there is a large difference between the highly stimulating

environment during your partner’s deployment and their present situation. Even the experience and challenge of living and working in a foreign environment is more stimulating than life in NZ. This may prompt individuals to explore issues pertaining to their lifestyle and work. Some people find that they lack motivation which concerns them as this behaviour is uncharacteristic for them. Others may begin to question whether their current job can provide what they feel they need and may, in extreme cases, seek career opportunities elsewhere.

As a partner, it is important to realise that the issues you may face are related to the deployment and not a reflection on the state of your relationship. Changes in your partner may include being quick to anger, or less talkative. These changes are generally short lived. Throughout this stage your partner needs support and direction, which is something you can help with.



*It’s all okay in the end,  
and if it’s not okay, it’s  
not the end.”*

### Quick Reference Guide

**WHEN:**

*Ranges but typically around 6-8 weeks post-RTNZ*

**WHAT:**

*Balance between keeping your partner motivated and looking after yourself*

**COMMON REACTIONS:**

*‘Stressful’, ‘unsettled’ and ‘irritable’*

**HELPFUL RESOURCES:**

- Resilience Skills
- Goal Setting
- Systematic Decision Making Model
- Stress Management
- Family and Relationship Negotiation
- Communication

## Common Reactions

- Disappointment
- Experiencing an anti-climax
- Restlessness
- Feeling unsettled
- Lethargic
- Lacking motivation
- Irritable
- Insensitive statements
- Arguing a lot
- Stressful

## Challenges

- Creates a state of dissatisfaction and confusion as you try to sort out your current situation.
- Questioning whether your present lifestyle can provide what you want from life, prompting individuals to explore issues pertaining to their lifestyle and work.
- Uncertainty about where or how you fit into life with your partner.
- Jealous of their experiences.
- Trying to keep your partner engaged through this stage.

## Tips

- Take time to look at the positive aspects of everything and only make positive remarks until you are fully settled. This reduces the chance of conflict, and may prevent you saying something that later on you may regret.
- Exercise is a great way to improve your mood and boost your energy, even if it is just a brisk 30 minute walk. It can also help promote better sleep, as long as you don't exercise too close to bedtime.
- Remember that feeling unsettled does not directly relate to your relationship or current environment e.g. home. The feeling is likely related to your partner not having settled back into NZ, therefore changing your current environment will not help. Keep this in mind before any major decisions are made.
- Share your feelings freely. It is essential that you are able to openly and honestly express how you feel, including the things that hurt or annoy you.
- Remember both partners have sacrifices. If you have children, your partner can be jealous of the time you have spent with your child(ren) and the bonds you have formed.



*Even though you have your ups and downs, you're back together again."*



*It's difficult getting used to sharing your physical self and space again."*

## Stage Four – Decision Making

This stage signifies decisions made about what you both want from life and how you might attain it. These decisions can include, but are not limited to, career choices, buying a house, studying etc.

It is important not to make major decisions too early. Your partner may remain in a 'transition period' for quite some time after returning from their deployment and this will impact significantly on any decisions you make. A number of service personnel have reported making decisions at this stage that they have regretted later, e.g. leaving the NZDF, or taking on significant debt. It is recommended that if you feel the need to make a major change, wait at

least three to six months to see if you still feel this way. If you do, then at least you know that it is a rational decision, not one made in haste or influenced by the transition you were going through at the time, and it is more likely to be the right decision for you. If you have changed in the way you feel, and have decided to stay in your current situation, you have saved yourself from making a decision that you may have come to regret later down the track.

We gain a greater sense of control when we are confident the decision we have made is thought through, and we have considered all of the alternatives. If you



*Military careers can be challenging for both military personnel and their partners.”*



### Quick Reference Guide

**WHEN:**

Approximately 6-12 weeks post-RTNZ

**WHAT:**

Rethinking what you and your partner want from life

**COMMON REACTIONS:**

From 'confusion' to 'relief'

**HELPFUL RESOURCES:**

- Resilience Skills
- Systematic Decision Making Model
- Stress Management
- Family and Relationship Negotiation
- Communication

have to make a decision in this period, a great tool to use to ensure it is the best one for you is the Systematic Decision Making Model. Information on this tool can be found in the 'Post-Deployment Skills' section, under 'Empowerment'. It is also available from the NZDF Psychologists.

them feel 'normal', without considering all of the consequences. It is common for people to feel regret after these decisions, therefore it is best to wait a few months to ensure it is the right decision for you, allowing you more time to think about all alternatives.

**WHY WE SHOULDN'T MAKE BIG DECISIONS**

While you are both transitioning back into life with your partner in NZ, there will be many influences that can affect your decision making. These can include your current mind set, mental state, stress, boredom etc. All of these factors can influence how you process your decisions. Some people may become impulsive and think that buying a new car or pet will help



*Give it time. It is really stressful to try and prop them up when you're still trying to deal with changes."*

PDTM Personnel & Partners

**Common Reactions**

- Stress
- Confusion
- Relief
- Preoccupation with an idea
- Failure to see or understand long term consequences

**Challenges**

- Resisting the urge to purchase something impulsively, especially as impulsivity reduces your chances of thinking rationally.
- Taking the time to rationally think through the decision.
- Not knowing what you want from life, which can cause stress and confusion.

**Tips**

- Wait at least three to six months before you make a big decision. You will not lose anything by doing this. It is best not to rush into anything while you are still unsettled.
- Make sure your partner gets back into a routine.

## Stage Five – Future Focus

This stage represents the looking forward and planning phase. It could be career goals, family events, further training or study within or outside the military. Once you start this planning and have some direction, you now begin to focus on the future and start to leave behind the memories of your deployment experiences.

“

*Deployments don't go away, they are always there. Experiences you've had with family and changes, you don't get over it, you move on from it.”*



### Quick Reference Guide

**WHEN:**

Can be as early as 6 weeks up to 3 months post-RTNZ

**WHAT:**

Starting to refocus on your next goal, and a shift towards leaving behind the deployment

**COMMON REACTIONS:**

'Relief' and 'settled'

**HELPFUL RESOURCES:**

- Resilience Skills
- Goal Setting
- Systematic Decision Making Model
- Family and Relationship Negotiation
- Communication

## Common Reactions

- Refocusing
- Settled
- Start thinking about life differently and don't take anything for granted
- Trying to make the most out of opportunities
- Relief

## Challenges

- Your goals may not coincide with goals of those close to you.
- Moving forward from your deployment.
- The transition between realising your goals, and achieving them.

## Tips

- Talk openly with friends and family about what your goals are for the future, and how all of your goals can work together.
- Make sure you do sufficient research so you can plan confidently.
- Make a detailed plan of how you are going to achieve your goals. Ensure they are SMART goals.

“

*Working through it together makes it easier.”*

“

*Planning a family, a wedding and purchasing a house.”*



## Stage Six – Reintegration

This stage represents the final part of the transition model. Given time, most people will reintegrate into the lifestyle they left behind before they went on deployment. This does not however mean that things will be the same as before. Usually deployment experiences impact on you in some way and alter your values and frame of reference from which you view the world. In some areas things will return to

'normal' or as they were previously, but in other areas there will have been a change and this will in time also come to be seen as 'normal'.

The time it takes to reintegrate is dependent on personal circumstances. Depending on your deployment experience, and your personal situation, reintegration might take 2 months or up to and beyond 6 months.

### Common Reactions

- Settled
- Still not use to changes
- Happy
- Routine has been re-established

### Challenges

- It may take a while to get to this stage.
- It can be harder for personnel with families or a partner to reintegrate, but often you'll be stronger as a result.
- You will have a new 'normal' – don't expect things to go back to exactly how they were before.

### Tips

- Getting to this stage can take up to 12 months for some people.
- If you have any issues, seek advice from NZDF medical health professionals.
- Be aware for that most people, the experience of deployment almost disappears into obscurity and that in time, they can hardly believe it happened.

## Quick Reference Guide

#### WHEN:

*Typically occurs around 2-3 months but can take up to and beyond 6 months*

#### WHAT:

*Integrating back into the lifestyle lived before deploying*

#### COMMON REACTIONS:

*From 'still not use to changes' to 'happy'*

#### HELPFUL RESOURCES:

- Resilience Skills
- Family and Relationship Negotiation
- Communication

**Note to Service Personnel:**

*If you are having any difficulties with any of the stages the psychologists, padres, medical professionals or your command chain will be able to provide some advice and guidance. They can also provide advice if you are worried about a friend or colleague. Remember that the deployment was not easy for your partner either, so don't forget to ask what it was like for them.*

**Note to Partners:**

*If you are having difficulties with any of the stages there are many people available who can provide some advice and guidance e.g. Psychologists, Social Workers, Community Services Officers, Deployment Services Officers, Welfare Facilitators. You can also talk to other partners who have been through the same situation as you.*

**Note to Commanders:**

*For you to be an effective commander, you need to ensure your personal situation is stable before you try to help out others because in order to look after your team, you need to look after yourself. It is important for you to be able to recognise any issues and provide the right guidance and direction for your team but this should not be done at your own detriment. Looking after your team involves supporting family also. The need to provide guidance and direction begins on your deployment, and carries on throughout the transition back to life in NZ. In the growing excitement phase, it is important to use tactics that motivate and stimulate your team to keep them sharp and mission focussed. It is also important for you to be able to overcome your own feelings, so you can lead through these stages. Once you RTNZ, it is important to motivate and guide your team to make the right decisions. In the quick reference guide, the box labelled 'Helpful Resources' contains sections you can go to for advice. The psychologists, padres, and medical professionals can also offer advice and guidance.*

## Remember

The PDTM is a model developed from previous experiences, and because everyone is different it may not fully reflect what you go through. You may not experience all the stages in this model, and the stages may not occur strictly in this order. Everyone is different and your experience will be unique to you. However, knowing about this model may help you to understand some of the feelings and reactions you may have on your RTNZ. Time frames for experiencing this model are also different for everyone. For some it is a matter of days until they feel settled. For others it can take anything from six weeks to twelve months. This is all a normal part of readjustment. However, if you have any concerns, contact your local psychologist to discuss the model or any of your reactions or feelings in more depth.

**Additional Resources:**

General Information from NZ – [www.homebase.mil.nz/](http://www.homebase.mil.nz/)

General Information – [www.militaryonesource.mil/](http://www.militaryonesource.mil/)

After deployment:

Wellness resources for the military community – <http://afterdeployment.dcoe.mil/>

A guide for the families of mobilised members of the Territorial Army and the Regular Reserve; and, A guide for the families of deployed Regular Army Personnel. (Located under family guides on the right hand side of the page) – [www.army.mod.uk](http://www.army.mod.uk)

Canadian Armed Forces Homecoming Handbook: Preparing for Critical Incident Stress, Preparing for Reunion Stress –

[www.familyforce.ca/sites/AllLocations/EN/Deployment%20Departures%20and%20Reunions/Pages/default.aspx](http://www.familyforce.ca/sites/AllLocations/EN/Deployment%20Departures%20and%20Reunions/Pages/default.aspx)

Homecoming: reconnecting after separations – [www.zerotothree.org/about-us/funded-projects/military-families/operation-parenting-edge.html](http://www.zerotothree.org/about-us/funded-projects/military-families/operation-parenting-edge.html)

Returning home: What we know about the reintegration of deployed service members into their families and communities – [www.ncfr.org/ncfr-report/focus/military-families/returning-home](http://www.ncfr.org/ncfr-report/focus/military-families/returning-home)

# ADDITIONAL CONSIDERATIONS FOR FAMILIES & RELATIONSHIPS

During each stage of the PDTM there may be times where tensions may rise, and you do not get along as well as you had hoped with your partner. This is a perfectly normal stage of the transition and it is important to remember that most issues are caused by the deployment, not the relationship itself. There are resources available to help you through these challenging times. These are listed for each stage, along with what challenges you may face.

One of the most important factors for the transition back into New Zealand is

communication, which can be seen in each stage of the PDTM. Not only does communication allow you to honestly discuss how you are feeling, it also provides an opportunity to come up with solutions. Families who had high levels of open communication during the post-deployment transition found that they adjusted into post-deployment life better. If you want to improve your communication, you can find tips in the 'Family and Relationship Negotiation' section, under 'Empowerment'.

Stage 1 – Growing Excitement	
Looking forward to returning home to family, friends, and loved ones.	
Friction Points	Resources
<ul style="list-style-type: none"> <li>• Perceptions of the return to NZ being different</li> <li>• One person being more excited than the other</li> <li>• Lack of communication resulting in worries</li> <li>• Nervousness about what routines will be like</li> <li>• Not discussing important matters like what has changed etc.</li> <li>• Doubts and worries around whether the partner needs them anymore etc.</li> </ul>	<ul style="list-style-type: none"> <li>• Resilience Skills</li> <li>• Stress Management</li> <li>• Family and Relationship Negotiation</li> <li>• Communication</li> </ul>

Stage 2 – Honeymoon Period	
Enjoying the comforts of being home, and catching up with people and events you may have missed.	
Friction Points	Resources
<ul style="list-style-type: none"> <li>• Letting go of independence</li> <li>• Nervousness about what it will be like including partner again</li> <li>• Routine being disrupted</li> <li>• 'Sharing' partner with friends and family</li> <li>• Intimacy</li> <li>• It taking a while for personnel to adjust</li> <li>• Begin a couple again takes time</li> <li>• Needing space during the reintegration</li> <li>• Intimacy taking a while to re-establish</li> <li>• Jealousy of partners closeness with children</li> </ul>	<ul style="list-style-type: none"> <li>• Resilience Skills</li> <li>• Family and Relationship Negotiation</li> <li>• Communication</li> </ul>

### Stage 3 – Anti-Climax / Restlessness

Novelty of deployment wears off and you may feel bored due to key differences between deployment and life back in NZ.

Friction Points	Resources
<ul style="list-style-type: none"> <li>Relationship may have changed</li> <li>Restlessness may lead to frustration and arguments</li> <li>Figuring out roles and responsibilities</li> </ul>	<ul style="list-style-type: none"> <li>Resilience Skills</li> <li>Goal Setting</li> <li>Systematic Decision Making Model</li> <li>Stress Management</li> <li>Family and Relationship Negotiation</li> <li>Communication</li> </ul>

### Stage 4 – Decision Making

Rethinking what you want from life.

Friction Points	Resources
<ul style="list-style-type: none"> <li>Having different goals which don't align</li> <li>Sharing decision making</li> </ul>	<ul style="list-style-type: none"> <li>Resilience Skills</li> <li>Systematic Decision Making Model</li> <li>Stress Management</li> <li>Family and Relationship Negotiation</li> <li>Communication</li> </ul>

### Stage 5 – Future Focus

Starting to refocus on your next goal, and a shift towards leaving behind your deployment memories.

Friction Points	Resources
<ul style="list-style-type: none"> <li>Future goals don't align</li> <li>Partner is unable to move on from deployment</li> </ul>	<ul style="list-style-type: none"> <li>Resilience Skills</li> <li>Goal Setting</li> <li>Systematic Decision Making Model</li> <li>Family and Relationship Negotiation</li> <li>Communication</li> </ul>

### Stage 6 – Reintegration

Integrating back into the lifestyle lived before deploying.

Friction Points	Resources
<ul style="list-style-type: none"> <li>Things have still not settled down</li> </ul>	<ul style="list-style-type: none"> <li>Resilience Skills</li> <li>Family and Relationship Negotiation</li> <li>Communication</li> </ul>

Additional Considerations

## Possible Changes in Deployed Personnel

**A**lmost all personnel debriefed after their return from operational deployments feel that they changed in some way. For some there have been a number of changes but for others there are very few that they notice. If there have been a number of changes, this has an obvious impact in terms of ability to settle down to life in NZ, work and of course family life. For some people, it also affects future goals: things which once were meaningful become meaningless when analysed alongside their deployment experiences. In many cases the short term changes that may be noticed initially can be quite different from the longer term ones, due to the need to readjust once again to life in NZ and recovery time from the deployment experience.

### **CHANGES IN PREVIOUSLY DEPLOYED PERSONNEL HAVE INCLUDED:**

#### **Priorities**

Some people find that their priorities in life change as a result of a deployment. They report that they want to get as much out of life as they can. They also report that they have less time for what they now regard as day to day trivia and mindless activity. These sorts of things no longer phase them; they no longer worry as much about the little things. In some respects others may see this as being rather selfish, but it is probably more a reflection of the fact that they know what they want.

#### **Direction**

Some personnel find that they have a 'bigger picture' view of life and have a more focused sense of direction. They sometimes gain a deeper appreciation

of life following a deployment. It may also lead to a clearer set of goals for the future.

#### **Tolerance**

Some people become more tolerant, a lot more accepting, more patient, less likely to write others off before they get to know them, learn a bit more give and take, have the ability to let things pass over them and can let things happen. Sometimes, in the short term, people can seem to have less tolerance for the small things – this is usually related to their adjustment and transition back to life in NZ and tends to be a more temporary change.

#### **Self Growth**

Most returning personnel feel that they have grown and developed as a person as a result of their experiences. They feel that they know themselves better; they have increased confidence in themselves and feel mentally tougher. This is often the product of having a lot of time to reflect.

#### **Sense of Responsibility**

Family and friends of many previously deployed personnel report that they seem much more responsible and mature.

#### **Interpersonal Skills**

Many personnel feel that they are more easy going, more assertive, less aggressive and more sociable with an increased ability to get on with other people. However some people find that during the initial stages of their readjustment back to life in NZ, they are a little withdrawn, that other people can seem overwhelming or that they are a little tense or irritable.

### Short Term Changes

Close family and friends have noticed a number of more short-term changes in returning personnel. Some of these changes could be reactions to critical incidents that occurred during deployment, although they can occur just as a result of having been deployed. Some personnel have been uptight, withdrawn, quiet, not wanting to talk or go out, and almost 'zombyish' shortly after their return. Appearance can change and this can be quite a shock as personnel can sometimes look older, greyer, smaller or even shrunken. Some personnel can also be very jumpy and wary. They sometimes overreact to loud or unexpected noises, e.g. cars backfiring or fireworks. There is sometimes an increase in coffee, cigarette and/or alcohol use. Some personnel sit around the house, not doing anything whilst others become very concerned about things like cleaning the house. They

can be unfamiliar to many things about life in NZ including changes in their family and friends. There can also be a lot of anger for some returning personnel and a period of time when they are grumpy, angry and short with most people. This is particularly common when things which personnel feel are no longer are important are being discussed.

These short-term changes, which are often just reactions to the stress of the deployment experience and readjustment on return to NZ, generally diminish within a few weeks to months after returning home. A lot of these reactions can be explained by the '*Post Deployment Transition Model*' which is under the '*Enlightenment*' section. Psychological debriefs are designed to help personnel and Primary Next of Kin (PNOK) recognise and deal with these changes and any other deployment-related issues.



# Possible Changes in Partners

Debriefs, research and information from other countries suggest that some partners can change as a result of their experience of the separation resulting from a deployment. This can be difficult for the returning service personnel in that they may come back to a partner who is different from the one they left. It can also be difficult for the partner, because they may feel some pressure to revert back to the person they were. Generally, it means that aspects of the relationship will need to adjust to these changes and as well as any changes in service personnel.

## **CHANGES IN PARTNERS OF PREVIOUSLY DEPLOYED PERSONNEL HAVE INCLUDED:**

### **Self-Growth**

Many partners report that they have grown, within themselves, as a result of coping alone during a deployment. Simply knowing that they can cope can be extremely fulfilling. Along with this generally comes an increased level of self-esteem and self-confidence. Some partners describe themselves as a stronger person as a result of the deployment experience.

### **Independence**

Most partners report feeling far more independent than they were before the deployment. Knowing they can cope can mean that they feel less dependent. They know that they can happily do many things on their own and cope with things on their own if they need to.

### **Social Ability**

Many partners become considerably more outgoing and active in a wide range of activities. Some partners have developed new friendships and support systems. They are also likely to know who their friends are - those who were supportive during the deployment - and be very loyal to these friends.

### **Appearance**

In some cases, service personnel may notice changes in their partner's appearance. This can be disconcerting if not expected. Some partners have quite different hairstyles, some lose / gain weight, etc.

### **Flexibility**

Some partners find that they become more flexible over the course of a deployment. They feel that this is because of the uncertainties, changing circumstances and changing roles sometimes associated with deployments.

### **Direction**

Some partners find they have a new direction or are more focused about the things they want out of life. Some also find that they are less likely to put up with nonsense. They may feel more confident about their goals and what they are aiming for in life.

### **Competence**

Partners sometimes develop a wider range of competence, perhaps because they have had to try things they had never done before and found they can do more things than they thought they could.

**Attitude Towards Military**

In some cases, partners have become quite bitter and angry towards the military, perhaps as a result of the separation or lack of support received during the deployment. Some partners have reported taking this anger out on their partners when they first arrive home – you can't yell at the military but you can yell at your partner! Others gain a more positive view of the military, greater tolerance towards future separations and an increased interest in the world and international events.

**Interests**

Many partners develop new interests during deployments or become involved in past interests to a far greater extent.

**Additional Resources:**

*Information on Stepfamilies – [www.stepfamilies.info/](http://www.stepfamilies.info/)*

*Looking at intimacy differently post-deployment:*

*Where is the love? –*

*[www.northwestmilitary.com/news/focus/2011/12/](http://www.northwestmilitary.com/news/focus/2011/12/Looking-at-intimacy-differently-post-deployment/)*

*[Looking-at-intimacy-differently-post-deployment/](http://www.northwestmilitary.com/news/focus/2011/12/Looking-at-intimacy-differently-post-deployment/)*

*Reunion and Readjustment Post-Deployment –*

*[www.defence.gov.au/dco/partners/c7\\_12.html](http://www.defence.gov.au/dco/partners/c7_12.html)*

# Children and Deployments

Towards the end of the deployment, it is natural to have mixed feelings about the return of the parent. This applies to children as well. Although families can feel excited about the return of the parent from the deployment, the post-deployment period can create additional stress upon the family due to the disruption of current routines, the change occurring within family dynamics, and the time required to 'settle in' as a family again.

Children's reactions to the return of the deployed parent can be mixed. It is likely that all children will have positive and negative feelings towards the returning parent. Positive reactions include: demonstrated happiness, excitement hugs, kisses, squeals of welcome, love,

pride, need and security. More negative reactions may include: emotional ambivalence from the children to the returning parent, sullenness, aloofness or other 'cold' behaviours, distant and hostile, and anger directed at the returning parent. They may also become more clingy to the returned parent and dismissive of the parent who has been at home. They may perhaps demand a great deal of attention and reassurance.

The following table lists feelings and behaviours children may experience post-deployment. The NZDF Psychologists also have a range of children's resource booklets available – a list is available in the back of this booklet, under 'Additional Resources'.

Additional Considerations

Pre-school Children	
<p><b>Any combination of these feelings:</b></p> <ul style="list-style-type: none"> <li>• Joy, excitement</li> <li>• Wants reassurance</li> <li>• Anger causes desire to punish or retaliate against returning parent</li> <li>• May be afraid of returning parent</li> </ul>	<p><b>Could lead to any of these behaviours:</b></p> <ul style="list-style-type: none"> <li>• May have something for returning parent</li> <li>• Want recognition</li> <li>• Clingy</li> <li>• Avoid returning parent</li> <li>• Attention-seeking behaviour</li> <li>• Compete with remaining parent and other siblings for the returning parents attention</li> <li>• Rejection of parent at home</li> </ul>

School Age Children	
<p><b>Any combination of these feelings:</b></p> <ul style="list-style-type: none"> <li>• Joy, excitement</li> <li>• Remaining anger</li> <li>• Anxiety over changing roles in family</li> <li>• Competition for their place in the family against the returning parent</li> </ul>	<p><b>Could lead to any of these behaviours:</b></p> <ul style="list-style-type: none"> <li>• May have something for returning parent</li> <li>• Want recognition</li> <li>• Attention-seeking behaviour</li> <li>• Aggressive behaviour</li> <li>• May attempt to initially split/come between parents</li> </ul>

Adolescent Children	
<p><b>Any combination of these feelings:</b></p> <ul style="list-style-type: none"> <li>• Anger</li> <li>• Relief</li> <li>• Resentment</li> </ul>	<p><b>Could lead to any of these behaviours:</b></p> <ul style="list-style-type: none"> <li>• Defiance, poor attitude</li> <li>• Behaviour problems</li> <li>• School problems</li> </ul>

# MANAGING CRITICAL INCIDENTS POST-DEPLOYMENT

During pre-deployment training, a brief was provided on critical incidents covering typical reactions and how deployed personnel could help themselves if they were involved in one. A critical incident is an event outside the usual range of human experience, which is sudden and unexpected, disrupts our sense of control, and may include physical and emotional loss.

It is strongly recommended that if partners know their service person was involved in or exposed to a critical incident during the deployment, that they re-read the information in the pre-deployment booklet on critical incidents. Some service personnel quite openly talk about critical incidents, some do not and others focus only on the humorous or pleasant aspects of the deployment. If service personnel do not talk about them, partners may still have a fair idea about whether or not they experienced any critical incidents because of nightmares your partner may have, sleep talking or other non-characteristic behaviour.

It can be very difficult to feel close to a partner who is still reacting in some way to one or more critical incidents. If this is the case, it is important for partners not to

blame these difficulties on themselves or their relationship. It is probably a result of the experiences the service person has had on deployment and these should be dealt with at the post-deployment debrief.

Debriefs are designed, amongst other things, to help those service personnel who have been involved in critical incidents during their deployment. Follow-up debriefs in particular involve a civilian clinical psychologist who is trained to determine if people are suffering from any psychological effects from their deployment and then provide further counselling for these people. So if partners have any worries about the returned service person, they are encouraged to bring these up at the follow-up debrief.



*Remember that critical incidents can be anything and that we are not superhuman. Ask for help and take what is offered.”*

## Quick Reference Guide

### WHEN:

Occur during deployment

### WHAT:

An event outside the usual range of human experience

### COMMON REACTIONS:

From 'easily started' to 'nightmares' and 'depression'

### HELPFUL RESOURCES:

- Resilience Skills
- Grounding
- Support Following Traumatic Events
- Stress Management

## Normal Reactions to Critical Incidents: What are they?

### Normal Reactions to Critical Incidents Include:

- Tension and / or anxiety
- Sleep disturbances
- Dreams and nightmares
- Fearfulness
- Feelings of guilt and anger
- Depression
- Fluctuating moods
- Preoccupation with the event
- Intrusive memories or feelings (flashbacks)
- Feelings of isolation
- Social withdrawal
- Easily startled
- Physical sensations

This section has covered what critical incidents are, and common reactions to them. For information on tools to lessen the effects of a critical incident, go to *'Supporting Yourself or Your Partner Following Traumatic Events'*, under *'Empowerment'*.

## Critical Incidents & Post-Traumatic Stress Disorder

It is common for individuals to experience a critical incident or have exposure to trauma at some point in their life, and most times it does not lead to Post-Traumatic Stress Disorder (PTSD). However, research has shown that the frequency and intensity of the trauma can increase the likelihood of PTSD, and that women are at a higher risk of developing it. The more times you are exposed to a traumatic experience, the more vulnerable you become to developing PTSD. This may be due to not having enough time to process the first exposure completely before another traumatic experience occurs. Also, highly distressing experiences are associated with an increased risk of PTSD. If you know someone who has experienced a traumatic event, it is important to provide them with social support, as this has been found to act as a buffer to PTSD. If you have experienced a traumatic event yourself, it is important to talk to someone about it e.g. NZDF Psychologists.

The next section discusses PTSD in more depth, covering what it is, symptoms, and seeking help. There is also more information in the *'Empowerment'* section on treatment options, under *'Post-Traumatic Stress Disorder'*

# Signs & Symptoms of PTSD

The symptoms of PTSD can arise suddenly, gradually, or come and go over time. Sometimes symptoms appear seemingly out of the blue. At other times, they are triggered by something that

reminds you of the original traumatic event, such as a noise, an image, certain words, or a smell. While everyone experiences PTSD differently, there are three main types of symptoms:

## ***Re-experiencing the traumatic event***

- Intrusive, upsetting memories of the event
- Flashbacks (acting or feeling like the event is happening again)
- Nightmares (either of the event or of other frightening things)
- Feelings of intense distress when reminded of the trauma
- Intense physical reactions to reminders of the event (e.g. pounding heart, rapid breathing, nausea, muscle tension, sweating)

## ***Avoidance and Numbing***

- Avoiding activities, places, thoughts or feelings that remind you of the trauma
- Inability to remember important aspects of the trauma
- Loss of interest in activities and life in general
- Feeling detached from others and emotionally numb
- Sense of a limited future (i.e. you don't expect to live a normal life, get married, have a career)

## ***Increased Anxiety & Emotional Arousal***

- Difficulty falling or staying asleep
- Irritability or outbursts of anger
- Difficulty concentrating
- Hypervigilance (feeling like you are constantly on 'red alert')
- Feeling jumpy and easily startled

# What You Can Do

The best type of support you can get for PTSD is getting help with a professional. You can do this by approaching the NZDF psychologists, or other service providers within NZDF, and a referral to a clinical psychologist can be made. The clinical psychologists we refer to have worked with a number of PTSD cases in the past, and are trained to deliver quality treatment to help you recover and bounce back from PTSD. However whilst this is the best thing you can do, there are also some other things you can put in place at home to help too.

## SELF-HELP TREATMENT FOR PTSD

Recovery from PTSD is a gradual, ongoing process. Healing doesn't happen overnight, nor do the memories of the trauma ever disappear completely. This can make life seem difficult at times. But there are many things you can do to cope with residual symptoms and reduce your anxiety and fear.

- Reach out to others for support
- Avoid alcohol and drugs
- Challenge your sense of helplessness; overcoming your sense of helplessness is crucial to overcoming PTSD.

## HELPING A LOVED ONE WITH PTSD

- Be patient and understanding
- Try to anticipate and prepare for PTSD triggers
- Don't take the symptoms of PTSD personally
- Don't pressure your loved one into talking

## PTSD AND THE FAMILY

If a loved one has PTSD, it's essential that you take care of yourself and get extra support. PTSD can take a heavy toll on the family if you let it. It can be hard to understand why your loved one won't open up to you – why he or she is less affectionate and more volatile. The

symptoms of PTSD can also result in job loss, substance abuse, and other stressful problems. Letting your family member's PTSD dominate your life while ignoring your own needs is a recipe for burnout. In order to take care of your loved one, you first need to take care of yourself. It's also helpful to learn all you can about PTSD. The more you know about the symptoms and treatment options, the better equipped you'll be to help your loved one and keep things in perspective.

## ASSISTANCE THROUGH NZDF

Your local camp psychologist or the Joint Forces psychologist will be able to assist in facilitating a referral to an external clinical psychologist, which are funded by NZDF. For more information about external referrals, refer to the FAQ section in the beginning of this resource book.

## TREATMENT FOR PTSD

Some possible types of treatment include assistance from a clinical psychologist for:

- Trauma focused cognitive-behavioural therapy (CBT)
- Family therapy
- Medication

In treatment for PTSD, you'll:

- Explore your thoughts and feelings about the trauma
- Work through feelings of guilt, self-blame, and mistrust
- Learn how to cope with and control intrusive memories
- Address problems PTSD has caused in your life and relationships

### Additional Resources:

PTSD - [www.helpguide.org/articles/ptsd-trauma/post-traumatic-stress-disorder.htm](http://www.helpguide.org/articles/ptsd-trauma/post-traumatic-stress-disorder.htm)

Smartphone Apps: PTSD Coach, T2 Mood Tracker, PE Coach, PTSD Support for Veterans, Bust PTSD

# Why Should I Seek Help for PTSD?

- **Early treatment is better.** Symptoms of PTSD may get worse. Dealing with them now might help stop them from getting worse in the future. Finding out more about what treatments work, where to look for help, and what kind of questions to ask can make it easier to get help and lead to better outcomes.
- **PTSD symptoms can change family life.** PTSD symptoms can get in the way of your family life. You may find that you pull away from loved ones, are not able to get along with people, or that you are angry or even

violent. Getting help for your PTSD can help improve your family life.

- **PTSD can be related to other health problems.** PTSD symptoms can make physical health problems worse. For example, studies have shown a relationship between PTSD and heart trouble. By getting help for your PTSD you could also improve your physical health.

This section has covered what PTSD is, signs and symptoms of PTSD, and getting help. For information on treatment options, go to the 'Post-Traumatic Stress Disorder' section, under 'Empowerment'.

## Self Help Tips

- Contact friends and family – don't isolate yourself.
- Don't block out dreams or thoughts about the incident. Although they may be frightening, they are to be expected and they help you recover.
- Eat well-balanced meals.
- Talk to people (especially those who love you).
- Keep exercise / activity level up – aim for a balanced lifestyle.
- Listen to friends, family, and other team members (they often pick up ideas about you better than you do yourself).
- Get back into a routine as quickly as possible.
- Give yourself permission to take time to work through the critical incident.
- Watch your alcohol use
- Remember, it's normal to have reactions following an incident.

## Tips for Partners

- Reassure them of your feelings.
- Don't ridicule their behaviour or suggest that they should be over that sort of thing.
- Be sensitive, patient, genuine and loving.
- Encourage (but do not pressure) them to talk about the deployment, particularly any stressful aspects and their reactions to them.
- Be there to listen, and ask what they would find helpful.
- Try to establish new routines as soon as possible.
- Call for help or support as soon as you feel yourself or your partner need it – you don't have to wait until the debrief. Both of you can contact your local psychologist, padre or medical officer before the debrief for help.

### Additional Resources:

Post-Traumatic Stress Disorder (PTSD) - [www.helpguide.org/articles/ptsd-trauma/post-traumatic-stress-disorder.htm](http://www.helpguide.org/articles/ptsd-trauma/post-traumatic-stress-disorder.htm)

Post-Traumatic Stress Disorder (PTSD) - [www.mayoclinic.org/diseases-conditions/post-traumatic-stress-disorder/basics/definition/con-20022540](http://www.mayoclinic.org/diseases-conditions/post-traumatic-stress-disorder/basics/definition/con-20022540)

What is Post-Traumatic Stress Disorder (PTSD)? - [www.nlm.nih.gov/health/topics/post-traumatic-stress-disorder-ptsd/index.shtml](http://www.nlm.nih.gov/health/topics/post-traumatic-stress-disorder-ptsd/index.shtml)

Smartphone App: PTSD Coach, PTSD Support for Veterans, Bust PTSD, T2 Mood Tracker, PE Coach

# THINKING OF GETTING OUT?

As we saw in the Emotional Cycle of Deployment and the Post-Deployment Transition Model it can be very tempting to make major life decisions soon after returning from deployment. Often, people begin to question their future with the NZDF and decide to leave without fully considering the consequences of this decision. Many of these individuals come to regret their decision to leave and re-enlist soon after.

Research also suggests that when people leave defence they may find the transition process difficult and may face a number of challenges related to employment, finances, relationships, alcohol, identity, and mental health. Emerging evidence also suggests that the difficulty of transition may increase following deployment.



*Don't just go at it...have a chat with someone who has gotten out because it's good to have an understanding of what you're in for."*

With these factors in mind Joint Forces New Zealand initiated research investigating the transitional issues faced by NZDF personnel who leave defence soon after deployment. From this investigation, five key transitional issues emerged:

1. Employment
2. Finances
3. Relationships
4. Identity
5. Interactions

In the following pages each of these themes is explained. Key challenges, things to consider before leaving, and tips and advice are also provided.

The intent is to provide information about the experiences of people who leave the NZDF following deployment in order to help people make informed decisions and to help people match their expectations with the reality of leaving the NZDF.

#### Additional Resources:

NZDF Resource: *A Practical Guide to Transitioning from Military to Civilian Life.*

Make an appointment with an NZDF Career Transition Coach on 021 958 470.

## Quick Reference Guide

### WHEN:

Any stage post-deployment, especially during the Anti-Climax / Restlessness stage

### WHAT:

Thinking about leaving the NZDF and transitioning into a civilian career

### COMMON REACTIONS:

Loss of identity and difficulty transitioning into the civilian world

### HELPFUL RESOURCES:

- Goal Setting
- Systematic Decision Making Model

# 1. Employment

When thinking about leaving defence, one of the most important things to think about is where you'll go next. While there are a lot of options ranging from study to starting your own business, the majority of people leaving defence enter the civilian work force. To get a better understanding of what it's like to enter the civilian job market after deployment, we spoke with a number of service personnel who had done so.

Overall people talked about civilian employment as both a positive and negative experience. They spoke about facing a number of challenges when applying for jobs. These challenges ranged from figuring out what they wanted to do for a living through to the challenges of a competitive job market. However, once they gained civilian employment

many talked about enjoying increased freedom and independence. In particular people enjoyed having more time for their families and being able to choose when they worked.

While this extra freedom was enjoyed by most people, for many, civilian employment was challenging because it came with a lack of meaning. People talked about civilian work as being less intense, less variable, less exciting, and being less meaningful because you work to make money for your boss, rather than train to serve your country and help others.

Although every service persons life after defence will be different, these interviews suggest that for most people who leave defence after deployment, civilian employment will involve a mixture of challenges as well as rewards.

## Challenges

- Timing your release with job opportunities
- Assessing your skills and qualifications
- Writing a CV and cover letter
- Figuring out what you want to do for a living
- Entering the competitive job market
- Finding a job that has similar meaning, wages, intensity, and variety

## Considerations

- Do I know my skills and qualifications?
- Have I got a CV ready?
- Do I know what career I'd like next?
- Have I organised my release and lined up a job?
- Does the industry I'm going into interest me and is it stable?

## Tips

- Talk to people about what civilian work is like
- Take the time to plan what you want to do long term
- Save your leave so you can line release up with a job
- Create a CV specific to the job you are applying for
  - Ask people with experience for advice
  - Use online resources to help build your CV
  - Break your courses down into the skills you learnt (e.g. JNCO= leadership, management etc.)
- Don't leave unless you have a job lined up
- Don't wing it

## 2. Financial Challenges

When thinking about leaving defence, it's important to consider your financial future. Research suggests that many people face financial hardships when they leave the military. This is especially the case if you're thinking about getting out soon after deployment because we often have a tendency to become more careless with our money when we return home. To get a better understanding of the financial experiences of people who leave defence soon after deployment, we spoke with a number of service personnel who left following deployment.

Generally speaking, people talked about their financial situation after the NZDF as a challenge. Most people spoke about experiencing a higher cost of living. In particular, people found the higher cost of accommodation, lack of health and

dental care, higher cost of food, and paying for things like uniform, internet, and power to be financially challenging. In addition, many people reported earning less than they were in the military which made meeting these costs even more challenging.

These higher costs were often unexpected and many mentioned they had not done any financial planning before leaving. Many wished they had made better plans with their money and had done their homework on the cost of living before they got out.

Although every service persons life after defence will be different, these interviews suggest that many people who leave defence after deployment will face financial challenges.

### Challenges

- Higher cost of living without NZDF benefits such as:
  - Medical
  - Dental
  - Meals in the mess
  - Uniform
  - MIBP (insurance)
- Potentially lower wages

### Considerations

- Do I have a financial plan?
- Do I have a financial safety net?
- Have I got a job lined up?
- How will I cover medical and dental care?
- Do I have any debts owing?
- Do I have insurance?

### Tips

- Talk to people about the financial aspects of leaving
- Try to pay off any debts (HP's, Loans etc.)
- Create a financial plan and learn to budget
- Save for a financial safety net
- If you have superannuation or savings from your deployment use them wisely
- Don't be complacent about the fact you have savings—it runs out quickly
- Don't live pay-to-pay

### 3. Changing Relationships

The profession of arms is unique in that it builds extremely strong bonds between people—especially during deployment. It's not surprising then that research shows individuals who leave the military often experience a loss of friends and report the camaraderie of the military as one of the main things they miss about the services. This is even more the case following deployment when people may feel disconnected from their home lives, and then disconnected from their deployment mates if they leave the military.

To understand how peoples relationships change when they leave the NZDF we spoke with a number of service personnel who had left soon after deployment.

Typically people experienced both positive and negative changes in their relationships after leaving the NZDF. On the one hand people talked about losing friends and networks because it was hard to keep in

touch due to postings and not seeing people at work every day. On the other hand, people talked about improvements in their family relationships because they now had more time for their families and spent less time away.

Although all service people are different, these interviews suggest that many people who leave defence after deployment experience changes in their close relationships.



#### Challenges

- Keeping up military friendships
- Maintaining your military networks
- Feeling isolated or disconnected
- Losing feelings of comradeship
- Practical barriers to keeping in touch like postings and not seeing people everyday

#### Considerations

- Do I have the support of my family?
- Do I have the support of my friends?
- Have I got a plan to keep in touch with my NZDF mates?
- Have I got mates outside of the NZDF? If I don't do I know where to meet some?

#### Tips

- Make sure you have the support of family and friends
- Make plans to catch up with people before you leave
- Make sure you know what changes to expect
- Think about joining the reserves so you have connections to civilians who are military minded
- Keep in touch with your mates and networks (e.g. using social media)
- Join clubs, sports teams, and community groups to stay social
- Don't let go of the relationships you've built

## 4. Navigating Identity

When people join the military there is a shift in the way they see themselves—a shift in their identity. Whichever uniform they wear often becomes part of who they are. It's not surprising then that research shows peoples identities change significantly when they return to the civilian world. For some individuals these changes occur seamlessly while for others, changes in identity can be a source of stress. To understand how peoples identities change when they leave the NZDF we spoke with a number of service personnel who had left soon after deployment.

Generally speaking, people's identities changed after leaving the NZDF and the ways in which their identities changed varied a lot. For some people there was

a shift in identity which meant they felt they were no longer part of the military culture and didn't fit in anymore. For others, their military identity was strong and long lasting and these people found themselves holding on to parts of their past selves. In contrast, other people felt they had completely lost their identity and had 'gone from somebody to nobody'. For others still, leaving defence was seen as an opportunity to completely redefine who they were.

While every service person's life after defence will be different, these interviews suggest that many people who leave defence after deployment experience changes in their identity and that the way they experience these changes varies a lot.

### Challenges

- Feeling you don't fit in anymore
- Figuring out what parts of the military to hold on to
- Figuring out what parts of the military to let go of
- Losing rank and responsibility
- Feeling stuck between civilian and military worlds
- Finding something new to base your life around

### Considerations

- Have I thought about how my identity will change?
- Have I thought about what losing rank and responsibility will be like?
- Do I have something else to base my identity or life around?
- Have I thought about the kind of person I want to become?
- If I want to hang on to aspects of the military how will I do that?

### Tips

- Know that your identity will change when you leave
- Talk to people that have experienced this change
- Be open and adaptable
- Have a positive mind-set
- Find something else meaningful to go to
- Think about the Reserves if you don't want to let go completely
- Don't force who you were on people; become who you are

## 5. Interacting with Others

When we join the military we also join the military culture. This culture sets out for us a number of unwritten rules, standards, and expectations for our behaviour. With time in the military, these rules, standards, and expectations become second nature. It's not surprising then that when people leave the military they can have difficulty in understanding and interacting with people who do not hold these same values. Research suggests that people that leave the military are often surprised by the lower work-ethic, different motivations, and different standards of behaviour shown by civilians—especially in the work place.

To understand how people experience these differences when they leave the NZDF we spoke with a number of service personnel who had left soon after deployment.

Generally speaking, people noticed a number of differences between themselves and civilians. Many talked

about noticing people in the civilian world to have a different work ethic and that in the workplace this had been difficult to manage. In addition, many mentioned being surprised at the motivations of people around them, mentioning that people were out for themselves rather than the team. People also said that they found other people to be much more sensitive and that they weren't able to talk to these people in the same way they could talk to other military people. Lastly, people also mentioned that civilians had a lot of different attitudes and beliefs which at times were surprising and often took time to learn and understand.

Although every service person's life after defence will be different, these interviews suggest that many people who leave defence after deployment notice differences between themselves and civilians and often have to adopt strategies to manage these differences.

### Challenges

- Not being bothered by people with a lower work ethic
- Understanding the different motives people have
- Knowing people can be sensitive and adjusting the way you interact with them e.g. being more politically correct
- Figuring out and understanding the different attitudes, beliefs and ethos people have
- Getting used to diversity

### Considerations

- Have I thought about how I might need to change the way I interact with others after defence?
- Do I have the skills to deal with conflict in the civilian workplace?
- Do I know what's acceptable outside of defence?
- Am I open to different beliefs, attitudes, and opinions?

## Tips

- Talk to people who've gotten out and ask them for advice e.g. what's appropriate in the workplace?
- Take the time to orient yourself to the environment
- Be willing to adjust your behaviour as needed
- Be flexible and open minded to differences in opinion
- Be self-aware
- Take the time to find out whether people are open to banter before launching in

### Additional Resources:

#### GENERAL

[www.militaryonesource.mil.nz/](http://www.militaryonesource.mil.nz/)

#### NZDF RESOURCE

A guide to transitioning from military to civilian life – [www.pewsocialtrends.org/2011/12/08/the-difficult-transition-from-military-to-civilian-life/](http://www.pewsocialtrends.org/2011/12/08/the-difficult-transition-from-military-to-civilian-life/)

#### EMPLOYMENT

Assess your skills – [knowyourskills.careers.govt.nz/](http://knowyourskills.careers.govt.nz/)

Build your CV – [www.careers.govt.nz/tools/cv-builder/](http://www.careers.govt.nz/tools/cv-builder/)

Match your skills to careers – [www.careers.govt.nz/tools/skill-matcher/](http://www.careers.govt.nz/tools/skill-matcher/)

#### FINANCE

[www.sorted.org.nz/](http://www.sorted.org.nz/)  
[www.smartaboutmoney.org/](http://www.smartaboutmoney.org/)

SMARTPHONE APPS: My Budget Book, Expense IQ

## Veterans' Affairs New Zealand



### [www.veteransaffairs.mil.nz](http://www.veteransaffairs.mil.nz)

Veterans' Affairs proudly serves and supports New Zealand veterans and their families.

### WHO IS A VETERAN?

Our veterans are aged from 19 to more than a hundred years and include currently serving personnel and those in civilian life. If you have been on an operational deployment recognised as a war and emergency by the Minister of Veterans' Affairs, then you are now a New Zealand Veteran. This deployment may entitle you to veteran's entitlements.

For more information on Veterans Affairs see the *Returning Home from Deployment* book or visit our website – [www.veteransaffairs.mil.nz](http://www.veteransaffairs.mil.nz)



# **WHAKAMANA** **EMPOWERMENT**

# WHAKAMANA | EMPOWERMENT

**T**his section is designed to provide you with a range of tools, tips, advice and skills that you may want to use following deployment. They have been picked specifically to address topics discussed in the previous section. Everyone can use these tools and most can be applied to many varying situations.

Being empowered to take action yourself in the face of challenges is important, and this section is aimed to provide you with:

- Self-control – ability to manage behaviour, emotions, adaptation
- Human dignity – sense of integrity, self worth, secure identity, wider connections
- Knowledge – sufficiently well informed to understand risks and pathways to wellbeing

We have put together information in this section you can use during the post deployment transition phase. Below is a brief reference guide to the section, and over the page a more in depth outline of the skills covered in this section

## **89 Overview of Resiliency Based Skills**

- Understanding Mental Health
- Building Spiritual Resilience Following Deployment
- Systematic Decision Making Model

## **94 A Physical Approach to Stress Management**

- Sleep

## **96 Family and Relationship Negotiation**

- Communication, Rebuilding Intimacy, Reconnecting with Children

# OVERVIEW OF RESILIENCY BASED SKILLS

Skill Set	Overview
<b>NZDF Resilience Skills</b>	Tools which allow you to bounce back from set-backs and thrive in challenging circumstances
<b>Goal Setting</b>	A realistic approach to achieving your goals (SMART Goals)
<b>Systematic Decision Making Model</b>	A tool that helps you make well-thought through decisions
<b>Stress Management</b>	Tools and tips to manage stress effectively
<b>Support Following Traumatic Events</b>	Information and tips on readjusting following traumatic events, as well as information on PTSD
<b>Family and Relationship Negotiation</b>	Information and tips on aspects of reintegration, including intimacy, communication and reconnecting with children

These skills are extremely useful during the post-deployment transition but are also useful in many other aspects of your life. The most common stages of the PDTM where each skill set may be useful is shown in the table below, along with what each skill set can be used for.

Skill Set	Used for...	PDTM Stages
<b>NZDF Resilience Skills</b>	<ul style="list-style-type: none"> <li>Physical stress</li> <li>Inducing a relaxation response</li> <li>Nervousness</li> <li>Moving to a positive mental state</li> <li>Exercise control over your thoughts</li> <li>Cope with setbacks</li> <li>Thinking optimistically</li> <li>Physical health</li> </ul>	All Stages
<b>Goal Setting</b>	<ul style="list-style-type: none"> <li>Achieving goals using the SMART Goal Framework</li> </ul>	Anti-Climax / Restlessness Future Focus
<b>Systematic Decision Making Model</b>	<ul style="list-style-type: none"> <li>Logically thinking through decisions</li> </ul>	Anti-Climax / Restlessness Decision Making
<b>Stress Management</b>	<ul style="list-style-type: none"> <li>Dealing with stressful events</li> <li>Reducing everyday stress</li> </ul>	All stages
<b>Support Following Traumatic Events</b>	<ul style="list-style-type: none"> <li>Dealing with and recovering from traumatic events during the deployment</li> </ul>	All stages
<b>Family and Relationship Negotiation</b>	<ul style="list-style-type: none"> <li>Information for partners</li> </ul>	All stages

# Resiliency Skills

Resilience is the ability to bounce back from adversity and coping with life and what it throws at you on a day to day basis as well. The more resilient you are, the better you cope with life in general, not just the stressful or difficult parts of it.

Resilience has several components to it; including the aspects covered in the Te Whare Tapu Wha model in part one of this book. The resilience skills covered here mostly relate to mental health; and are tactical breathing, flexible thinking and optimism. All of these tools have a sense of mindfulness to them. Mindfulness is about being consciously aware of your surroundings and experiences, and being able to connect to them. It's about being able to focus your attention on emotions, thoughts and sensations, and turn them into neutral or positive experiences for you, which can then benefit your mental health.

Resilience skills taught by the NZDF aim to build resilience and self-reliance in individuals. They also provide the skills for leaders to support this development, creating enhanced effectiveness for the NZDF. Self-reliance is developed through hardiness and mastery. Leader support is developed through coaching and command resilience.

Resilience not only helps with mental health, but also affects performance. If you can get the head game right, your performance will improve, and you will not only enjoy your role more, but get more satisfaction from it.

Resilience skills are important during and after deployment as they are skills you can use to help get through difficult situations.

These skills can be used in all aspects of the deployment, and by all those who are affected by the deployment.

## ***Why is resilience important post deployment?***

*The transition back to NZ can involve many set-backs and challenging situations. Building resilience within yourself will allow you to bounce back from these set-backs, and thrive in these difficult situations, making the transition back to NZ smoother and easier.*

# Understanding Mental Health

The mental health continuum shows how people can move forwards and backwards, from healthy to ill. Seeking help is part of being strong and resilient as it gives you the tools to bounce back. The earlier you get assistance, the easier it is to get back to operating in

the healthy green zone. The further you are to the right of the scale, the more specialised assistance you will need. People can behave different in each area, but here is a list that shows the most common reactions.



Normal Functioning	Common & Reversible Distress	Severe & Persistent Functional Impairment	Clinical disorder; Severe functional impairment
<ul style="list-style-type: none"> <li>• Normal mood fluctuations</li> <li>• Calm</li> <li>• Good sense of humour</li> <li>• Performing well</li> <li>• In control mentally</li> <li>• Normal sleep patterns</li> <li>• Few sleeping difficulties</li> <li>• Physically well</li> <li>• Good energy level</li> <li>• Physically and socially active</li> <li>• No/limited alcohol use/gambling</li> </ul>	<ul style="list-style-type: none"> <li>• Irritable/impatient</li> <li>• Nervous</li> <li>• Sadness/overwhelmed</li> <li>• Displaced sarcasm</li> <li>• Procrastination</li> <li>• Forgetfulness</li> <li>• Trouble sleeping</li> <li>• Intrusive thoughts</li> <li>• Nightmares</li> <li>• Muscle tension</li> <li>• Headaches</li> <li>• Low energy</li> <li>• Decreased activity/socialising</li> <li>• Regular but controlled alcohol use/gambling</li> </ul>	<ul style="list-style-type: none"> <li>• Anger</li> <li>• Anxiety</li> <li>• Pervasively sad/hopelessness</li> <li>• Negative attitude</li> <li>• Poor performance or workaholic</li> <li>• Poor concentration/decisions</li> <li>• Restless disturbed sleep</li> <li>• Recurrent images/nightmares</li> <li>• Increased aches and pains</li> <li>• Increased fatigue</li> <li>• Avoidance/withdrawal</li> <li>• Increased use of alcohol/gambling – hard to control</li> </ul>	<ul style="list-style-type: none"> <li>• Angry outbursts/aggression</li> <li>• Excessive anxiety/panic attacks</li> <li>• Depressed suicidal thoughts</li> <li>• Overt insubordination</li> <li>• Can't perform duties, control behaviour or concentrate</li> <li>• Can't fall asleep or stay asleep</li> <li>• Sleeping too much or too little</li> <li>• Physical illnesses</li> <li>• Constant fatigue</li> <li>• Not going out or answering the phone</li> <li>• Frequent alcohol or gambling use – inability to control with severe consequences</li> </ul>

Source: Canadian Forces – Mental Health Continuum

# Building Spiritual Resilience Following Deployment

Our spiritual and / or religious beliefs and practices can be an excellent source of strength and support following deployment. Building your spiritual resilience can provide an opportunity for you to sustain a sense of self-being and purpose through beliefs, principles and values.

Being spiritually resilient does not mean that you have to go to church every day, or adhere strictly to a given denomination, but rather be in touch with your values, self, beliefs and core principles. Some US studies have found that soldiers draw on spiritual resources in difficult times with beneficial results, as it plays a role in boosting health and wellbeing. Returning from deployment can result in spiritual struggles – questions, conflicts and tensions at the core of ones being. While it is not problematic, it can also result in great personal growth.

The US Army Fitness programme includes a spiritual dimension as a fundamental pillar of building resilience. They believe that an individual's spiritual core forms the foundation of the human spirit and comprises of purpose and meaning of life, vision of the future, authenticity and potential, as well as truths about the world. To fully understand and build spiritual resilience, there are five important factors:

**Self-awareness:** In order to build self-awareness, this involves reflection and introspection in order to gain insights into questions about identity, purpose and meaning. Self-awareness also shapes and develops the core self and an appreciation of how beliefs and values shape and influence behaviour.

**Sense of Agency:** This refers to a responsibility to the commitment by an individual to maintain a life journey of development of spirit. This means accepting shortcomings and imperfections and taking responsibility for their lives and actions.

**Self-regulation:** This involves the ability to understand and control ones actions, emotions and thoughts. It involves understanding how these patterns influence perceptions and behaviours, and with this understanding, allows individuals to act and think more freely.

**Self-motivation:** This is the acknowledgement that through the journey, individuals will realise their aspirations and can help us pursue our goals on this journey in the face of adversity. This also gives us the courage to behave in a moral and ethical manner.

**Social Awareness:** This acknowledges the importance of relationships of those around you and how using others can help shape values, beliefs and purpose.



# Systematic Decision Making Model

The Systematic Decision Making Model (SDMM) is a great tool to use when you want to ensure the decision you make is the best one possible. This is especially important in times such as the post-deployment transition where there may be other variables influencing your thought processes. It is simple and easy to use, and allows you to consider the pros and cons of multiple options, ensuring your decision is well thought through.

Below is a table which briefly describes each step of the model, and provides an example. For the full version of the SDMM, refer to 'A Guide for Personnel Considering an Unaccompanied Posting' which is available from NZDF psychologists.

You can also find a very similar model at [www.mindtools.com/pages/article/newTED\\_00.htm](http://www.mindtools.com/pages/article/newTED_00.htm)

Steps	What is it?	Example
<b>Understand your decision</b>	Understand exactly what the decision is that has to be made.	<i>"Do I want to move off base and buy a house?"</i>
<b>List all alternatives</b>	Consider all possible alternatives, even if you don't think they will be highly favoured. Aim for at least three alternatives.	<i>"Option A - Live in barracks, Option B - Live in NZDF housing, Option C - Buy own house, Option D - Rent off base"</i>
<b>Gather information and consider all alternatives</b>	Try to gather information from as many people as possible e.g. those who have been on deployments before. Come up with at least three pros and three cons for each option.	<i>"Option A - Live in barracks. Pros: cheap accommodation, close to work. Cons: all my friends have moved out, it would be nice to have my own space e.g. kitchen."</i>
<b>Evaluate and discuss</b>	Openly discuss the alternatives with anyone who is affected by the decision. Decide which factors are the most important, and develop plans to address the potential difficulties of each alternative.	<i>"Option A would be good because it is a cheap accommodation option, however all of my friends have moved out and there isn't much social activity there now, but I can always make an effort to see them on the weekend."</i>
<b>Decide most desirable alternative</b>	Openly discuss each of the alternatives and review the notes recorded at each step. Using this information, decide on the most desirable option.	<i>"Option A - I can save money by living close to work and in cheap accommodation, and even though my friends do not live there anymore, I can make an effort to see them in the weekend."</i>
<b>Plan a review</b>	Plan a time to re-evaluate the decision. This is because as time goes on, circumstances may change, or more information may come into light.	<i>"I will re-evaluate this decision in six months time."</i>

## Quick Reference Guide

**WHEN:**

*When you are thinking of making a big decision, especially during the decision making stage of the PDTM*

**WHAT:**

*A tool that will help you make a well thought through decision*

**COMMON REACTIONS:**

*Gain a greater sense of control from being confident about the decision*

# Sleep

Sleep is necessary to sustain good health and well-being. It provides the mind and body with the opportunity to restore balance and repair itself.

Good sleep can be hard to come by and it is well known that sleep deprivation has a cumulative effect: in addition to having a negative effect on quality of life, it is also associated with a range of physical and mental health problems with potentially severe consequences for the individual.

Remember it is very common to have difficulty sleeping for the first few nights of a deployment as you set your new routine. Relaxation exercises, breathing exercises and planning a routine will all help.

## HOW DOES SLEEP DEPRIVATION AFFECT YOU?

Sleep deprivation is associated with:

- More susceptibility to illness
- Increased risk of accidents
- Mood swings and irritability
- Concentration problems, impaired judgement, difficulty making decisions
- Reduced ability to deal with stress
- Increased risk of general health concerns such as heart disease, diabetes, increased blood pressure
- Apathy, low energy, fatigue

## THERE ARE A NUMBER OF COMMON CAUSES OF SLEEP PROBLEMS

These include eating before sleeping, being emotionally upset, having a bedroom environment not conducive to good sleep patterns, exercising too close to bed time, snoring, taking some medications, chronic pain, stimulants including caffeine, poor sleep/bedroom habits, and drinking alcohol.



## TIPS TO MAINTAIN GOOD SLEEP:

- **Exercise.** Make sure that you get some form of exercise during the day, but avoid exercising too soon before going to bed.
- **Fresh air.** Get as much fresh air as possible during the day.
- **Diet.** Avoid a heavy evening meal, particularly foods high in fibre and fats.
- **Drinks.** Avoid excess alcohol and caffeine at night. Instead, make yourself a soothing bedtime drink.
- **Naps.** Avoid taking naps during the day or evening.
- **Bed.** Make your bed as comfortable as possible. Make sure it is warm enough in cool climates and cool enough in hot climates. Pure cotton sleeping bag sheets are excellent and are all that is required in hot climates. Keep your bed, as much as possible, as your sleeping place. Don't take work to bed with you or write letters in bed. Forcing yourself to stay alert while lying on your bed reinforces bad sleeping habits.
- **Bedtime.** Don't go to bed until you feel sleepy.

- **Routine.** Set up a routine that will condition you to go to sleep. For example, have a warm drink, clean your teeth, then read a few pages of an un-taxing book. If possible, go to bed at the same time each night and get up at the same time each day.
- **Pen and Paper.** Have a pen and paper beside your bed so that you can write down those things which come into your mind that you “must not forget” so they don’t keep you awake.
- **Get up.** If your mind is racing or if you are worrying over and over about something, don’t stay in bed. Get up and do something like making yourself a warm drink. Stay up until you feel drowsy. Sleep comes in cycles of about two hours so you will feel sleepy again before long. Then go back to bed.
- **Paradoxical Intention.** Worry about lack of sleep produces more symptoms than the sleep loss itself and also makes it more unlikely that you will be able to sleep. Making yourself try to stay awake for 40 minutes, when you are having difficulty sleeping, will probably mean that you fall asleep long before that.
- **Avoid** alcohol, caffeine, and heavy, spicy, or sugary foods 4 – 6 hours before bedtime
- **Plan for Sleep.** Imagine your presleep environment and plan what you will do in this situation (IF this is situation X THEN I will do behaviour Y). This ‘implementation intention’ can help you do what you need to sleep well! (Loft & Cameron, 2013).



*Sleep helps your brain work properly, it improves learning, your ability to make decisions, concentrate and regulate mood. Healthy sleep behaviour will enable your brain to repair itself so you can stay on top of your game.”*

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#### **Additional Resources:**

##### *Further Reading*

- Caldwell, J., Caldwell, J., & Schmidt, R. (2008). Alertness management strategies for operational contexts. *Sleep Medicine Reviews*, 12, 257-273.
- Loft, M.H., & Cameron, L.D. (2014). The importance of sleep: Relationships between sleep quality and work demands, the prioritization of sleep and pre-sleep arousal in day-time employees. *Work and Stress*. 28(3), 289-304
- Loft, M.H., & Cameron, L.D. (2013). Using mental imagery to Deliver Self-regulation techniques to improve sleep behaviors. *Annals of Behavioral Medicine*. 46(3), 260-272.
- Miller, N., Shattuck, L., & Matasangas, P. (2011). Sleep and fatigue issues in continuous operations: A survey of U.S Army officers. *Behavioral Sleep Medicine*, 9(1), 53-65. TED TALKS on Sleep:
- Russell Foster: [http://www.ted.com/talks/russell\\_foster\\_why\\_do\\_we\\_sleep](http://www.ted.com/talks/russell_foster_why_do_we_sleep)
- Jeff Illiff: [http://www.ted.com/talks/jeff\\_illiff\\_one\\_more\\_reason-to\\_get\\_a\\_good\\_night\\_s\\_sleep](http://www.ted.com/talks/jeff_illiff_one_more_reason-to_get_a_good_night_s_sleep)

##### *Smartphone Apps:*

*Fitocracy, Gym PocketGuide, iMuscle, LifeSum, Map-MyFitness, MapMyRun, MiCoach, MyFitnesspal, Pocket Yoga, T2 Mood Tracker, iChill, Stress Check, Eliminate Stress, BeMindful Stress Buster, Provider Resilience, Crew Rest – (free) supported by Google Play and IOS, Crew*

*Alert - IOS platform, Aviation Fatigue Meter – contains three apps that provide different fatigue snapshots. Runs on most internet browsers, Manage My Fatigue*

# FAMILY AND RELATIONSHIP NEGOTIATION

It is important to remember that the transition back to life in NZ is hard for both partners, even though one may have stayed in a similar environment, and the other deployed overseas. Both partners will have faced different difficulties during the deployment, and there may be differences during the post-deployment transition also.

Both partners would have changed; some may have become more independent, and no longer use to sharing responsibilities, others may be more reliant on family members and friends. Due to these differences, it is extremely important to communicate to one another, and explain your wants and needs. Communication can help make family and relationship negotiation easier, as it helps to maintain family unity. If you have children, it is also important for them to maintain communication with their deployed parent as it will reduce the impact the deployment will have on them. Once the deployed partner has returned they should slowly be incorporated into the routines that have been established whilst they have been away, as this will help with the transition.

Research has found that the more deployments that occur, or the more

separations experienced, the easier the reintegration can be. This is due to an increase in adaptation and tolerance to change. Research has also found that it is common that deployments can improve a couple's relationship, and increase appreciation of family and life in general. However, if your family circumstances have changed, like the introduction of a child or a new posting location, even if it is your third or fourth deployment, some things may pop up or be harder to cope with than previous times you may have been through a deployment.

It's totally normal to experience tension in your relationships, and some of you may have a number of difficulties reintegrating as a family unit. Rest assure, lots of our NZDF personnel and their families go through this, it unfortunately is all part of the process reintegrating after a period of absence.

This section aims to provide you some targeted tips and advice you may find useful from our NZDF personnel and partners around the key friction points of the PDTM we presented in the last section. It details changes that may occur in service personnel and partners, and offers information on intimacy.

## Quick Reference Guide

### WHEN:

*Through all stages of reintegration*

### WHAT:

*Information and tips on aspects of reintegration, including changes in both partners, and intimacy*

### COMMON REACTIONS:

*It can be hard, and it may take a while, but you always get there in the end*

Things to do	Why?
<p><b>Plan on some quality time together by yourselves shortly after the return</b></p>	<ul style="list-style-type: none"> <li>• It is important to re-establish yourselves as a couple and to re-establish your relationship. You can either do this before or after meeting other obligations.</li> </ul>
<p><b>Communicate your expectations, wants, and needs with regards to the reunion, post-deployment leave etc.</b></p>	<ul style="list-style-type: none"> <li>• Different expectations can cause difficulty later on when only one of you, or neither of you, are finding that your expectations are being met. Perhaps your hopes and expectations may be overly romantic and you may expect everything to be perfect from the outset. Talk about your expectations now, before the actual reunion begins.</li> <li>• Allow the returned service person some time by themselves if needed. Again, communication is the key – both of you need to let each other know what you want and why.</li> </ul>
<p><b>Meet your partner on neutral ground (e.g. on holiday together away from home) at the end of a deployment</b></p>	<ul style="list-style-type: none"> <li>• This way, no one is encroaching upon the others routine or has the chance to feel like a stranger. It also allows you to work on your relationship without other pressures, and to share something new together. Finally, it gives the partner who stayed at home, a chance to travel and to experience something s/he may not have had the chance to experience had it not been for the deployment.</li> <li>• Try to ensure no other service personnel are holidaying with you. Having others around at a time when you are trying to re establish your relationship can distract your energy and attention away from each other.</li> </ul>
<p><b>Expect that there may be some changes in your partner</b></p>	<ul style="list-style-type: none"> <li>• For service personnel: Coping with separation can make some people more independent however, others become more dependent on your support (at least in the short term). Try to get a feel for what things are important in your partner's life now, before you return home. Put those last letters, phone calls and e-mails to good use.</li> <li>• For partners: Many people change in some way if they have been on an operational deployment, however there are others who do not. If there are changes, some of these (for example being quick to anger, not talking as much) can make them difficult to live with. However, most of these changes tend to be short term.</li> <li>• For both: You may have different social needs. One partner may want to go out a lot (they may not have had much of a social life during the deployment or they may be used to a more active social life than you) or vice versa. Discuss these differences and any other differences and agree on how to deal with them.</li> </ul>
<p><b>Remember, it will take time to get used to living with each other again</b></p>	<ul style="list-style-type: none"> <li>• For some people getting used to each other may be like starting again. Even seemingly minor things (a common one is sharing a bed) can feel quite different and can be annoying. You may have differing needs (physical/emotional) and different expectations, and you may feel uncomfortable in a sexual relationship.</li> <li>• It is common to feel as if you don't have enough space. This can be a strange feeling: you want to be together, but also want your own space the space that you have been used to throughout the separation.</li> <li>• Resist handing the partner who has returned a list of things that need doing around the house as soon as they arrive home, as they need time to adjust first.</li> </ul>
<p><b>Reduce insensitive statements</b></p>	<ul style="list-style-type: none"> <li>• It is common for partners to argue a lot during the transition. By reducing insensitive statements, you prevent hurting and angering each other. Even though you may disagree on things, just remember to look at the positive side as it will make the transition much easier.</li> </ul>

Things to do	Why?
<b>Share your feelings freely</b>	<ul style="list-style-type: none"> <li>You do not have to try to be 'nice' to each other if this means repressing your true feelings. It is essential that you are able to openly and honestly express how you feel, including the things that annoy or hurt you.</li> </ul>
<b>Show each other your diary (if you have kept one)</b>	<ul style="list-style-type: none"> <li>This helps each of you 'catch up' on what happened during the separation, what you did, how you felt, and perhaps most importantly, it can help each other understand what may be affecting present behaviour. If you didn't keep a diary, go through some of the letters you sent each other.</li> </ul>
<b>Work through any major family events that occurred during the deployment</b>	<ul style="list-style-type: none"> <li>Find out how your partner feels about it now and what it was like for them at the time. This will bring you both closer by being able to share your thoughts and feelings about these events.</li> </ul>
<b>Re-establish relationship and roles</b>	<ul style="list-style-type: none"> <li>It is important to discuss roles and responsibilities, and make sure that the partner returning to NZ feels like they belong back in the family, and has a valuable part to play. Go slowly and gently when re establishing roles within the family.</li> <li>Without even noticing, routines will tend to slowly change again, and the partner returning will be a part of these new routines. It just takes time.</li> </ul>
<b>Don't expect to give up everything just because you are back together</b>	<ul style="list-style-type: none"> <li>Be aware that the friends made and activities you both have become involved in are important. Don't give these up just because you are both back together.</li> </ul>
<b>Try to find out what the separation was like from both sides</b>	<ul style="list-style-type: none"> <li>For service personnel: A common cry is "they (service personnel) just don't understand what we went through". One thing that is often the case is that the deployment goes much more slowly for the partner at home than for the deployed partner.</li> <li>For partners: Your partner will most likely want to tell you about their deployment, and what the separation was like from their side. It is important to be supportive and try to understand what it was like for them.</li> </ul>
<b>For partners: Continue to pursue your interests and other activities</b>	<ul style="list-style-type: none"> <li>You are aiming for a lifestyle that you can keep as similar as possible whether or not your partner is at home, but don't take this to extremes - spend some time together. Continue to do all those things that were important to you during the separations. Having these things in place will not only prevent you from resenting that your partner is back, but will mean that it is more likely you will cope more easily with future separations.</li> </ul>

**Additional Resources:**

Information on Stepfamilies - [www.stepfamilies.info/](http://www.stepfamilies.info/)

Looking at intimacy differently post-deployment: Where is the love? -

[www.northwestmilitary.com/news/focus/2011/12/Looking-at-intimacy-differently-post-deployment/](http://www.northwestmilitary.com/news/focus/2011/12/Looking-at-intimacy-differently-post-deployment/)

# Communication

Communication is the exchange of information, so includes both talking and listening. A good level of communication is essential for a smooth transition home. It allows you to talk about expectations, wants and needs, so you can then help each other through the transition.

Better communication begins with both partners making the effort to improve. The following is a list of tips that you can use to enhance your communication skills:

- Listen effectively by staying focused on the person talking, allowing them to finish what they want to say, and not being judgmental.
- Understand what the other person is trying to say before you respond. Too often we are thinking about what we are going to say next, instead of listening to the person speaking.
- Be open and honest.
- Keep the discussion on topic.
- Don't just listen to what they are saying, also look at their body language. Some examples include folded arms which could mean they are feeling defensive; lack of eye contact which could mean they are either not interested, or are finding it difficult to talk about; if they are speaking loudly it could be a sign that they are very emotionally involved, or feel like they are not being heard

or understood; and if they are turned away it could be a sign of disinterest, or that they feel closed off.

- Use humour when appropriate. This lightens the mood and makes what you are saying more receivable.
- Try not to have important discussions when you are feeling stressed or overwhelmed.
- Understand what your partner is finding challenging and empathise with them.

Important topics to talk about when you are back together – or even better, prior to coming home – include:

- How the household routines work.
- Any big changes in the household / family.
- Things you might be worried or anxious about.
- Renegotiating roles.
- How to make decisions as a couple again.
- Expectations and whether they are appropriate or not.

## Quick Reference Guide

### WHEN:

*Throughout all stages of the Post Deployment Transition Model*

### WHAT:

*Information on how to effectively communicate*

### COMMON REACTIONS:

*Makes the transition much easier if you communicate openly and honestly*

# Rebuilding Intimacy

Intimacy in the relationship can be a difficult conversation, but it is really important to think about it, and if you can, communicate your thoughts and any concerns with your partner. It can be natural for couples to want to jump straight under the sheets following a 6 month absence, but also on the other side, there will be a number of couples that might find this a little slower paced. It is also totally normal and quite common to slowly rebuild intimacy, whether it's through a few first dates, just being close to each other again, or getting there slower.

Being intimate involves not only physically being connected, but also being emotionally connected, so you may want to start building that communication early about reconnecting or doing something special together, especially if you have children at home. Try to understand how each of you feels about your sexual relationship before trying to 'make it happen'. It is often (although not always) the case that, after separations, women like to spend time getting close to their partner again, then renew a sexual relationship. Men tend to be keen to re establish the physical sexual relationship as soon as possible. In either event there can be a feeling of pressure to perform – “We must have



sex as we haven't had the chance for so long” or “If I don't have sex s/he will think I don't want them any more”.

Whatever the case, communicate. In addition, there can be confusing new emotions initially around self-esteem and worrying whether he/she still finds me attractive. The key is communicating and slowing down to rebuild that intimacy again and remember, practice makes perfect – give it time!

## Tips

- Try to connect mentally – remember things are probably not exactly the same as where you left off
- Establish good communication and trust
- Do special things – dinner, hug, kiss
- Have patience, reassurance and respect
- Don't expect too much the first time

## Possible Roadblocks

- Not talking honestly
- Going too fast or too slow
- Children in the house / interruptions
- Visitors / friends / relatives
- Excess alcohol use
- No 'courtship' (romantic talk, foreplay, afterplay)
- Fatigue

# Reconnecting With Children

Reintegrating with children can be difficult. There may be that picture of having your children run up to you in the airport, swirling around hugging and kissing, and whilst that may happen for some, sometimes it can be the opposite, clinging on to the legs of mum or dad, being shy, confused, and be a bit stand-offish too. Parents within NZDF who have deployed before have emphasised the importance of routine when the deployed parent returns home. This will allow parents to reconnect as well as re-establish places in the family especially for teenagers. It is

common for children to test boundaries with parenting and it is important that you provide a united front and keep rules consistent. Parents also report that spending time with each child independently is also important post-deployment so that bonds can reform, and also allows some time off for the at home parent! Children often read our emotional cues and are quick to sense tension. Try to make the environment as positive as possible at home post-deployment.

Here are some more tips from the NZDF Children and Deployment resource book:

## On Keeping Routine:

- Routines shouldn't change when parent comes home, keep children stable
- Tell deployed parent any changes in routine or kids likes so they can prepare
- Be consistent with parenting
- Re-establish responsibilities with teens
- Ensure that discipline of children maintains the same

## On Being Connected:

- Normal for kids to be stand-offish at first, then "stick like a leech" after that
- Do something special with each child on return and with family as a whole
- Re-establish bond with children but don't let parent at home be the 'ogre,' also bond again as a family unit.
- Boys will need the physical tumble play

## On Reintegrating:

- Encourage children to express emotions positively and create an open and honest environment to do this in
- Kids will pick up on tension between parents and will draw their own ideas
- Discuss openly feelings children had during deployment
- Talk as a family about expectations and feelings of the family at reunion



In general, deployments can make you feel stronger as a couple and feel that you have more of a partnership, with less expectation of only one partner taking a support role. There is less expectation to have things stop and/or change when the service person is home again, and there is generally a lot more 'honest' communication. You may find that old problems resurface. This often happens in times of stress and is a sign that you need to resolve them. Be aware that for most people, the experience of deployment almost disappears into obscurity, and that

in time, they can hardly believe it even happened.

If you are finding it difficult to communicate with each other over the longer term, seek help. The follow up debrief is one place to start but there are also civilian organisations and professionals who work with people in relationships every day. For example, Relationship Services - Whaka Whanaungatanga. NZDF Psychologists, medical staff or chaplains can help organise any support you might need or want.

# **ADDITIONAL RESOURCES**

## **ADDITIONAL RESOURCES**

**T**his section is designed to provide you with additional resources for the post-deployment transition. The majority of these resources have been listed throughout the book, but are also here for easy reference.

Resources have been placed into three categories:

- NZDF Resources
- Websites
- Free Downloadable Phone Apps
- Books / E-Books

## NZDF RESOURCES



**Kid Gloves: A Guide for Dealing with Children's Reactions to Deployment (Booklet and CD)**

**My Goodbye Book: A Booklet about Military Separation for Children Aged from Three through Five**

**Goodbyes are Hard: A Booklet about Military Separations for Six through Eight Year Olds**

**"I Can Do That": A Booklet about Military Separation for Young People Aged Nine through Twelve**

**Going the Distance: Information for Teenagers Experiencing a NZDF Separation ADF BOOKLETS**

**Tips for Coming Home, by Lt Col J.W. Kelley, Dec 91; a section in the Australian Army Psychology Corps Stress Management Guide.**

**Staying at the Top of Your Game: A Guide for Maintaining Health for the Defence Community**

**Preparing for Deployment – I Mua I Te Wehenga**

**Building and Maintaining Positive Mental Health: A Guide for New Zealand Defence Force Leaders**

**A Guide to Transitioning from Military to Civilian Life**  
- <http://health.nzdf.mil.nz/mind/about-mental-health/>

## WEBSITES

### General

**General Information from NZ** - [force4families.mil.nz](http://force4families.mil.nz)

**General Information** - [www.militaryonesource.mil/](http://www.militaryonesource.mil/)

**After deployment: Wellness resources for the military community**  
- [afterdeployment.dcoe.mil/](http://afterdeployment.dcoe.mil/)

**Emotional Cycle of Deployment** - [www.royalnavy.mod.uk/welfare/deployment/the-deployment-cycle/](http://www.royalnavy.mod.uk/welfare/deployment/the-deployment-cycle/)

**Returning home: What we know about the reintegration of deployed service members into their families and communities** - [www.ncfr.org/ncfr-report/focus/military-families/returning-home](http://www.ncfr.org/ncfr-report/focus/military-families/returning-home)

**Veterans' Affairs New Zealand** - [www.veteransaffairs.mil.nz](http://www.veteransaffairs.mil.nz)

### Mental Wellbeing and Resilience

**Optimism** - [www.psychologytoday.com/basics/optimism](http://www.psychologytoday.com/basics/optimism)

**Personal Goal Setting** - [www.mindtools.com/page6.html](http://www.mindtools.com/page6.html)

**Systematic Decision Making** - [www.mindtools.com/pages/article/newTED\\_00.htm](http://www.mindtools.com/pages/article/newTED_00.htm)

## General Health information, stories and tools

**Information about health issues and healthy living**

- <https://www.healthnavigator.org.nz/healthy-living>

**Information about men's health issues**

- <http://menshealthnz.org.nz/health-topics>

**Health Promotion Agency – Health information for New Zealanders** - [www.hpa.org.nz/](http://www.hpa.org.nz/)

**Practical resources and support for men** - [www.livingwell.org.au](http://www.livingwell.org.au)

**MYRIVR gives you access to over 20,000 helpers from more than 7,000 health and social services across NZ**

- <http://www.myrivr.co.nz>

**Information about finding a GP, fees and supporting services**

- <https://health.govt.nz/your-health/services-and-support/health-care-services>

**Information about healthcare providers, services and common treatments** - <https://www.healthpoint.co.nz>

## Nutrition and Exercise

**The Australian Institute of Sport (AIS) website contains a range of resources, including fact sheets, recipes, and research, and a detailed supplement and sports food section.**

- [www.ausport.gov.au/ais/nutrition](http://www.ausport.gov.au/ais/nutrition)

[http://www.health.govt.nz/system/files/documents/publications/eating-activity-guidelinesfor-new-zealand-adults-oct15\\_0.pdf](http://www.health.govt.nz/system/files/documents/publications/eating-activity-guidelinesfor-new-zealand-adults-oct15_0.pdf)

**Useful info and apps** - <https://dietitians.org.nz/public-info/>

**GMB Focused Flexibility** - <http://gmb.io/ff/>

**Stack Flexibility** - [www.stack.com/c/flexibility-training](http://www.stack.com/c/flexibility-training)

## Alcohol

**Information, advice, research & resources to help prevent & reduce alcohol-related harm** - [www.alcohol.org.nz](http://www.alcohol.org.nz)

## Gambling

**Support for problems with gambling**

- [www.choicenotchance.org.nz](http://www.choicenotchance.org.nz)

## Stress

**Exercise and Stress** - [www.mayoclinic.org/healthy](http://www.mayoclinic.org/healthy)

**Stress** - [www.nlm.nih.gov/health/publications/stress/index.shtml](http://www.nlm.nih.gov/health/publications/stress/index.shtml)

**Stress symptoms, signs and causes** - [www.helpguide.org/articles/stress/stress-symptoms-causes-and-effects.htm](http://www.helpguide.org/articles/stress/stress-symptoms-causes-and-effects.htm)

## Mental Health, Resilience and Relaxation

**Mental Health Foundation – information, stories, tools and support**  
– [www.mentalhealth.org.nz](http://www.mentalhealth.org.nz)

**Information, stories, and interactive site designed for young people dealing with daily living** – [www.TheLowdown.co.nz](http://www.TheLowdown.co.nz)

**Information about recognising and managing anxiety and depression (Australia)** – [www.beyondblue.org.au](http://www.beyondblue.org.au)

**Aims to address stigma and discrimination sometimes associated with mental illness, contains resources, help options and stories from people with mental illness** – [www.likeminds.org.nz](http://www.likeminds.org.nz)

**Information about managing depression, initiatives and events**  
– [www.livemoreawesome.com](http://www.livemoreawesome.com)

**Support for Pasifika families and communities to build positive health and wellbeing outcomes** – <https://www.leva.co.nz/>

**Online self help courses (Australia)** – <https://thiswayup.org.au>

**Meditation and mindfulness made easy**  
– <https://www.headspace.com/>

**Mindfulness tools** – [www.buddify.com](http://www.buddify.com)

**Mindfulness tools** – [https://www.mentalhealth.org.nz/home/our-work/category/21/mindfulness?gclid=CjwKCAiAj53SBRBcEiwAT-3A2O5M9eBBLU1LIO\\_ylle8auQHknTyQAvThY-6MLVM9FOV5N15fyFRoCbPkQAvD\\_BwE](https://www.mentalhealth.org.nz/home/our-work/category/21/mindfulness?gclid=CjwKCAiAj53SBRBcEiwAT-3A2O5M9eBBLU1LIO_ylle8auQHknTyQAvThY-6MLVM9FOV5N15fyFRoCbPkQAvD_BwE)

**Information, resources and support**  
– [www.depression.org.nz](http://www.depression.org.nz)

**Computer Assisted Learning for the Mind (University of Auckland)**  
– [www.calm.auckland.ac.nz](http://www.calm.auckland.ac.nz)

**Self-help resources for recognising and managing stress (Ministry of Health)** – [www.moh.govt.nz/moh.nsf/indexmh](http://www.moh.govt.nz/moh.nsf/indexmh)

**Mental Health in the Workplace – Employee toolkit produced by the MHF and State Services Commission containing info about mental health problems in the workplace, and about your rights and responsibilities as an employee** – <http://mentalhealth.intuto.com/public/course/784686/>

**Tips for creating a mentally healthy workforce** – <http://www.vitalityworks.co.nz/mental-wellbeing-for-new-zealand-workplaces/>

**Tools to learn how to manage mild to moderate stress and depressive symptoms** – <http://www.depressiontoolkit.org/>

**Tips for controlling anger** – <https://www.nhs.uk/conditions/stress-anxiety-depression/controlling-anger/>

## PTSD

**Post-Traumatic Stress Disorder (PTSD)** – [www.helpguide.org/articles/ptsd-trauma/post-traumatic-stress-disorder.htm](http://www.helpguide.org/articles/ptsd-trauma/post-traumatic-stress-disorder.htm)

**What is Post-Traumatic Stress Disorder (PTSD)?** – [www.nimh.nih.gov/health/topics/post-traumatic-stress-disorder-ptsd/index.shtml](http://www.nimh.nih.gov/health/topics/post-traumatic-stress-disorder-ptsd/index.shtml)

## Social Support Services

**Information and advice, community directory** – <http://www.cab.org.nz/Pages/home.aspx>

**Social support services and entitlements** – <http://www.workandincome.govt.nz/about-work-and-income/contact-us/>

## Finances

**Free website with a range of information, tools, financial guides, and links to additional resources**

– <https://www.sorted.org.nz/Sorted>

**UK based site for military personnel**

– <http://www.moneyforce.org.ok/>

**Citizens Advice Bureau** – [www.cab.org.nz](http://www.cab.org.nz)

## Civilian Careers

**Assess your skills** – [knowyourskills.careers.govt.nz/](http://knowyourskills.careers.govt.nz/)

**Build your CV** – [www.careers.govt.nz/tools/cv-builder/](http://www.careers.govt.nz/tools/cv-builder/)

**Financial Information** – [www.sorted.org.nz/](http://www.sorted.org.nz/) and <http://www.smartaboutmoney.org/>

**Match your skills to careers** – [www.careers.govt.nz/tools/skill-matcher/](http://www.careers.govt.nz/tools/skill-matcher/)

**Retiring from the military** – [www.militaryonesource.mil](http://www.militaryonesource.mil).

**Transition from Military to Civilian Life** – [www.pewsocialtrends.org/2011/12/08/the-difficult-transition-from-military-to-civilian-life/](http://www.pewsocialtrends.org/2011/12/08/the-difficult-transition-from-military-to-civilian-life/)

## Families and Relationships

**Information and resource site for family members (NZDF)**

– [www.nzdf.mil.nz/families/default.htm](http://www.nzdf.mil.nz/families/default.htm)

**Support, information and resources for those supporting family members with mental illness** – [www.supportingfamilies.org.nz](http://www.supportingfamilies.org.nz)

**Support for the military community (US)**

– [www.militaryonesource.mil](http://www.militaryonesource.mil)

**Resources to support military families including deployments, homecomings, grief, injuries, and self-expression (US)** – [www.sesamestreet.org/parents/topicsandactivities/toolkits/tlc#](http://www.sesamestreet.org/parents/topicsandactivities/toolkits/tlc#)

**List of community organisations and local support** – <http://www.govt.nz/browse/family-and-whanau-separating-or-getting-divorced/realtionship-counselling>

**Includes a range of services to help including family violence programs** – [www.areyouok.org.nz](http://www.areyouok.org.nz)

**Barnardos provide support and advice for parents, children and families** – [www.barnardos.org.nz](http://www.barnardos.org.nz)

**Provides counselling for families and parenting programmes** – [www.familyworks.org.nz](http://www.familyworks.org.nz)

**Offers services to those facing tough times of change, loss, trauma and grief. Whatever the cause, and whatever their age (including for children) – [www.skylight.org.nz](http://www.skylight.org.nz)**

**Relationship support – [www.govt.nz/browse/family-and-whanau/separating-or-getting-divorced/relationship-counselling/](http://www.govt.nz/browse/family-and-whanau/separating-or-getting-divorced/relationship-counselling/)**

## Family Adjustment

**Coming home: Adjustments for Military Families**  
– [www.aacap.org/](http://www.aacap.org/)

**Custody – [singleparents.about.com/od/legalissues/a/single\\_parent\\_military\\_deployment.htm](http://singleparents.about.com/od/legalissues/a/single_parent_military_deployment.htm)**

**Information on Stepfamilies – [www.stepfamilies.info/](http://www.stepfamilies.info/)**

**Looking at intimacy differently post-deployment: Where is the love? – [www.northwestmilitary.com](http://www.northwestmilitary.com)**

**Pulled Apart then Coming Back Together**  
– <http://www.psychologytoday.com/blog/meet-catch-and-keep/201401/pulled-apart-then-coming-back-together>

**Reunion and Readjustment Post-Deployment**  
– [www.defence.gov.au/dco](http://www.defence.gov.au/dco)

## Parenting

**Tips for parents to help their children stay safe in the digital world**  
– [www.vodafone.com/content/parents.html](http://www.vodafone.com/content/parents.html)

**Parent Help – [www.parenthelp.org.nz](http://www.parenthelp.org.nz)**

**Skylight provides resources for parents such as tips for setting limits or helping children deal with separation**  
– [www.skylight.org.nz](http://www.skylight.org.nz)

**Stand delivers family development programmes and home and school based social work services – [www.standforchildren.org.nz](http://www.standforchildren.org.nz)**

**Information about maintaining healthy relationships**  
– <http://www.kiwifamilies.co.nz/articles/relationship-services>

**A range of providers and community support groups in your community across all of NZ – [www.familyservices.govt.nz](http://www.familyservices.govt.nz)**

**Tips for under 5's – [www.skip.org.nz](http://www.skip.org.nz)**

## Youth and Children

**Online tool for young people sponsored by Ministry of Health**  
– [www.sparx.org.nz](http://www.sparx.org.nz)

**Website for young people for when life gets stressful**  
– [www.headspace.org.nz](http://www.headspace.org.nz)

**Australian youth mental health information service that includes a variety of apps and tools for young people – <http://reachout.com>**

## Deployments

**US site that provides a range of useful information for those returning from deployments (for military personnel and families)**  
– <http://afterdeployment.dcoe.mil/>

## NZDF Connections

**Information about joining the Reserves**  
– <http://www.defencecareers.mil.nz/reserves>

**Information about re-enlisting**  
– <http://www.defencecareers.mil.nz/reenlist-overseas>

**How to apply for military records and medals** – <http://www.nzdf.mil.nz/personnel-records/nzdf-archives/>

**Keeping connected with what is happening in the NZDF**  
– <http://www.nzdf.mil.nz/news/default.htm>

**Join the RSA to maintain connections and access or contribute community support** – <http://rsa.org.nz/About-the-RSA>

**Trust set up to fund projects that make a real difference to the lives of NZDF Fallen Heroes and their families** – <http://fallenheroes.org.nz/about/>

## Transition Support

**US Army website that provides useful videos from personnel who have transitioned** – [www.maketheconnection.net](http://www.maketheconnection.net)

## Veterans

**Site for veterans (NZ)** – [www.veteransaffairs.mil.nz](http://www.veteransaffairs.mil.nz)

**RSA offers a range of support services to current and former service personnel of all ages, and their dependents**  
– [rsa.org.nz/support](http://rsa.org.nz/support)

**RSA support and advocacy is free and you do not need to be a member of the RSA to request assistance. You can find more about the services they provide on their website or call them (04 384 7994) to find out the location of your nearest RSA.**

**Site for veterans (Australia)** – <http://at-ease.dva.gov.au>

**US Army website that provides useful videos from personnel who have transitioned** – <http://maketheconnection.net>

**No Duff is a volunteer Veterans NGO that provides immediate welfare assistance and support to past and present members of the NZDF** – [www.noduff.co.nz](http://www.noduff.co.nz)

**To contact your local NO DUFF NZ volunteer email:**  
[noduff.ngo@gmail.com](mailto:noduff.ngo@gmail.com) **Phone No Duff: 022 307 1557**

## FREE DOWNLOADABLE PHONE APPS



**Battle Buddy (US)** – tools and information needed to assist your buddy during a crisis



**Breathe2Relax** – portable stress management tool



**Calm** – tools to meditate, sleep and relax



**CBT-I Coach** – improving sleep habits and dealing with insomnia



**Force Fit** – building your fitness



**Headspace** – guided meditation



**High Res** – tools for managing daily stress and building resilience



**Life Armour (US)** – tools for managing common mental health concerns



**Living Well** – practical resources and support and suggestions to support living a healthier lifestyle



**Lose It** – weight loss programme and calorie counting



**Mindshift** – aims to help teens and young adults cope with stress and anxiety. Issues: anxiety, depression, general well-being, head injury, post-traumatic stress, and stress



**Mood tracker** – tool for tracking emotional experiences over time



**MYRIVR** – an app which enables the community to connect to and self-refer to services, based on needs



**Nike Plus Run** – running and motivation related tips and tools



**Nike Training** – workouts and fitness plans



**Operation Life (AUS)** – self-help tools for dealing with suicidal thoughts



**Performance Triad** – information and tips for healthy habits including sleep, nutrition & activity



**PTSD Coach** – designed for Veterans and military Service Members who have, or may have, PTSDosttraumatic Stress Disorder (PTSD)



**Res Co** – Resilience tools at your fingertips to improve short-term performance and long term mental health outcomes



**Sesame St for Military Families (US)** – resources for children managing challenges of military life (including moving houses and deployments)



**Virtual Hopebox** – resilience tools

## BOOKS / E-BOOKS

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### **A Guide for the Families Of Deployed Regular Army Personnel**

### **A Guide for the Families Of Mobilised Members of the Territorial Army and the Regular Reserve**

(Located under family guides on the right hand side of the page)

– [www.army.mod.uk/welfare-support/23208.aspx](http://www.army.mod.uk/welfare-support/23208.aspx)



### **Canadian Armed Forces Homecoming Handbook:**

#### **Preparing for Critical Incident Stress**

#### **Preparing for Reunion Stress**

– [www.familyforce.ca/sites/AllLocations/EN/Deployment%20Departures%20and%20Reunions/Pages/default.aspx](http://www.familyforce.ca/sites/AllLocations/EN/Deployment%20Departures%20and%20Reunions/Pages/default.aspx)



### **Homecoming: Reconnecting After Separations**

– [www.zerotothree.org/about-us/funded-projects/military-families/operation-parenting-edge.html](http://www.zerotothree.org/about-us/funded-projects/military-families/operation-parenting-edge.html)



### **Exit Wounds**

A country boy from Queensland, John Cantwell signed up to the army as a private and rose to the rank of major general. He was on the front line in Iraq in 1991. He fought in Baghdad in 2006 and saw what a car bomb does to a marketplace crowded with women and children.

In 2010 he commanded the Australian forces in Afghanistan when ten of his soldiers were killed. He returned to Australia in 2011 to be considered for the job of chief of the Australian Army. Instead, he ended up in a psychiatric hospital.



### **War**

In WAR, Sebastian Junger (*The Perfect Storm*) turns his brilliant and empathetic eye to the reality of combat—the fear, the honor, and the trust among men in an extreme situation whose survival depends on their absolute commitment to one another. His on-the-ground account follows a single platoon through a 15-month tour of duty in the most dangerous outpost in Afghanistan's Korengal Valley. Through the experiences of these young men at war, he shows what it means to fight, to serve, and to face down mortal danger on a daily basis.



## The Psychology of the Peacekeeper

*In this remarkable volume, a multinational team of scientists catalogues the stressors and benefits for combat-trained soldiers deployed on missions where they are told to hold their fire and assume the role of peacekeeper. Missions covered include, but are not limited to, peacekeeping operations in Haiti, Somalia, Bosnia, Kosovo, Iraq, and Lebanon. The terminology of peacekeeping and military operations is listed. The stressors, threats, dangers, frustrations, and benefits of the peacekeeper role are described in dramatic detail, with additional attention to the Peacekeeper Stress Syndrome.*

*The extent of psychological distress and disorders following peacekeeping operations is documented. Interventions are recommended for various phases of deployment, in order to minimize the likelihood of post-deployment psychological problems.*

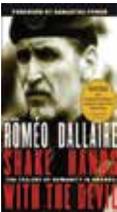


## Once a Warrior Always a Warrior

*Written in an easy to understand manner, this comprehensive book addresses a wide range of material pertaining to combat stress, PTSD and MTBI, including information highlighting their differences and similarities.*

*Throughout the book, Dr. Hogue covers many topics, including but not limited to, how to navigate the mental health care system, dealing with stressful situations, tips and techniques to improve sleep, and suggestions on how to live and cope with major losses.*

*Towards the end of the book an entire chapter is devoted to spouses, partners and family members and includes resources, communication tips, suggestions on how to strengthen relationships, cope with infidelity, and concludes with ways to help your children make post-deployment adjustments.*



## Shake Hands with the Devil

*For the first time in the United States comes the tragic and profoundly important story of the legendary Canadian general who “watched as the devil took control of paradise on earth and fed on the blood of the people we were supposed to protect.” When Roméo Dallaire was called on to serve as force commander of the UN Assistance Mission for Rwanda, he believed that his assignment was to help two warring parties achieve the peace they both wanted. Instead, he was exposed to the most barbarous and chaotic display of civil war and genocide in the past decade, observing in just one hundred days the killings of more than eight hundred thousand Rwandans. With only a few troops, his own ingenuity and courage to direct his efforts, Dallaire rescued thousands, but his call for more support from the world body fell on deaf ears.*

*In Shake Hands with the Devil, General Dallaire recreates the awful history the world community chose to ignore. He also chronicles his own progression from confident Cold Warrior to devastated UN commander, and finally to retired general struggling painfully, and publicly, to overcome posttraumatic stress disorder—the highest-ranking officer ever to share such experiences with readers.*



