



TE OPE KÁTUA O AOTEAROA  
**DEFENCE FORCE**

**Defence Health**

# **NZDF Whānau Welcome Guide**

# My Contacts

**IF YOU ARE FEELING UNSAFE OR THERE IS AN IMMEDIATE RISK TO YOU OR SOMEONE ELSE, PLEASE CALL 111 IMMEDIATELY.**

SERVICE	NAME	CONTACT DETAILS
AFTER-HOURS (DUTY LINE)		
DEFENCE COMMUNITY FACILITATOR/ NAVAL WELFARE LIAISON MANAGER/ FAMILY SUPPORT OFFICER		
SOCIAL WORKER		
CHAPLAIN		
UNIT POINT OF CONTACT (FOR DEPLOYMENTS AND LONGER COURSES)		

## **ACKNOWLEDGEMENTS:**

This guide would not have been possible without the generous contributions from the whānau – extended family – of current and past service members.

We thank you all for your support. You are the Force behind the Force.

Disclaimer: The information contained within this handbook may be changed without notice. It does not create any legal rights or entitlements.

For the most up-to-date version, search the Defence Health website at [health.nzdf.mil.nz](http://health.nzdf.mil.nz)

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Your feedback on how this resource can be improved is welcomed. Comments and suggestions can be sent to [IntegratedWellness@NZDF.mil.nz](mailto:IntegratedWellness@NZDF.mil.nz)

# Key Contacts

SERVICE	CONTACT	PAGE
DEFENCE COMMUNITY FACILITATOR	Website: <a href="http://health.nzdf.mil.nz/support-providers/nzdf-community-wellbeing-support/community-facilitators/">health.nzdf.mil.nz/support-providers/nzdf-community-wellbeing-support/community-facilitators/</a> to find your local DCF  Email: <a href="mailto:nzdfdcf@nzdf.mil.nz">nzdfdcf@nzdf.mil.nz</a>	35
NAVAL WELFARE LIAISON MANAGER (NWLM)	Call: 027 220 8284  Email: <a href="mailto:Navywelfareliaison@nzdf.mil.nz">Navywelfareliaison@nzdf.mil.nz</a>	35
NAVAL FAMILY SUPPORT OFFICER	Call: 027 454 2512  Email: <a href="mailto:navyfamilysupport@nzdf.mil.nz">navyfamilysupport@nzdf.mil.nz</a>	35
NZDF4U WELLBEING SUPPORT	Call: 0800 NZDF4U (0800 693 348)  Text: 8881  Email: <a href="mailto:wellbeingsupport@nzdf4u.co.nz">wellbeingsupport@nzdf4u.co.nz</a>	37
NZDF SOCIAL WORKER	Website: <a href="http://health.nzdf.mil.nz/support-providers/nzdf-community-wellbeing-support/social-worker/">health.nzdf.mil.nz/support-providers/nzdf-community-wellbeing-support/social-worker/</a> to contact your local social worker	35
NZDF CHAPLAIN	Website: <a href="http://health.nzdf.mil.nz/support-providers/nzdf-community-wellbeing-support/chaplain/">health.nzdf.mil.nz/support-providers/nzdf-community-wellbeing-support/chaplain/</a> to contact your local chaplain	37
FORCE 4 FAMILIES	Website: <a href="http://force4families.mil.nz">force4families.mil.nz</a>	40
FORCE FINANCIAL HUB	Website: <a href="http://force4families.mil.nz/force-financial-hub">force4families.mil.nz/force-financial-hub</a>  Email: <a href="mailto:benefits@nzdf.mil.nz">benefits@nzdf.mil.nz</a>	40
DEPLOYMENT SERVICES OFFICER	Call: 0800 683 77 327 (0800 OVERSEAS), 0800 337 569 (0800 DEPLOY)  Text or call: 027 449 7565 or 021 649 903  Email: <a href="mailto:community.deployment@nzdf.mil.nz">community.deployment@nzdf.mil.nz</a>	62
RETURNED AND SERVICES ASSOCIATION (RSA)	Call: 04 384 7994  Website: <a href="http://rsa.org.nz">rsa.org.nz</a>	45
VETERANS' AFFAIRS NEW ZEALAND (VA)	Call: 0800 4 VETERANS (0800 483 8372)  Website: <a href="http://www.veteransaffairs.mil.nz">www.veteransaffairs.mil.nz</a>  Email: <a href="mailto:veterans@nzdf.mil.nz">veterans@nzdf.mil.nz</a>	45
PŪTAHI HAUORA – DEFENCE HEALTH WEBSITE	Website: <a href="http://health.nzdf.mil.nz">health.nzdf.mil.nz</a>	40

# Welcome

Ehara taku toa i te toa takitahi,  
engari he toa takitini.

My success should not be  
bestowed onto me alone, it  
was not individual success but  
the success of the collective.

This whakataukī acknowledges  
that success is due to the  
support and contribution  
of many. Just as it takes  
a village to raise a child,  
it takes a community to  
support the individuals that  
make up Te Ope Kātua o  
Aotearoa, the New Zealand  
Defence Force (NZDF).

# Kia ora koutou katoa

**Our people are at the core of the Defence Force. Because we combine military profession, occupation, and specialist vocation, the diversity of our roles and the demands placed on us are exceptionally high.**



The professional nature of our work requires service members to continually prepare, deploy, and reset. Families and whānau play a critical role in their readiness and are an integral part of this cycle.

As someone who has deployed frequently and for extended periods, I know firsthand the value of a supportive partner and whānau, and the sacrifices that come with this way of life. Whether it's local exercises and training nights, short-notice deployments within New Zealand, extended operational commitments, or the many relocations a military family undertakes, each has a burden of lost time, separation, and uncertainty.

While life in the NZDF can at times be challenging, it is also a highly rewarding and privileged experience. I encourage you to make use of the wide range of NZDF support services

and to embrace the opportunities that come with being part of the Defence community. Seek out a network of peers and families like yours, engage with our support services, and refer to this booklet whenever you need guidance.

Once again, I would like to personally welcome you to the wider NZDF community and thank you for the vital role you play in supporting your service member.

Ehara taku toa i te toa takitahi,  
engari he toa takitini.

Warrant Officer of the Defence Force  
**WO1 Wiremu Moffitt**



# Introduction

## **Nau mai, haere mai, welcome to the Defence community.**

This guide has been developed to help you – the whānau member of someone who has joined the NZDF – to understand more about the organisation and what it's like to be part of the NZDF community.

You may be a partner, parent, grandparent, sibling, child or friend of an NZDF service member. Whatever your relationship, having them join the NZDF can be a big change. Military language and practices can be challenging to understand at first. You can anticipate a period of transition as you all get used to this change – and in some cases, a different way of life.

## **Part 1**

**Part 1** of this guide, **Understanding the NZDF**, is designed to help familiarise you with some of the unique aspects of NZDF culture. It will also provide insights into what life might be like for your service member.

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## **Part 2**

While it won't always feel easy, being part of a community of people who have experienced or are experiencing similar things can make a big difference. We encourage you to join NZDF community and whānau events, and to reach out to our specialist support providers whenever you feel the need. These providers, and the services and benefits available to you as whānau, are described in **Part 2: NZDF support services and resources**.

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## **Part 3**

**Part 3: Life as a military family** is written specifically for the partners and children of service members. Wider whānau members may also find topics in this section useful, such as navigating time apart due to military exercises, postings and deployments.

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# Part 3



## LIFE AS A MILITARY FAMILY

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# Part 1

**UNDERSTANDING  
THE NZDF**

# Part 1: Understanding the NZDF

## Who we are

The Chief of Defence Force (CDF) commands and leads the NZDF, which is made up of three distinct Services:

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When referring to the services individually, they are called 'Single Services'.

Together they are referred to the 'Armed Forces' or 'Joint Forces'. Deployments and training exercises may be of a Single Service or a Joint Force nature, whereby two or more services work alongside each other. Each Service is commanded by a Chief.

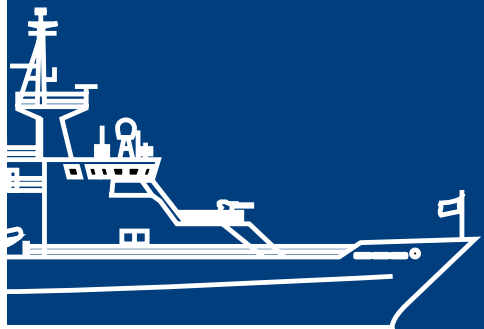
Military personnel can be engaged with the NZDF as 'Regular Force' (in full employment with the NZDF) or 'Reserve/Territorial Force members' (reservists who maintain base line military training and fitness).

As well as its military personnel, the NZDF also employs civilians and contractors. Civilians are an important part of the workforce and are employed in a range of roles. Sometimes whānau members find employment with the NZDF in civilian roles.

## TE TAUA MOANA O AOTEAROA ROYAL NEW ZEALAND NAVY (RNZN)

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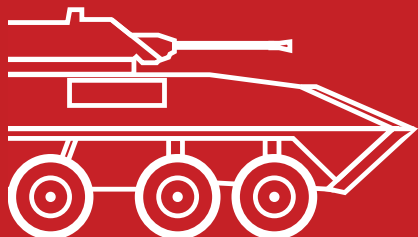
Our Navy advances New Zealand's interests from the sea. The Navy's people and ships are asked to respond to a wide range of situations and challenges, undertaking tasks such as combat operations, search and rescue, underwater recovery, protection of trade routes, peacekeeping, humanitarian aid and disaster relief (HADR).



## NGĀTI TŪMATAUENGA NEW ZEALAND ARMY

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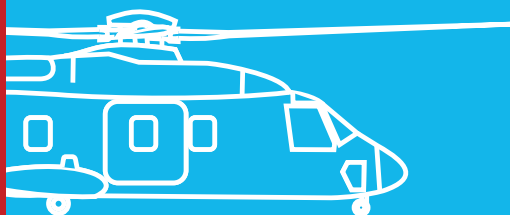
Our Army provides operationally focused land force elements and can deploy as part of a Joint Force or a discrete land component. They are led, trained and equipped to succeed in missions and are optimised for combined arms close combat operations, the Army's core war-fighting function. In addition, the Army routinely support peacekeeping missions and HADR.



## TE TAUARANGI O AOTEAROA ROYAL NEW ZEALAND AIR FORCE (RNZAF)

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Our Air Force serves New Zealand from the skies, carrying out military air operations to advance New Zealand's defence and security interests. Through its use of air power, the Air Force provides intelligence, surveillance, search and rescue (SAR), reconnaissance (surveying or research of an area), air mobility and air combat, as well as HADR which can be in the form of supply/equipment delivery or air drops and emergency evacuations. Their aircraft also deliver the people, equipment and supplies to sustain Defence Force deployments abroad.



# Our locations

The main NZDF locations are as follows:

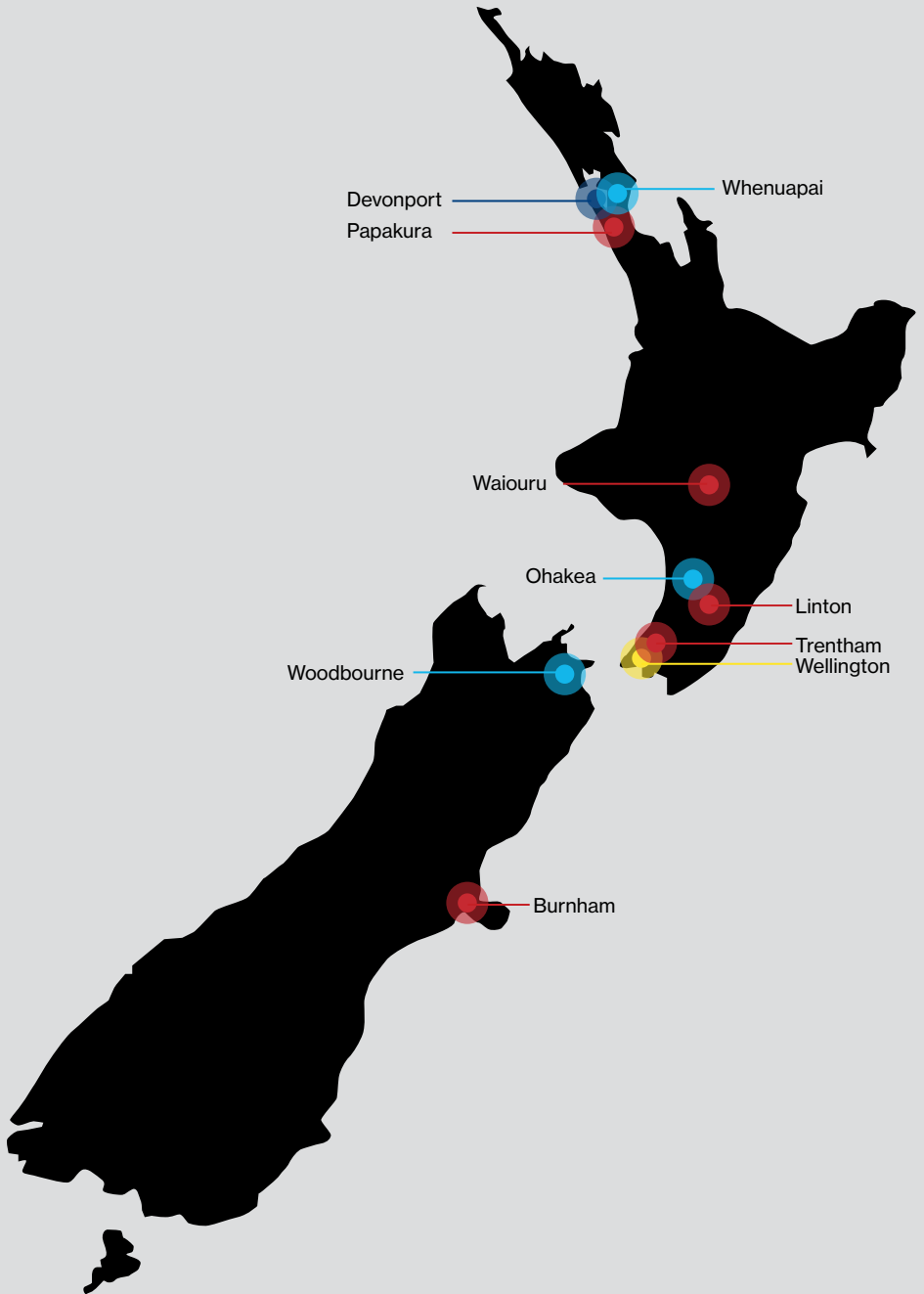
-  **Naval Base:**  
HMNZS PHILOMEL,  
Devonport
-  **Army Camps:**  
Papakura, Waiouru, Linton,  
Trentham and Burnham
-  **RNZAF Bases:**  
Whenuapai, Ohakea  
and Woodbourne
-  **Headquarters New Zealand  
Defence Force (HQNZDF):**  
Defence House in central  
Wellington
-  **Headquarters Joint Forces  
New Zealand (HQJFNZ):**  
Trentham

Additionally, the NZDF has a number of reserve units along with recruitment offices spread across New Zealand.



For more information about the locations of Camps and Bases, including reserve unit locations and recruitment offices, refer to the NZDF website:

[nzdf.mil.nz/defence-and-whanau/where-we-are](https://nzdf.mil.nz/defence-and-whanau/where-we-are)



Devonport  
Papakura

Whenuapai

Waiouru

Ohakea

Linton

Trentham  
Wellington

Woodbourne

Burnham



## Our work

**The NZDF Forces serve New Zealand in what can be the most demanding environments across the globe.**

As outlined earlier, they perform a wide range of security and humanitarian tasks – partnering with other government agencies on search and rescue, protecting our strategic interests, ocean resources and trade routes, disposing of explosives, supporting conservation efforts, and HADR.

To safeguard operational effectiveness, the NZDF needs to keep our military force ready and resilient. Comprehensive training ensures military personnel are prepared for the many and varied roles that may be required of them.





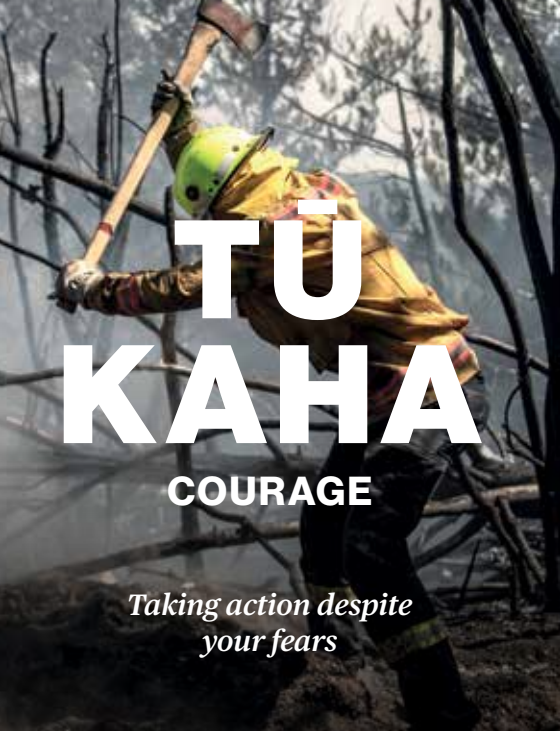
Time away from home is a necessary part of the role, as are periodic relocations around New Zealand for most trades and ranks. Known as 'Postings', these help to maintain the depth of experience required across the country and to provide opportunities for individual development and career progression.

The military structure, rules and regulations, and discipline are all important components that enable our military to operate and perform well. Sometimes deployments may be at short notice, so it's important that members are always well prepared.

This can be hard for families, especially for partners who may need to keep things running on the home front (see page 62).

The nature of tasks required of service members can create concerns for whānau, particularly if loved ones are deployed in response to unpredictable events such as conflicts, peacekeeping missions, natural disasters or extreme weather events. While military members will always be well trained and prepared, it can still be a disconcerting time for whānau. If you find you are in need of support you are encouraged to reach out to NZDF support services (see page 32) at any time.





# TŪ KAHA

**COURAGE**

*Taking action despite  
your fears*



# TŪ TIKA

**COMMITMENT**

*Giving your best*



# TŪ TIRA

**COMRADESHIP**

*Respecting and looking  
after each other*



# TŪ MĀIA

**INTEGRITY**

*Doing the right thing  
- always!*

**OUR VALUES GUIDE US.**

# Our culture

**This section will describe the different Services within the NZDF.**



If you want to know more, you can find further information on the NZDF website: [nzdf.mil.nz/nzdf/](https://nzdf.mil.nz/nzdf/)

Members of the NZDF come from all walks of life but share a strong sense of what it means to be a Kiwi/ New Zealander. The NZDF culture is underpinned by the core values of

**Tū Kaha (courage),**

**Tū Tika (commitment),**

**Tū Tira (comradeship) and**

**Tū Maia (integrity).**

Whilst the NZDF celebrates the diversity of all its personnel, the Māori and British cultures have historically been most significant in shaping our unique NZDF one, which reflects the bi-cultural partnership between Māori and the Crown established by Te Tiriti o Waitangi | The Treaty of Waitangi.

The NZDF has an official bi-cultural policy that reinforces environments where te reo Māori and tikanga Māori are learned and valued, helping to normalise their use across Aotearoa New Zealand. In addition each Service has established its own Marae/ Tūrangawaewae (see page 38).

The organisation also incorporates an informal multi-cultural framework that acknowledges the diversity of NZDF personnel and the different cultural considerations this entails particularly that of our Pasifika communities and strategic and relational commitments in the South Pacific. The NZDF also offer the following Personnel Led Networks:

Gender

Pasifika

Pan-Asian

Neurodiversity

Rainbow Network OverWatch

For more information, refer to page 47.

# Rank

**All service members are part of an established rank structure, which is a formal way of indicating a person's seniority and level of responsibility within the military structure.**

Rank is shown by various insignia (often referred to as rank slides) on the chest or shoulders of a uniform, and on the cuffs or sleeves of dress jackets. Appendices A and B show you what these look like. The ranks across the Services have different names, though they are equivalent in seniority/level of responsibility. To have a common language, we often use Army ranks, followed by an (E) – standing for equivalent. For example, Maj (E) refers to an Army Major, a Navy Lieutenant Commander and an Air Force Squadron Leader.

Non-commissioned service members (see glossary for definition) salute commissioned officers (and commissioned officers salute those of a rank more senior than them) with the salute being a formal compliment to the authority of the Sovereign's commission. Likewise officers are typically addressed as 'Ma'am' or 'Sir'. Whānau who are not service members, or who may work for the NZDF but are not in uniform, are referred to as *civilians*. Civilians don't salute or address uniformed personnel in this way however some choose to address officers as 'Sir' or 'Ma'am' as a mark of respect.

## The Kiwi Patch

The Kiwi Patch is an identifier used to symbolise the people and the country we serve.

The kiwi has been worn by service personnel since World War I on cap badges, medals and more recently, as a patch on the left sleeve of their uniforms. It can be worn both at home and while on deployment.



NZDF service members are not employees as such. They serve under the Defence Act (1990) and the Armed Forces Discipline Act (1971), rather than the Employment Relations Act (2000) which applies to civilian employees and contractors. This means that they are bound by a different set of rules and regulations than are found in usual employment agreements. Service members are commonly referred to as 'personnel' or 'pers', 'uniformed staff,' or 'military members.'



## Medals

### **Recognition for service is very important within the NZDF.**

A **service medal** recognises a particular type of service and commitment. They fall into different categories including length of service, meritorious service, campaign, bravery, and operational service.

Along with particulars of the medal itself, the colours and detailing of medal ribbons help to identify the specific award or operation the medal represents.

Medals are impractical to wear every day, so a medal bar is often worn on uniform during less formal occasions and during day-to-day working conditions in uniform, as opposed to field dress.

There are also other recognition awards for service given to both our military and civilian workforce. Examples of these are the Civilian Recognition of Service Awards and CDF or Service Chief commendations.

# Stages of a service member's career

**Your service member will go through different stages during their career, from ab-initio training at the start to their eventual transition back into civilian life at the conclusion of their service.**

While some may only serve for shorter engagements, many will serve for an extended period of time and undergo significant career development and changes during that time. Career progression can bring both challenges and opportunities for a service member and their whānau.

## Basic/Recruit training

Basic/recruit training or ab-initio training is different for each Service, but the course generally ranges from 12–17 weeks. Ab-initio training takes place at Devonport (Navy), Waiouru (Army) and Woodbourne (Air). During initial training it's likely that your service member will only have limited opportunity to be in contact with you.

At the end of this initial training, friends and whānau are invited to attend a formal graduation ceremony to celebrate your service member's achievements.

After basic/recruit training, your service member will move on to complete additional training, specific branch or trade training, to help them become an expert in their chosen field or trade. This may include specialised academic courses as well as on the job training. Some may also be required to undertake external courses or tertiary study (part-time or full-time).

## Officer training

Initial Officer training varies in length, from approximately 22 weeks for Navy and Air (with two intakes per year), to 40+ weeks for Army Officers. As with recruit training this will generally be followed by branch specific specialist coursing which may include tertiary study at university or polytech.



## Ongoing training and development

Throughout a service member's career there are continuous opportunities for training and development. This will include both technical and leadership training required for promotion as individuals become more senior in rank. Additional training may also be required in preparation for assignments and deployments. Sometimes this may be done in their home location but in many cases they will be required to travel.

As your service member progresses through the ranks (see Appendices) they will take on more responsibilities for leadership. To support them with this transition they will be given the opportunity to undertake various courses to prepare them for this advancement.

**“I found it really hard not being able to contact my son during his navy training, we used to talk every day and missing his 21st birthday was hard.”**

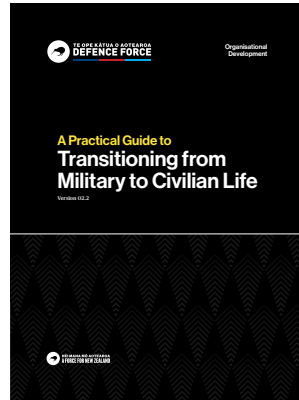
– Mum of navy recruit

## Transitioning out of the NZDF

Transitioning from military to civilian life can require a period of adjustment for the whole whānau, especially if you've been a part of the NZDF community for many years and/or if your service member's decision to leave has been sudden or involuntary.

NZDF Career Coach are available to assist with planning a transition from military to civilian life. This service can also be accessed by your service member for up to two years after leaving the NZDF.

See also **A Practical Guide to Transitioning from Military to Civilian Life**, which covers a whole range of practical topics from finances to medical and dental advice, to support with preparing CVs and for job interviews.



For more information and resources go to [health.nzdf.mil.nz/your-health/health-at-work/transition/](https://health.nzdf.mil.nz/your-health/health-at-work/transition/) or email: [transitionunit@nzdf.mil.nz](mailto:transitionunit@nzdf.mil.nz)





**“My husband made the transition pretty well, he found a new role that excited him but over time I could tell he was missing his mates and military life.”**

– Transitioned whānau member



# Accommodation

## Barracks

New service members, and many who are single or working away from their usual home address, will live in barrack accommodation within their Camp/Base, at least in the short term. Some barracks are similar to dormitory accommodation, with multiple beds and shared facilities. However following ab-initio training many service members will be allocated their own single room.

## Defence housing

Defence housing is subsidised houses located on or around our nine Camps and Bases. They are rented to service members with families, and are generally prioritised for members in their early years of working for the NZDF.

The aim is to support families to build savings during this time so they can transition into their own property. Service members are allowed a maximum of six years in Defence Housing. Be aware that there may be a waiting list if you are posted to a new location and a house may not be immediately available.

You may find you need to rent privately in or around the area you are posted to. The location of any child care or preferred schooling may also be a factor when settling on your living arrangements. You are always welcome to talk to your local *Defence Community Facilitator (DCF)* or *Naval Welfare Liaison Manager (NWLM)* or *Family Support Officer (FSO)* (see page 32) for more information about your particular location.

# Employment and pay

As noted earlier, uniformed members of the NZDF are not subject to employment law but are engaged under the Defence Act 1990 and the conditions under which they serve are known as Conditions of Service.

The NZDF Total Rewards Model (Military) is used to show everything a service member receives for their work—not just their take-home pay. It includes:

- Total remuneration (TR) – comprised of base salary, ‘military factor’\* and NZDF employer superannuation subsidy contributions.
- Additional remuneration – includes higher duties payment, retention payments and holiday pay.
- Variable remuneration – includes payments that are additional to TR. Examples are operational allowances, operational enabling allowances and unaccompanied posting allowance.

\*Military factor recognises the unique nature of service which includes, but is not limited to, the following:

- the commitment to service of the Crown represented by an Oath/Affirmation of Allegiance;
- liability for operational service;
- being subject to military discipline and lifestyle, including being subject to the Armed Forces Discipline Act 1971 at all times;
- the inability to:
  - o negotiate conditions of service,
  - o participate in industrial action, or
  - o bargain collectively;

- liability for service 24 hours a day, seven days a week and including actual performance of routine additional duties;
- being subject to directed postings within New Zealand and to overseas locations at short degrees of notice that can have an effect on domestic situations;
- limitations on the ability to terminate periods of service;
- for being directed at various times to be on continuous alert, undertake arduous and hazardous duties, and be exposed to adverse working conditions; and
- exercise of military skills not recognised by market comparisons.

Members of the NZDF are taxed in accordance with the income tax laws of New Zealand.

Military members are also covered by the Member Insurance Benefits Programme (MIBP) life and income protection insurance scheme. Some benefits are also available to partners of serving members.

Southern Cross Health Insurance offers discounted insurance plans to Defence Force members and their whānau.

Your service member can purchase non-claiming insurance while they are a member of the NZDF as most of their healthcare needs are covered during the duration of their service.



Find out more here  
[force4families.mil.nz/  
force-financial-hub](https://force4families.mil.nz/force-financial-hub)



# Social media guidance

Social media plays an important role in keeping people connected. The NZDF is active on social media and each of the three services also have their own individual presence. Facebook groups are utilised to help share news, information, events and more with the wider NZDF community. Links to local NZDF community Facebook groups can be found at [nzdf.mil.nz/nzdf/social-media-hub/](https://nzdf.mil.nz/nzdf/social-media-hub/)

## Operational security

Judicious personal use of social media is a critical aspect in operational security, and it's really important that the whānau of a service member understand how to use it safely:

- Do not use social media to share deployment news of your service member. Posting operational information on social media sites breaches the NZDF's operational security guidance and might, unwittingly, put your service member or whānau at risk.
- While your private posts and messages may not be intended to be read or viewed by those beyond your immediate circle of friends and followers, privacy settings on social media networks can mean even a private post can go public quite easily. Double check your privacy settings on every social media platform that you use and understand how they work. Where possible lock down your profile(s).
- Consider your comments on other people's posts. These may automatically become public

because others may not be as vigilant with their privacy settings as you are – do take care with anything you write. Don't forget, screenshots can also capture comments made in private groups.

- Keep in mind that details matter. Avoid posting too much detail on social media. For example, rather than posting:

***“Missing Sally sooooo much. She is going to be in Afghanistan at XYX Camp near Bagram all Christmas – and not home for two months :( Really sad”.***

A safer option would be:

***“Really proud of Sally. Sad she's not here for Christmas but can't wait to have her home”.***

A private message to Sally would be even better.

## Things to avoid sharing

- Any sensitive or specific information relating to the NZDF.
- Some trades have protected identities. Find out from your service member what you should say to others about their role.
- Reason for deployment and location.
- Movements and timings such as dates.
- Unofficial NZDF-related images.



**Don't tag them  
#ProtectYourMates**

## Keeping your whānau safe on social media

- Two-step authentication: Consider turning on two-step authentication for all social media accounts for additional account security.
- Friend requests: Be careful who you accept into your social media circle. Do you know them and can you trust them?
- Usernames and passwords: avoid using the same username and password across multiple accounts. Use passwords that are complex and unique (include numbers and special characters).

- Be careful when you tag social media accounts online to show someone a post. Consider sending via private message instead.



For more tips to help keep you secure online visit [ownyouronline.govt.nz](https://ownyouronline.govt.nz)

For further guidance or support regarding social media please contact your Defence Community Facilitator or Naval Welfare Liaison Manager in the first instance.



A person with a large backpack is walking away from the camera in a field of tall grass. The scene is backlit by a bright sun, creating a strong lens flare and silhouetting the person. The sky is a clear, bright blue. The overall mood is one of journey and resilience.

**Part**

# **2**

**NZDF WELLBEING  
SUPPORT  
SERVICES AND  
BENEFITS**

# **Part 2: NZDF wellbeing support services and benefits**

## **Wellbeing and welfare**

The NZDF encourages all members of the Defence community to take personal responsibility for their own health and wellbeing, and to look after the people and things that matter to them. At the same time, the NZDF recognises it also has a shared responsibility to support the health and wellbeing of its people.

This support comes in many forms, including services that are provided directly by the NZDF (refer to table overleaf) or accessed through referrals.

Members of the Defence community are strongly encouraged to reach out early, even for small concerns. Experience shows that doing so gives the best chance of resolving issues and supporting wellbeing.

Anyone in the Defence community can offer support, but there are also specific people and teams who have the skills and experience to help in different situations. Who you contact will often depend on the type of issue you're dealing with.

For example, if you live in Defence housing and have a housing issue, the Housing Officer is usually the best first point of contact. Or if you're a parent looking for information or advice and can't reach your serving loved one, you could contact the Unit Point of Contact (UPOC), the Defence Community Facilitator (DCF)/Naval Welfare Liaison Officer (NWLO), or – if your child is deployed – the Deployment Services Officer (DSO) (contact details for these roles are listed on page 3).

Don't worry if you're not sure who to contact. If the person you contact isn't the right one to help, they will guide you to someone who is. There are no silly questions, no 'wrong door', and no problem that is too big or too small. It's always better to ask than to worry in silence.

The NZDF understands that everyone reacts differently to situations. While it may not always be able to fix every problem or meet every expectation, you have the right to be listened to and treated with respect.

## Wellbeing services and information

A wide range of NZDF wellbeing services are available to the partners and whānau of Regular Force members (i.e in full time service). Refer to the table below for eligibility criteria.

	REGULAR FORCE	PARTNERS OF REGULAR FORCE	FAMILY/ WHĀNAU OF REGULAR FORCE	ACTIVE RESERVE OR TERRITORIAL FORCE
<b>CHAPLAINS</b>	✓	✓	✓	✓
<b>SOCIAL WORKERS</b>	✓	✓	✓	✓
<b>DEFENCE COMMUNITY FACILITATORS (DCFs)</b>	✓	✓	✓	✓
<b>NAVAL WELFARE LIAISON MANAGER (NWLM)</b>	✓	✓	✓	✓
<b>FAMILY SUPPORT OFFICER (NAVY)</b>	✓	✓	✓	✓
<b>NZDF4U TELEHEALTH WELLBEING SUPPORT</b>	✓	✓	✓	✓
			For NZDF-related issues	For NZDF-related issues and crisis support
<b>NZDF4U COUNSELLING</b>	✓	✓	✓	✓
	(includes relationship counselling together with their partner)	(includes relationship counselling together with their partner)	Only if NZDF-related	Only if NZDF-related



For contact details of the services available at your Camp or Base, refer to the Defence Health website [health.nzdf.mil.nz](https://health.nzdf.mil.nz) and select your location from the drop down menu at the top right.





## **Defence Community Facilitators and Naval Welfare Liaison Manager**

Change can be challenging, especially when you're new to the NZDF or moving locations. Defence Community Facilitators (DCFs) for Air and Army, and for Navy, the Navy Welfare Liaison Manager (NWLM) and Family Support Officer (FSO), are there to help ease your transition.

Some of the services DCFs and NWLM/FSO provide are:

- information about your new location to help you settle in and access services in your area e.g. some Camps and Bases have relationships with local schools that offer out-of-zone enrolments to the children of those posted to that Camp or Base;
- co-ordination of local community activities and events throughout the year, including whānau events and social activities to help you connect with other NZDF families in your area;
- assisting with whānau or community concerns and referral to local services, outside agencies, or health professionals as required; and
- information about what is happening at your Base/Camp, including events, services and resources.

Additional support and guidance from the NZDF community support team can vary between locations.

Be sure to sign up to your local mailing list to receive updates, even if you don't anticipate that you'll want to be particularly involved.

To see the up and coming Navy Family events and/or be added to the mailing list for the newsletter please email: [navyfamilyevents@nzdf.mil.nz](mailto:navyfamilyevents@nzdf.mil.nz)

To contact a DCF/NWLM, refer to [health.nzdf.mil.nz](http://health.nzdf.mil.nz)

## **NZDF Social workers**

Social workers are available at all Camps and Bases to support service members and their whānau to navigate challenges such as financial stress, relationship difficulties, and grief and loss. Social workers will work with you to devise strategies to manage concerns and challenges. Social workers are registered health professionals and abide by strict confidentiality protocols. The support they offer includes:

- advice and advocacy;
- assisting service members and their whānau with personal goals including parenting, communication skills, and relationships;
- budgeting information or support;
- mental health, alcohol and drug issues, gambling or addiction;
- sexuality/gender identity;
- responding to concerns about harmful sexual behaviour
- whānau support during crises including grief, loss and family violence;
- posting or relocation concerns, housing issues, deployment, career or work concerns; and
- cultural support.



## NZDF Chaplains

Chaplains provide a listening ear, support and accompaniment. Chaplains come from a range of backgrounds, faith groups and cultures. They've often completed study and training in counselling and mental health support. They will work with you to find the right fit of support for service members and their whānau. You do not need to have a religious background to seek Chaplaincy support.

Some of the services chaplains provide include:

- Pastoral care, counselling and relationship guidance
- Individual and whānau welfare support
- Liaison with commanders and staff, other NZDF support agencies, welfare agencies, and referrals to external providers
- Supporting families during deployments and assisting with post deployment reintegration

See page 3 to find out how to contact a chaplain.

## NZDF4U Wellbeing Support and counselling

NZDF4U Wellbeing Support provides 24/7 confidential wellbeing support to the Defence community for issues related to the NZDF. Regular Force members can access this service for any issue. A health professional external to the NZDF will listen to you, assess what's going on, and discuss support options, including counselling.

Partners of service members can access counselling for any reason, including relationship counselling with their service member. Other whānau members can access counselling for NZDF-related issues.

The service offers an initial six sessions. If you require support beyond this, your counsellor will speak with you about applying for an extension. Where this service isn't the best fit to support your needs, you may be referred to community support and health services.

- Phone: 0800 NZDF4U (0800 693 348)
- Text: 8881
- Email: [wellbeingsupport@nzdf4u.co.nz](mailto:wellbeingsupport@nzdf4u.co.nz)
- Phone from overseas: +64 9 414 9914



For more information, including frequently asked questions about this service, go to [health.nzdf.mil.nz](http://health.nzdf.mil.nz)

## NZDF Marae

Each of the three Services has its own marae/*wharenui* (meeting house), which many members consider to be a spiritual home or *tūrangawaewae* (place to stand).

Marae provide safe spaces for all personnel and members of the Defence community. Manaakitanga (kindness and generosity to others) is at the forefront of their being; these are places where you can always find a warm cuppa and someone to talk to.



## Te Taua Moana o Aotearoa

**Te Taua Moana o Aotearoa**, the Royal New Zealand Navy marae in Devonport, is a place to seek help and solace away from the demands of work and social pressures. It offers physical and spiritual healing - *whakatau hinengaro* (meditation), *hau-ora* (wellness through breath) and *karakia* (prayers). Te Taua Moana Marae is a socially integrative space that fosters identity, unity and pride. It is a place where Māori values and philosophies are re-affirmed.

## Rongomaraeroa-o-ngā-hau-e-whā

**Rongomaraeroa-o-ngā-hau-e-whā** is the Army's national marae in Waiouru. Marae staff teach cultural practices based on Ngāti Tūmatauenga, including strengthening the relationship with local Iwi, sacred areas within the vast training area, performing arts, Mau Rākau, Kaikaranga and Te Reo Māori Wānanga.

## RNZAF Tūrangawaewae

**The RNZAF Tūrangawaewae** in Ohakea is a place where you may honour the past, celebrate or lament the present, and look to the future. It is a meeting place, a rallying point, a learning area, and a place of rest and spiritual reflection. It is a place for all, where diversity is welcome and where biculturalism can be embraced without compromise to the integrity of the Māori culture.



## Force 4 Families website

The Force 4 Families website is designed to provide information, guidance and support for the whānau and friends who support our NZDF service members.

[force4families.mil.nz](https://force4families.mil.nz)



## Force Financial Hub

[force4families.mil.nz/force-financial-hub](https://force4families.mil.nz/force-financial-hub)



## Defence Health website

[health.nzdf.mil.nz](https://health.nzdf.mil.nz)

Information specific to whānau members can be found at:



#### Force 4 Families discount scheme

The Force 4 Families discount scheme is available to NZDF members, their whānau, ex-serving members and veterans. Discounts are offered from a wide range of well-known goods and services providers, including accommodation and travel, tools and hardware, household goods, shoes, clothing, entertainment, gym services and more.

You can apply for your online Force 4 Families discount card on the Force 4 Families website. Once you have received confirmation that this has been activated, you can simply present your online discount card on your mobile phone to the retailer to claim your discount.

The Force Financial Hub provides a range of products, services, tools and benefits aimed at enhancing the financial wellbeing of NZDF members and their whānau, including former members and their families. This includes preferential banking arrangements, savings schemes, Life Insurance and Income Protection (MIBP), Wills/Powers of Attorney, discounted medical insurance, and financial advisory service.

For further details please refer to the website. If you have further questions, email [benefits@nzdf.mil.nz](mailto:benefits@nzdf.mil.nz)

The Defence Health website, Pūtahi Hauora, hosts a wide range of health and wellbeing content developed specifically for NZDF service members and their whānau. This includes:

- a directory of NZDF facilities and health and wellbeing providers for each Camp and Base;
- relationship and parenting tips for military families;
- physical, mental, spiritual, and social/whānau health resources, such as *Ko te Toi Ora: Staying at the Top of Your Game* handbook;
- mental wellbeing self-assessment tools;
- resources and guidance for navigating deployments and time apart; and
- videos, webinars, personal stories.



## Healthcare for service members

The NZDF is the primary healthcare provider for Regular Force members, with Defence Health delivering free care across all primary healthcare services, including medical, dental, physiotherapy, rehabilitation, and wellbeing support. For Reserve or Territorial Force members, however, usual civilian doctors and dentists remain the primary healthcare providers. Defence Health is not the main healthcare service unless serving on a Regular Force engagement.

Service members are welcome to bring a family member to their health appointments.

If you would like to learn more about what health services are available to your service member, refer to *Tāngata Whaiora: Defence Services Handbook for Members of the New Zealand Armed Forces*, available on the Defence Health website, and from Defence Health Centres.



Go to [health.nzdf.mil.nz](http://health.nzdf.mil.nz) or scan here to learn more about what health services are available:



# NZDF leave/ holiday accommodation

NZDF service members and their whānau have access to NZDF holiday accommodation across New Zealand. Each Service maintains holiday homes, but service members from any Service are welcome to book into them. You can also access discounts at certain accommodation providers through the Force4Families discount scheme (see page 40).

Note: Eligibility criteria vary according to Service across the different leave centres and some can only be booked within three, or sometimes six months, of the planned date. Service members returning from deployment are given priority when booking. Ballots may be run to ensure the fair allocation of holiday accommodation during school holidays and other high-demand periods.

Information about locations, cost, ballots and availability can be accessed by your service member via the NZDF intranet. Booking requests can be made on the intranet or by emailing:

**Navy:** [dssgscdev@nzdf.mil.nz](mailto:dssgscdev@nzdf.mil.nz)

**Army:** [army.leavecentre@nzdf.mil.nz](mailto:army.leavecentre@nzdf.mil.nz)

**Air Force:** [air.ohakea.npf@nzdf.mil.nz](mailto:air.ohakea.npf@nzdf.mil.nz)

## NZ Police and Fire Holiday Homes

The NZDF has an arrangement with the Police Welfare Fund that allows NZDF members to use their holiday homes outside of Christmas/New Year and school holiday times. For more information phone 0800 500 122.

Serving Army personnel can also access Firefighters Welfare Society holiday homes. For more information phone 0800 653 473.

## Australian Defence Force holiday facilities

NZDF service members may access Australian Defence holiday facilities. For more information, locations and bookings, visit the websites below:

<https://www.defenceholidaysnq.com.au/>

<https://armyamenitiesfund.com.au>

[www.raafholidays.com.au](http://www.raafholidays.com.au)



# External support organisations

## Veterans' Affairs support for families

Veterans' Affairs (VA) is part of the New Zealand Defence Force and works alongside other government agencies and veterans groups to support those with qualifying operational service as well as their whānau. VA works to celebrate the service, courage, comradeship, and commitment of our veterans as well as commemorating loss and sacrifice.

How VA can help:

- Providing support to those with qualifying operational service and their whānau, so they can be well at home, at work, and in their communities
- Coordinating commemorative activities
- Maintaining over 180 service cemeteries throughout NZ
- Working with other organisations that support and advocate for veterans.



Find out more on the Defence Health Hub – Pūtahi Hauora: [health.nzdf.mil.nz/support-providers/nzdf-community-wellbeing-support/veterans-affairs](https://health.nzdf.mil.nz/support-providers/nzdf-community-wellbeing-support/veterans-affairs)

## Returned and Services Association (RSA)

The RSA is one of the oldest military support charities in the world. It was formed to look after returning personnel from World War One and carries on the tradition of support. Their mission is to support those impacted by military service and they treat all those who have served in the military as veterans.

The RSA provides advice and support for a range of issues impacting veterans and their families. From finances, accommodation and housing, to educational support, transition from the military, and medical and health outcomes. For emergency or urgent situations, they can support veterans immediately.

The RSA support network covers the whole of New Zealand. They can assist in navigating government bureaucracy to help with Veterans' Affairs, ACC, Work and Income entitlements. They can link people into other veteran support organisations and health providers for mental, physical or social health needs. They can act as advocates in relation to reviews and appeals with ACC and VA.



Find out more on the Defence Health Hub – Pūtahi Hauora: [health.nzdf.mil.nz/support-providers/nzdf-community-wellbeing-support/returned-and-services-association-rsa/](https://health.nzdf.mil.nz/support-providers/nzdf-community-wellbeing-support/returned-and-services-association-rsa/)

# Safe families

The NZDF supports a safe families approach, meaning that all members in the whānau can thrive or flourish. We want to support whānau to join fully in the wider community (as much as they would like to) through taking part in community groups and clubs, volunteering to help those who are less able or fortunate, and helping to create a sense of belonging and identity.

If there are safety issues at home, or within the whānau, it may involve a NZDF member not living the values of our organisation (see page 18) or it may arise from a whānau member with unsafe behaviours. In either scenario, both internal NZDF and external support services are there to help the family.



For more information and a list of support providers, refer to [health.nzdf.mil.nz/your-health/social-and-whanau/keeping-whanau-safe](https://health.nzdf.mil.nz/your-health/social-and-whanau/keeping-whanau-safe)





## NZDF personnel-led networks

Personnel-led networks are volunteer communities of service members and civilians from across the NZDF. These networks provide a sense of belonging, support and community for service members, and sometimes their whānau.

The networks and their contact details are as follows:

The OverWatch Network to enhance inclusion of rainbow communities ([OverWatch@nzdf.mil.nz](mailto:OverWatch@nzdf.mil.nz))

Pan-Asian Network supporting NZDF members with connections to various countries in the Asia-Pacific region ([PanAsianNetwork@nzdf.mil.nz](mailto:PanAsianNetwork@nzdf.mil.nz))

NZDF Neurodiversity Network for those who want to learn more about neurodiversity ([NDNetwork@nzdf.mil.nz](mailto:NDNetwork@nzdf.mil.nz))

Single Service Pasifika Networks to support NZDF Pasifika to thrive both personally and professionally ([Pasifika.Cultural.Advisor@nzdf.mil.nz](mailto:Pasifika.Cultural.Advisor@nzdf.mil.nz));

NZDF and single Service Gender Networks (email [Wahine.Toa@nzdf.mil.nz](mailto:Wahine.Toa@nzdf.mil.nz) or [Tane.Toa@nzdf.mil.nz](mailto:Tane.Toa@nzdf.mil.nz) for more information)





**Part**

**3**

**LIFE AS A  
MILITARY FAMILY**

## **Part 3: Life as a military family**

**This section is written primarily for the partners and children of service members.**

As a military family you are likely to have opportunities to experience living in varied settings and regions of New Zealand, and even overseas. Through such shared experiences, military families often forge long lasting friendships that carry from one posting to the next.

This sense of community can be particularly helpful during periods when your service member is away from home. Absences can vary in frequency over the course of a career, ranging from short term training periods of days or weeks, to operational deployments which may run to six months or more. Due to the nature of their duties, your service member may also have limited access to communication during initial training, military operations, exercises and deployments.

Remember, NZDF support services are always available to you (see page 32 for more information). Don't hesitate to get in touch if you need any kind of information, advice or support. And if you aren't quite sure when or where to start, please be assured that there is no wrong door, and no issue is too big or too small.

**“Our time in a defence house was great, so close to my partner’s work and really helpful to have neighbours when I was on parental leave.”**

– Defence partner

**“The force 4 families hub is a great resource that has heaps of information about support services available. It’s been great to have access to the defence discounts and leave centres.”**

– Defence partner

**Research with NZDF families has identified that, despite the demands of military life, the following aspects of Defence community life are highly valued:**



A sense of belonging, purpose, and connection to a community who value service and commitment to their country



Accommodation assistance, including subsidised housing (generally for a maximum of six years)



Financial tools and resources through the Force Financial Hub (see page 40) to support managing your money, including savings schemes, preferential banking, financial and mortgage advice, free wills, comprehensive insurances, etc



Access to facilities on Camps and Bases such as swimming pools, libraries and gyms (facilities vary by location)



Events and activities for whānau including family days and school holiday events



Access to leave centres/ holiday homes across New Zealand at discounted rates



Discounts from a range of businesses through the Force 4 Families discount scheme [force4families.mil.nz](https://www.force4families.mil.nz)



Access to wellbeing resources and services including personal and relationship counselling



Access to social work services, chaplaincy and other professional and community social support



Connection to service Marae/ Tūrangawaewae located in Auckland, Waiouru and Ohakea (see page 38)



# Dependant's Pass/Family ID card

A Dependant's Pass or Family ID card is available from each Camp and Base for partners and dependant children of service members (and in some cases, other next of kin). Note: the term "dependant" may seem archaic but due to the terminology being used in policy, it remains in use at this time.

*Defence Shared Services Group (DSSG)* at your service member's Camp/Base or the *Regional Support Centre (RSC)* can supply your service member with the application form which needs to be completed and signed by them. You may also need to have your photo taken for a dependant's pass to enable access to Camp/Base facilities such as the swimming pool (see page 53 for information about what facilities may be available to you).

Your service member needs to list any dependant children on the NZDF's HR system, *Employee Self-Service (ESS)* portal. Any dependant over 16 years of age is required to have their own Dependant's Pass to access Camps and Bases. Your service member needs to update their personal information (in ESS and with their command chain) if there are any changes, such as a new baby or other dependant.

The NZDF recognises partners as those that are married, in a civil union, or a de facto relationship. Members of the Regular Forces who are in a relationship with another person and are living together as a couple, may also apply to have that relationship recognised by the NZDF. In this event your service member will need to lodge a 'Recognised Relationship' application with their *Chain of Command (CoC)*, and will need to disclose some basic personal information about you. Official recognition of such a relationship by a Commanding Officer renders a member of the Regular Forces eligible for the same entitlements available to married members of the Regular Forces, those in a civil union, or de facto relationship.

When you receive your Dependant's Pass or Family ID card you'll be informed of any restrictions, such as the minimum age of children allowed on the Camp/Base or any areas that are off limits.

If you lose your Dependant's Pass, you or your service member should report this immediately to the Military Police on 0800 501 122.



## Visiting Camps and Bases

If you are the partner of a service member, you can anticipate that your living situation will vary over time. You may live with your service member in Defence accommodation either on or off Camp/Base for a period. You may rent privately nearby or at a commutable distance. You may own your own home near the location of posting.

Each Camp and Base operates a little differently, but the information below will be useful wherever you are located. If you haven't been provided with a guide to the Camp or Base your service member has been posted to, request one from the local Defence Community Facilitator (DCF) or Naval Welfare Liaison Manager (NWLM).

## Periods of restricted access

Each Camp and Base has its own colour-coded security level system called a 'Ring Fence'. Access to your Camp or Base may change according to this security level. The Ring Fence status is sign posted at the entrance to all Bases/Camps. Your service member or command will advise of any significant changes. Although rare, a Camp or Base may temporarily deny access to dependants.

Bases/Camps sometimes carry out practice emergency scenarios, such as fire evacuation, that may shutdown all or some sections of the Base/Camp. These are generally announced on Camp/Base noticeboards.

## Facilities

You are encouraged to use the facilities at your local Base/Camp, which generally include a gym, swimming pool (or discounted admission at your local public pool) and library. Your Pass/Card may also allow you to hire equipment from your Base/Camp. *DSSG* or the *RSC* can provide information on what is available and the process for hiring equipment.

The *DSSG* E-books library is available to all NZDF and their families. E-books and audio books are available for adults, teens and children. The collection includes fiction, biographies, wellness, health, personal development, finance and much more. To register, email [dssg.ebooks@nzdf.mil.nz](mailto:dssg.ebooks@nzdf.mil.nz)

Bases/Camps also offer an onsite chapel, cultural space, and prayer room.

## Community events

Your local Camp/Base will have numerous events each year that you and your whānau can be a part of. Your local DCF or NWLM will have all the information on what's planned. Events may be celebratory (e.g. Christmas), commemorative (e.g. ANZAC day), or for fundraising purposes (e.g. Daffodil Day, Movember). Whatever the occasion, being a part of these – whether as part of an organising committee or as an attendee – is a great way to connect with other people and families.

## Messing

Each Camp and Base has one or more 'messes'. Messes provide a venue for service members, and families on invitation, to socialise. They operate something like a community club and there's usually a bar and separate eating and communal areas for dining, watching TV, and so on.

As your service member completes courses and is recognised for leadership and trade competencies during their career, their mess membership will progress respective to their rank. Messes or clubs allow service members to network amongst their peers and provides a common area for military traditions within a relaxed atmosphere.

Messes may host functions throughout the year that include partners and sometimes other whānau members. Many are specifically themed to be family orientated. These provide great opportunities to make new friends within your service member's peer group – people you may cross paths with many times during the course of your service member's career.

Your local DCF or NWLM will be able to provide information on the dress code of the mess.



## Flag or Ensign raising and lowering

All Camps, Bases, and Ships have a flag (or ensign) that is raised in the morning.

Service	Raised	Lowered
Army	0615	1700
Air Force	0745	1630
Navy	0800	At Sunset or 2100

This is accompanied, in the Naval context, by the sounding of the bosun's pipe and the tolling of a bell, and on Army Camps by the sounding of the bugle. For Air Bases, a call of "stand fast!" precedes raising and lowering of the flag, followed by a call of "carry on" once complete.

If you are outside and hear the bosun's pipe, the bugle or call, you are expected to stand still, silently facing towards the flag station (or bugle sound) until it finishes. If you're driving within the grounds, bring your vehicle to a complete stop.



24 hour time is used across military i.e. **0800** is 8am and **2000** is 8pm.

## Driving around a Camp or Base

A map of the layout of the Camp/ Base will be available from the guard hut by the main gate. The speed limit is generally 30km/hr (exceptions include 20kms/hr at Devonport Naval Base and 25km/hr at Burnham Military Camp).

Pedestrians always have the right of way. Groups of uniformed personnel frequently march around Camps and Bases, and you must give way to them.

If you see a large concrete or asphalt area with no cars parked on it, you can assume this is a parade ground. Driving, walking, and parking your car there is not allowed, because parade grounds are memorials to the “fallen” (those who have died in service). An exception to this is the 2/1 parade ground in Burnham Military Camp, which has a road you are permitted to drive or walk across. During special events or occasions, parking or other activities may be allowed on these areas. This will be signposted or otherwise notified.

**Note:** Every person in your vehicle will need to show their Dependant's Pass/Family ID card at the gate as you enter the Camp or Base. Alternatively you/they will have to register at the guard hut. Your vehicle must have a current registration and warrant of fitness.

## Childcare and school holiday programmes

Early childcare services are usually located nearby each Base and Camp. Some may provide before or after school care onsite.

For Army and Air Force families, connect with your Defence Community Facilitator (DCF) for more information on childcare services available at your new location. They may also be able to link you with local babysitting contacts.

For Navy families, the Navy Family Support Officer (FSO) may be able to put you in touch with other local services and provide respite support. Navy families also have access to Navy Childcare at Devonport Base – contact the FSO for more information.

At some Camps and Bases holiday programmes or camps for school aged children are available, as are as subsidies to attend. Talk to your DCF or Naval Welfare Liaison Manager to see whether this applies in your locality.



## Postings

Postings happen regularly during a service member's career, often for training or following a promotion. Most postings are for a two to three year period. The different types of postings are described below.

**“Having to pack up and move every couple of years is quite disruptive. The great thing about postings is that someone comes and packs up your house, pack for you and unpacks it at the other end!”**

– Defence whānau member

## Accompanied postings

Postings within New Zealand are usually 'accompanied', which means that service members and their dependant household members are posted together. Costs associated with the move are generally covered by NZDF posting allowances. Detailed entitlement information will be accessible to your service member via the NZDF intranet and in conversation with their career manager. They will need to apply for financial and logistical support (e.g., allowances and arranging moving company services) through the *Defence Shared Services Group* (DSSG).

You're encouraged to complete visits to the new location before your move. This will help to support a smooth transition for things such as children starting new schools, identifying accommodation and employment options if required, and making connections with local community and support services.

Command and Camp/Base support providers will provide a local welcome for newly posted whānau. Your local Defence Community Facilitator (DCF) or for Navy you can contact the Family Support Officer (FSO). will help connect you with other military families who are already familiar with the local community, and assist with finding a new doctor, dentist, church and so on. They can also sign you up for your local Camp/Base newsletter and/or social media pages.

## Unaccompanied postings

Unaccompanied postings mean that the whānau of the service member will remain in their home location, while the service member will move to another region/location for work. Unaccompanied Posting Allowances are provided to enable the service member to return home on a regular or semi-regular basis, depending on the type of posting.

The military member can apply to be posted unaccompanied and be paid an Unaccompanied Posting Allowance to help cover the cost of commuting and living expenses. They should speak to their career manager about this.

There can be several reasons for an unaccompanied posting. The duration or nature of the posting or environment may not make it suitable for whānau to relocate, or circumstances may make it inconvenient to do so. There can be other personal circumstances such as business or career, education, or caring for a whānau member. For example, a whānau with teenagers may be concerned that relocation could be disruptive to their final years of schooling.



## Overseas non-operational posting

There are a number of reasons that a service member may be posted overseas (Defence Attaché/ Advisor roles, technical/strategic advisor roles, instructor roles, attendance on courses etc). Depending on duration, some of these postings may be accompanied, and, as a family, you will have the choice to fully relocate overseas or, if the service member undertakes an unaccompanied posting, to make use of the travel allowance for periodic visits. This can be used for your travel to the overseas location of posting, or you may prefer for your service member to return home periodically during their posting.

Information days for some of the overseas non-operational postings are held twice a year, in May and November. These cover useful topics such as posting entitlements, medical and dental entitlements, resilience and personal security. If your service member is to be posted overseas, please register your interest in an information day by emailing [attachesupportservicesgroup@nzdf.mil.nz](mailto:attachesupportservicesgroup@nzdf.mil.nz)

Your service member will also be provided with a Non-operational Overseas Posting Booklet which contains important information about your family entitlements, allowances, household relocation, medical and dental allowances, education assistance, posting checklists and more. Please contact [HRSC.Non-OpSupport@nzdf.mil.nz](mailto:HRSC.Non-OpSupport@nzdf.mil.nz) if you haven't received a copy.

## Planning for a posting

For a service member, a posting can present opportunities for growth, learning and leadership. However it may be unsettling for whānau members, and it's normal to feel a range of emotions. You are encouraged to reach out to NZDF support services during this time if you need them.

It can be helpful to discuss the following questions with your service member:

- Will the whānau move to the new location or is it better for your service member to post unaccompanied and commute to their work location? How far away is too far to commute?
- If you are living in your own house, will you sell or rent it? Are you likely to return to the location you are currently in?

Points that may be useful to consider include:

- **Potential impact on a partner's career.** A relocation may also mean the loss or change of employment for the partner of a service member.
- **Potential impact on your children.** Moving to a new Camp/Base often means uprooting children from their school or day-care. Navigating relationships with new teachers and peers can be challenging. It's important to be mindful that it will take time for them to adjust and settle. This will be easier if they feel they have a secure base at home.

**“I am lucky that my job has been one that has been pretty transferable across locations but I know it can be hard to relocate and find a similar role on the same pay. Or even sometimes a job at all.”**

– Defence whānau member

- **Separation from whānau and support networks.** Leaving behind families, friends and community connections can be hard. Separation from extended whānau, particularly grandparents and older members of the whānau, can be difficult, especially if you're part of their support network.
- **Arranging care for pets.** If your whānau is moving to a new location, you'll need to think about what will happen with your pets. If you're moving overseas, it may be possible to take your pet with you. However, this is your responsibility and cost, and relocating pets internationally can be expensive. In some cases, the NZDF Transfer Grant may help with these costs. For many families, it may be simpler to arrange for pets to be cared for in New Zealand while you are away.
- Upon posting, service members generally receive a **Camp/Base induction** to acquaint them with the new region and the Camp/Base particulars. This may also include information about local in-person or online support groups and NZDF personnel-led networks (see page 47).

# Deployments

**The NZDF understands the importance of military personnel and their whānau being well prepared for – and supported during – deployments.**

Deployment Services Officers (DSOs) specialise in supporting the whānau of deployed service members. They organise gatherings for whānau during the deployment period, and can provide guidance on supporting children. This information can also be shared with childcare providers or teachers if you think this would be helpful).

DSOs can be contacted by emailing [community.deployment@nzdf.mil.nz](mailto:community.deployment@nzdf.mil.nz) or 24/7 by phone 0800 DEPLOYED or 0800 OVERSEAS.



For Navy families, the Navy Welfare Liaison Manager (NWLM) and Family Support Officer (FSO) continue to be available to support you during this time.

The FSO can provide confidential assistance, support, respite care and advice to families with a priority to those with young children (see page 3 for contact information).



## Homebase



The Force 4 Families website has a wealth of information for families. Homebase ([NZDF.mil.nz/force4families/homebase](https://nzdf.mil.nz/force4families/homebase)) is a

section of the site that is devoted to deployments. This site allows us to communicate and share information with our community in a way that will enable us to support and empower you.

You'll also find *The Bugle* monthly newsletter in this section, which includes regular posts from DSOs. You can also find deployment support, contacts and resources.



**“My husband is currently deployed, and we have an almost 2 year old. We have no family in NZ, and friends can only do so much, especially during the work day. Having the support of the Family Support Officer (FSO) has been so helpful from both a practical standpoint and for my sanity. Through the FSO I was able to connect with another mum with a child the same age whose husband is on the same ship, which will be a true lifeline when the ship is deployed again next year.”**

– Partner of deployed member

## Preparing for deployment

Whānau members are encouraged to attend pre-deployment events, briefings and social gatherings that are organised by deploying units and DSOs in the lead up to service members deploying. Such events provide important information for whānau, who will be provided with guides such as *Deployment Guide for Families*, *Preparing for Deployment* and *Returning Home from Deployment* as appropriate.

*These resources can be found on the Homepage section of the Force 4 Families website [nzdf.mil.nz/force4families/homebase/](http://nzdf.mil.nz/force4families/homebase/)*

Pre-deployment occasions will also help connect you with others who will be going through a similar experience and develop your support network.

Your service member will be required to complete a Family Support Plan prior to any deployment. They should do this in consultation with you. The intent of the plan is to allow the NZDF to help your whānau should you need it.

## Operations security

It is vitally important that all aspects of NZDF deployments are protected by Operations Security (OPSEC) considerations. Please observe the following:

- Don't discuss any aspects of your service member's deployment in a public space.
- During conversations with your deployed service member, specific details of the deployment should not be discussed —please don't press your service member for information they cannot share.
- Remember that operations security begins before the deployment starts, continues throughout the time they are away, and continues on their return home.
- If you are active on social media, refer to page 28 for further guidance about posting online.

**“It was really helpful to exchange contact details with others attending the family brief - it was good to meet others whose partners were deployed to and stay connected, not everyone understands what it is like.”**

– Partner of deployed member



## Deploying on operations and exercises – what’s the difference?

**Exercises** are short training engagements that provide an opportunity to test personnel in simulated scenarios that imitate real-life environments. These are often done alongside allied nations.

**Operations** can include many types of activities in response to challenges that threaten our national and personal security. They include combat operations, peacekeeping, search and rescue, international coalition support, and humanitarian aid and disaster relief (HADR). A coordinated effort by the NZDF to contribute to a particular mission or security outcome means that personnel can be deployed to many parts of the world on operations. This can involve working with other government agencies or allied forces to achieve a mutual outcome.

# Tips for navigating time apart

Being separated from loved ones can be hard on everyone, especially partners and children. There are often additional demands on those at home. Your service member may be required to depart at short notice and sometimes operational and security considerations mean that the specific location they are deploying to cannot be shared. The amount of communication they may be able to have with you while they are gone depends on the nature of the activity.

Having a conversation with your service member before they leave may help you and your whānau navigate some of the uncertainty.

Here are some conversation starters:

- **How long are they going to be away?** This may be fluid, but a general estimate can help you to plan your time apart.
- **What are you allowed to tell people?** Some activities will come with security implications, and you may or may not be allowed to talk about what your service member is doing. Discuss together what to say – they may have ideas for an acceptable cover story.
- **What are the expectations and realities around communication?** Will they be able to call or email regularly?

- **Who is your point of contact?** All service members are required to provide their whānau with a point of contact within their Camp/Base so that they will be able to seek help or guidance. If your partner is deployed and you don't know who your point of contact is, get in contact with your DSO, DCF/NWLM or FSO and they will find out for you.

You may notice you or your partner starting arguments or being more confrontational than usual in the lead up to a separation. Being aware that feelings of stress about an upcoming deployment are normal can help to minimise their effect on your relationship.

Having a partner away from home can feel very isolating – it is important to try to maintain your social connections. Find out from your DCF/NWLM what social activities are happening at your Base/Camp. Having someone to talk to that is in a similar situation, or has been there before, can help to ease any anxiety and provide a safe place to vent if you need to.

Try to maintain whānau traditions while your service member is away. If you always go out for brunch on a Saturday or read to the kids at bedtime, keep doing that if you can. Remember to be kind to yourself though. If a part of your regular routine is causing too much stress to do on your own, let it go for a while.



## Tips for supporting children and teenagers

Talk about the reason your service member will be away from home in a way that makes sense for the age of your child. Talk about how and when you'll be able to connect while they are away. Some ideas include:

- Create whānau traditions or special events – sometimes a service member may be able to join in virtually;
- The service member could leave pre-purchased birthday presents, recorded messages or pictures for them;
- Write letters or emails to each other during separations; and
- Help children prepare for the duration of deployment by using calendars to mark time and display updates.

More ideas can be found on the *Force 4 Families* website (see page 40).



## Post-deployment reintegration

Whilst there can be a lot of excitement about reunions, keep in mind that it might take time for everyone to readjust to a 'new normal'. It's a good plan to talk with your service member in advance about what their return might look like.

- When they return, take time to talk together as a whānau about how you all readjust. Your service member will need time to fit back into the whānau both physically and emotionally.
- It is likely that while they are away you will develop new ways of managing household routines and may enjoy taking on the tasks your service member usually does. You may learn new skills during this time, sharing these skills can be a good way to connect.
- While your service member is away you might develop some new routines. It's important to keep in mind that when they return, they will likely be expecting things to be the same as when they left.
- Sometimes the 'neutral territory' of a holiday can help a service member and whānau reintegrate. See NZDF leave/holiday accommodation on page 43 for low-cost options.
- Professional support including relationship counselling is available through NZDF4U Wellbeing Support (see page 37).
- More helpful information is available from your DSO or DCF/NWLM.

# Resources for families

The Force 4 Families website hosts a range of resources. Some that might be of particular interest include:

*Handle with Aroha: Information to help parents understand and respond to a range of children's reactions to NZDF separations.*

*Good byes are hard: an activity book about Military separations (6-8 years old).*

*Going the distance: information for teenagers experiencing separation from a NZDF family member.*

*Tips and Strategies for resilient military children.*

*My goodbye book: An activity book about military separations recommended for 3-6 year olds.*

*I can do that: An activity book about military separations (9-12 years old).*



These resources can be found on the Homebase section of the Force 4 Families website: [nzdf.mil.nz/force4families/homebase/](https://nzdf.mil.nz/force4families/homebase/)



# Deployment Support for Whānau

We recognise that being part of a military whānau may mean that in some instances you are exposed to stressful situations not only from your family member being deployed but also from the experiences that they may share with you.

Additionally we recognise that for children, specifically, there can be a number of behavioural and psychological changes or challenges that arise when their service person deploys.

If you or your children require support whilst your partner is deployed or during the transition period coming home, please reach out to your local social worker or DSO and they will assist you in finding appropriate support.



# Glossary/Acronyms



























Note: The explanations given below are for descriptive purposes only, these are not legislative or formal policy definitions.

<b>Accompanied posting</b>	A member of the NZDF posted to a location and accompanied by their partner or dependants for the duration of the posting
<b>Armed Forces</b>	The combined Regular Forces and Reserve Forces of Navy, Army and Air Force
<b>Barracks</b>	Single or multi-person accommodation
<b>Base</b>	Location dedicated to the Air Force or Navy
<b>BWST</b>	Basic Water Swim Test
<b>Cadet</b>	Member of the voluntary, disciplined, uniformed training organisation for youth (the NZ Cadet Forces) which is affiliated to the NZDF, comprising Cadets aged 13-18 years, and adult Cadet Force Officers. Members of the cadets are not expected to serve in the NZDF
<b>Camp</b>	Location dedicated to the Army
<b>Civilian/Civie</b>	A person employed by the NZDF who is not a member of the Armed Forces
<b>CDF</b>	Chief of Defence Force
<b>CFT</b>	Combat Fitness Test
<b>CAF</b>	Chief of Air Force
<b>CA</b>	Chief of Army
<b>CN</b>	Chief of Navy
<b>CO</b>	Commanding Officer, in charge of a unit or Base or Camp
<b>CoC</b>	Chain of Command
<b>Commissioned Officer</b>	Officers of the New Zealand Armed Forces granted a commission by the Governor-General in the name of the Sovereign
<b>Coy</b>	Company, a unit of the Army usually comprising 250 soldiers
<b>CSM</b>	Company Sergeant Major
<b>DCF</b>	Defence Community Facilitator
<b>Dependant</b>	A dependant may be any person who is wholly or mainly financially dependent on a member of the NZDF and who would ordinarily reside with that member, or is under the care of a member of the NZDF and who would ordinarily reside with that member

















<b>Dress uniform</b>	Formal uniform for parade and ceremonial occasions
<b>DSSG</b>	Defence Shared Services Group
<b>DSO</b>	Deployment Services Officer
<b>DTelN</b>	Defence Telephone Network
<b>Enlist</b>	To engage as a sailor, rating, soldier or non-commissioned officer, or to be appointed as an officer, to serve in a component of the Armed Forces for the first time
<b>ESS</b>	Employee Self-Service, the NZDF's computerised HR system
<b>Establishment</b>	i. An NZDF unit including a Base or Camp or Ship, HQNZDF and HQJFNZ ii. Positions approved within a workplace
<b>Fern Leaf</b>	Camp/Base cafés operated by ESS
<b>FSO</b>	Family Support Officer (Navy)
<b>HADR</b>	Humanitarian Aid (or Assistance) and Disaster Relief
<b>Hot Shots</b>	Armed Forces Canteen Council shops and cafeterias on Bases, Camps and Ships
<b>HQJFNZ</b>	Headquarters Joint Forces New Zealand
<b>HQNZDF</b>	Headquarters New Zealand Defence Force
<b>Live-in</b>	Where members live within NZDF barracks
<b>Live-out</b>	Where members do not live in NZDF barracks
<b>Mess</b>	Dining facility on all Camps and Bases. Different messes are available for different ranks
<b>NCO</b>	Non-commissioned officer
<b>NWLM</b>	Navy Welfare Liaison Manager
<b>NZDF</b>	New Zealand Defence Force
<b>NZDF Service Accommodation</b>	Any premises that are owned, managed or provided by the NZDF in New Zealand to accommodate members of the NZDF. This includes Defence housing, transit housing, welfare housing and barracks
<b>One Up/1Up</b>	Person's direct line manager
<b>OO</b>	Orderly Officer
<b>ONCO</b>	Orderly Non-commissioned officer
<b>OSGT</b>	Orderly Sergeant
<b>Piquet</b>	Security detail
<b>Posting location</b>	The location of the NZDF workplace the member is posted to

<b>Posting region</b>	The region the member's posting location falls. Determined by the geographical boundaries as defined in the Local Government Act 2002
<b>Rat Pack</b>	Ration Pack – ready to eat meals designed for use in the field
<b>Rations</b>	Food
<b>Recruit</b>	Military personnel who are undergoing initial military training (e.g. basic training)
<b>RSC</b>	Regional Support Centre
<b>Regular Force (RF)</b>	Regular Force personnel
<b>Reserve</b>	A reservist serves part-time in the NZDF alongside their civilian career, which may include a position with the NZDF
<b>RFL</b>	Required Fitness Level – Physical fitness test
<b>SNCO</b>	Senior Non-Commissioned Officer – Sergeant (E) rank level and above. Up to Warrant Officer rank.
<b>SSM</b>	Squadron Sergeant Major
<b>Territorial Force (TF)</b>	Territorial Force personnel (Reservists)
<b>Two Up/2 Up</b>	Person's manager's manager
<b>Unaccompanied posting</b>	A posting within New Zealand is defined as unaccompanied where a member of the Regular Force: <ul style="list-style-type: none"> <li>(1) is permanently posted;</li> <li>(2) qualifies for posting assistance;</li> <li>(3) maintains their primary residence at an alternative region;</li> <li>(4) is approved a change in posting status to unaccompanied for the duration of the posting; and</li> <li>(5) has applied within six months of posting</li> </ul>
<b>Unit Executive Assistant</b>	Unit Executive Assistants (EA) are generally civilians, and have their fingers on the pulse of their Unit
<b>UPOC</b>	Unit point of contact

# Appendix A: Badges of rank of Commissioned Officers

Royal New Zealand Navy	New Zealand Army	Royal New Zealand Air Force
Vice Admiral 	Lieutenant General 	Air Marshal 
Rear Admiral 	Major General 	Air Vice Marshal 
Commodore 	Brigadier 	Air Commodore 
Captain 	Colonel 	Group Captain 
Commander 	Lieutenant Colonel 	Wing Commander 
Lieutenant Commander 	Major 	Squadron Leader 
Lieutenant 	Captain 	Flight Lieutenant 
Sub Lieutenant 	Lieutenant 	Flying Officer 
Ensign 	Second Lieutenant 	Pilot Officer 

# Appendix B: Badges of rank of Non Commissioned NZDF Personnel

Royal New Zealand Navy	New Zealand Army	Royal New Zealand Air Force
Warrant Officer 	Warrant Officer Class 1 	Warrant Officer 
	Warrant Officer Class 2 	
Chief Petty Officer 	Staff Sergeant 	Flight Sergeant 
Petty Officer 	Sergeant 	Sergeant 
Leading Rating 	Bombardier Corporal 	Corporal 
Able Rating 	Lance Bombardier Lance Corporal 	Leading Aircraftsman 



**HEI MANA MŌ AOTEAROA**  
**A FORCE FOR NEW ZEALAND**