



# HOW NZDF WILL SUPPORT YOU & YOUR FAMILY FOLLOWING AN INCIDENT:

A GUIDE TO ENTITLEMENTS, BENEFITS & SERVICES



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



# How NZDF will support you and your family following an incident: A Guide to Entitlements, Benefits and Services

*This publication is only valid from the date it was printed or electronically downloaded.*

This guide provides an overview of the main entitlements, benefits and services, which, subject to any eligibility provisions, may be available to New Zealand Defence Force (NZDF) casualties and families.

There may also be other entitlements, benefits and services available through single Services, government agencies and non-governmental agencies that are not listed in this guide.

This guide is intended to be informative only, and is not intended to prescribe terms and conditions of service, conditions of employment, confer entitlement to a specific individual, make legally enforceable undertakings, or provide legal or financial services.

The information contained within this guide may be changed without notice.

Further information can be accessed from your Casualty Liaison Officer or on the Casualty Management and Support HR Toolkit Page on the NZDF intranet (see link below).

<http://orgs/imx/hr-toolkit/LP/Home.aspx>

The NZDF acknowledges and values the significant input to NZDF Casualty Management and Support publications by The Technical Cooperation Programme (TTCP) nations; namely, the United States of America, the United Kingdom, the Commonwealth of Australia and Canada.

Defence Human Resources welcome any suggestions to improve this guide and other NZDF 'Casualty Management and Support' publications.

Send your suggestions to [casualty@nzdf.mil.nz](mailto:casualty@nzdf.mil.nz)

---

Published by:

Casualty Management and Support (Wellbeing)

Defence Human Resources

Headquarters New Zealand Defence Force

Private Bag 39997

Wellington

New Zealand 6011

---

Copyright © 2016, is vested in Her Majesty the Queen in right of Her Government of New Zealand acting by and through the Chief of Defence Force.



# FOREWORD

**E**very hour of every day, 365 days of the year, we are contributing to the defence, security and well-being of New Zealand. We accept the responsibility of being prepared to respond to whatever our country demands of us. In so doing, we recognise that you, our members, will often be required to deploy into tough situations and severe environments, to perform at times the most demanding of all human endeavours – combat.

Experience tells us that no matter how good our training, equipment, preparation and leadership, people can, and will, get hurt or even killed. What you need to know is that should the worst happen, and as a member of our Defence Force you die, are injured or fall ill, we will stand by you and your family through these difficult times. We will do our best to help and provide all the support necessary.

This guide is designed to help you understand the levels of support that may be available for you and your family in these situations.

**Timothy (Tim) Keating, MNZM**

Lieutenant General

Chief of Defence Force

# CONTENTS

|  |    |
|--|----|
| FOREWORD .....   | 3  |
| CONTENTS .....   | 4  |
| INTRODUCTION .....                                     | 9  |
| AIM OF THIS GUIDE .....                                | 9  |
| LAYOUT OF EACH SECTION .....                           | 10 |
| WHAT ABOUT IF I NEED SOMETHING ELSE? .....             | 10 |
| HELP, CONTACTS AND INFORMATION .....                   | 11 |
| .....  | 12 |
| ACCREDITED EMPLOYER PROGRAMME (AEP) .....              | 13 |
| <i>Purpose</i> .....                                   | 13 |
| <i>Eligibility</i> .....                               | 13 |
| <i>Details</i> .....                                   | 13 |
| <i>Contact</i> .....                                   | 14 |
| .....  | 15 |
| NZDF MEMBER INSURANCE BENEFIT PROGRAMME – TIER 1 ..... | 16 |
| <i>Purpose</i> .....                                   | 16 |
| <i>Eligibility</i> .....                               | 16 |
| <i>MIBP Tier 1 Details</i> .....                       | 17 |
| <i>Contacts</i> .....                                  | 17 |
| NZDF MEMBER INSURANCE BENEFIT PROGRAMME – TIER 2 ..... | 18 |
| <i>Purpose</i> .....                                   | 18 |
| <i>Eligibility</i> .....                               | 18 |
| <i>MIBP Tier 2 Details</i> .....                       | 18 |
| <i>Contacts</i> .....                                  | 19 |
| NZDF MEMBER INSURANCE BENEFIT PROGRAMME – TIER 3 ..... | 20 |
| <i>Purpose</i> .....                                   | 20 |
| <i>Eligibility</i> .....                               | 20 |
| <i>MIBP Tier 3 Details</i> .....                       | 20 |
| <i>Contacts</i> .....                                  | 20 |
| SUPERANNUATION .....                                   | 21 |
| <i>Purpose</i> .....                                   | 21 |
| <i>Eligibility</i> .....                               | 21 |
| <i>Details</i> .....                                   | 21 |

|  |    |
|--|----|
| <i>Members of the Defence Force Superannuation Scheme (DFSS)</i> ..... | 21 |
| <i>Contacts</i> .....  | 21 |
| BUSINESS TRAVEL INSURANCE .....  | 22 |
| <i>Purpose</i> .....   | 22 |
| <i>Eligibility</i> .....   | 22 |
| <i>Details</i> .....   | 22 |
| <i>Contacts</i> .....  | 23 |
| UNITED NATIONS COMPENSATION FOR DEATH OR PERMANENT DISABILITY<br>..... | 24 |
| <i>Purpose</i> .....   | 24 |
| <i>Eligibility</i> .....   | 24 |
| <i>Details</i> .....   | 24 |
| <i>Contacts</i> .....  | 24 |
| .....  | 25 |
| FUNERAL GRANTS .....   | 26 |
| <i>Purpose</i> .....   | 26 |
| <i>Eligibility</i> .....   | 26 |
| <i>Details</i> .....   | 26 |
| <i>Contacts</i> .....  | 27 |
| COMPASSIONATE INTERNATIONAL TRAVEL FOR FAMILIES AND FRIENDS ...        | 28 |
| <i>Purpose</i> .....   | 28 |
| <i>Eligibility</i> .....   | 28 |
| <i>Details</i> .....   | 28 |
| <i>Contacts</i> .....  | 28 |
| DOMESTIC TRAVEL FOR FAMILIES AND FRIENDS .....                         | 29 |
| <i>Purpose</i> .....   | 29 |
| <i>Eligibility</i> .....   | 29 |
| <i>Details</i> .....   | 29 |
| <i>Contacts</i> .....  | 29 |
| REMOVAL EXPENSES FOR DEPENDANTS OF REGULAR FORCE DECEASED              | 30 |
| <i>Purpose</i> .....   | 30 |
| <i>Eligibility</i> .....   | 30 |
| <i>Details</i> .....   | 30 |
| <i>Contacts</i> .....  | 30 |
| RNZN BENEVOLENT FUND/RNZN OFFICERS BENEVOLENT TRUST .....              | 31 |
| <i>Purpose</i> .....   | 31 |
| <i>Eligibility</i> .....   | 31 |

|   |    |
|---|----|
| <i>Details</i> .....  | 31 |
| <i>Contacts</i> .....   | 32 |
| NEW ZEALAND ARMY BENEVOLENT GRANT .....   | 33 |
| <i>Purpose</i> .....  | 33 |
| <i>Eligibility</i> .....  | 33 |
| <i>Details</i> .....  | 33 |
| <i>Contacts</i> .....   | 33 |
| ROYAL NEW ZEALAND AIR FORCE BENEVOLENT GRANT.....                                     | 34 |
| <i>Purpose</i> .....  | 34 |
| <i>Eligibility</i> .....  | 34 |
| <i>Details</i> .....  | 34 |
| <i>Contacts</i> .....   | 34 |
| COMMUNICATION ENTITLEMENT FOR INJURED AND ILL MEMBERS OF THE<br>NZDF .....            | 35 |
| <i>Purpose</i> .....  | 35 |
| <i>Eligibility</i> .....  | 35 |
| <i>Details</i> .....  | 35 |
| <i>Contacts</i> .....   | 35 |
| .....   | 36 |
| COUNSELLING FOR FAMILY MEMBERS .....  | 37 |
| <i>Purpose</i> .....  | 37 |
| <i>Eligibility</i> .....  | 37 |
| <i>Details</i> .....  | 37 |
| <i>Contacts</i> .....   | 37 |
| EMPLOYEE ASSISTANCE PROGRAMME ( EAP)-VITAE .....                                      | 38 |
| <i>Purpose</i> .....  | 38 |
| <i>Eligibility</i> .....  | 38 |
| <i>Details</i> .....  | 39 |
| <i>Contacts</i> .....   | 39 |
| PSYCHOLOGICAL SUPPORT TO INJURED AND ILL MEMBERS OF THE NZDF                          | 40 |
| <i>Purpose</i> .....  | 40 |
| <i>Eligibility</i> .....  | 40 |
| <i>Details</i> .....  | 40 |
| <i>Contacts</i> .....   | 40 |
| NZDF CHAPLAINCY – PASTORAL CARE FOR FAMILIES, FRIENDS AND<br>MEMBERS OF THE NZDF..... | 41 |
| <i>Purpose</i> .....  | 41 |
| <i>Eligibility</i> .....  | 41 |

|   |    |
|---|----|
| <i>Details</i> .....  | 41 |
| <i>Contacts</i> .....   | 41 |
| NZDF FAMILY AND COMMUNITY SUPPORT STAFF – OUTREACH FOR<br>FAMILIES, FRIENDS AND MEMBERS OF THE NZDF ..... | 42 |
| <i>Purpose</i> .....  | 42 |
| <i>Eligibility</i> .....  | 42 |
| <i>Details</i> .....  | 42 |
| <i>Contacts</i> .....   | 42 |
| .....   | 43 |
| MEDALS.....   | 44 |
| <i>Purpose</i> .....  | 44 |
| <i>Eligibility</i> .....  | 44 |
| <i>Details</i> .....  | 44 |
| <i>Contacts</i> .....   | 44 |
| NEW ZEALAND MEMORIAL CROSS .....  | 45 |
| <i>Purpose</i> .....  | 45 |
| <i>Eligibility</i> .....  | 45 |
| <i>Details</i> .....  | 45 |
| <i>Contacts</i> .....   | 45 |
| DAG HAMMARSJÖLD MEDAL (UNITED NATIONS) .....  | 46 |
| <i>Purpose</i> .....  | 46 |
| <i>Eligibility</i> .....  | 46 |
| <i>Details</i> .....  | 46 |
| <i>Contacts</i> .....   | 46 |
| VETERANS' AFFAIRS .....   | 48 |
| <i>Purpose</i> .....  | 48 |
| <i>Eligibility</i> .....  | 48 |
| <i>Details</i> .....  | 48 |
| <i>Contacts</i> .....   | 49 |
| RETURNED AND SERVICES ASSOCIATION.....  | 51 |
| <i>Purpose</i> .....  | 51 |
| <i>Eligibility</i> .....  | 51 |
| <i>Details</i> .....  | 51 |
| <i>Contacts</i> .....   | 51 |
| TRUSTS .....  | 53 |
| <i>Purpose</i> .....  | 53 |
| <i>Eligibility</i> .....  | 53 |

|   |    |
|---|----|
| <i>Trust Details &amp; Contacts</i> ..... | 54 |
| ACRONYMS .....                            | 57 |



# INTRODUCTION

## AIM OF THIS GUIDE

The purpose of this guide is to provide New Zealand Defence Force (NZDF) members and their families with an overview of entitlements, benefits and services to which they may be eligible in the event of a member of the NZDF dying, becoming injured or falling ill. This guide may also be helpful for members involved in the support and management of deceased, injured, and ill members of the NZDF and their families.

For information on entitlements, benefits and services for members deemed as missing, please contact your Casualty Liaison Officer.



## LAYOUT OF EACH SECTION

Each entitlement, benefit or service is given its own section in this guide. Each section follows the same format and is made up of the following:

### **Reference**

The reference refers to where the entitlement, benefit or service can be found in a policy or strategy.

This part of the section explains what the purpose of the entitlement, benefit or service is.

### **Purpose**

### **Eligibility**

Certain entitlements, benefits and services may only be available to members of the Regular Force or Civil Staff. This part of the section details eligibility for the particular entitlement, benefit or service.

This is where the entitlement, benefit or service is discussed in detail.

### **Details**

### **Contact**

This part of the section explains where or who to contact for further information.

## WHAT ABOUT IF I NEED SOMETHING ELSE?

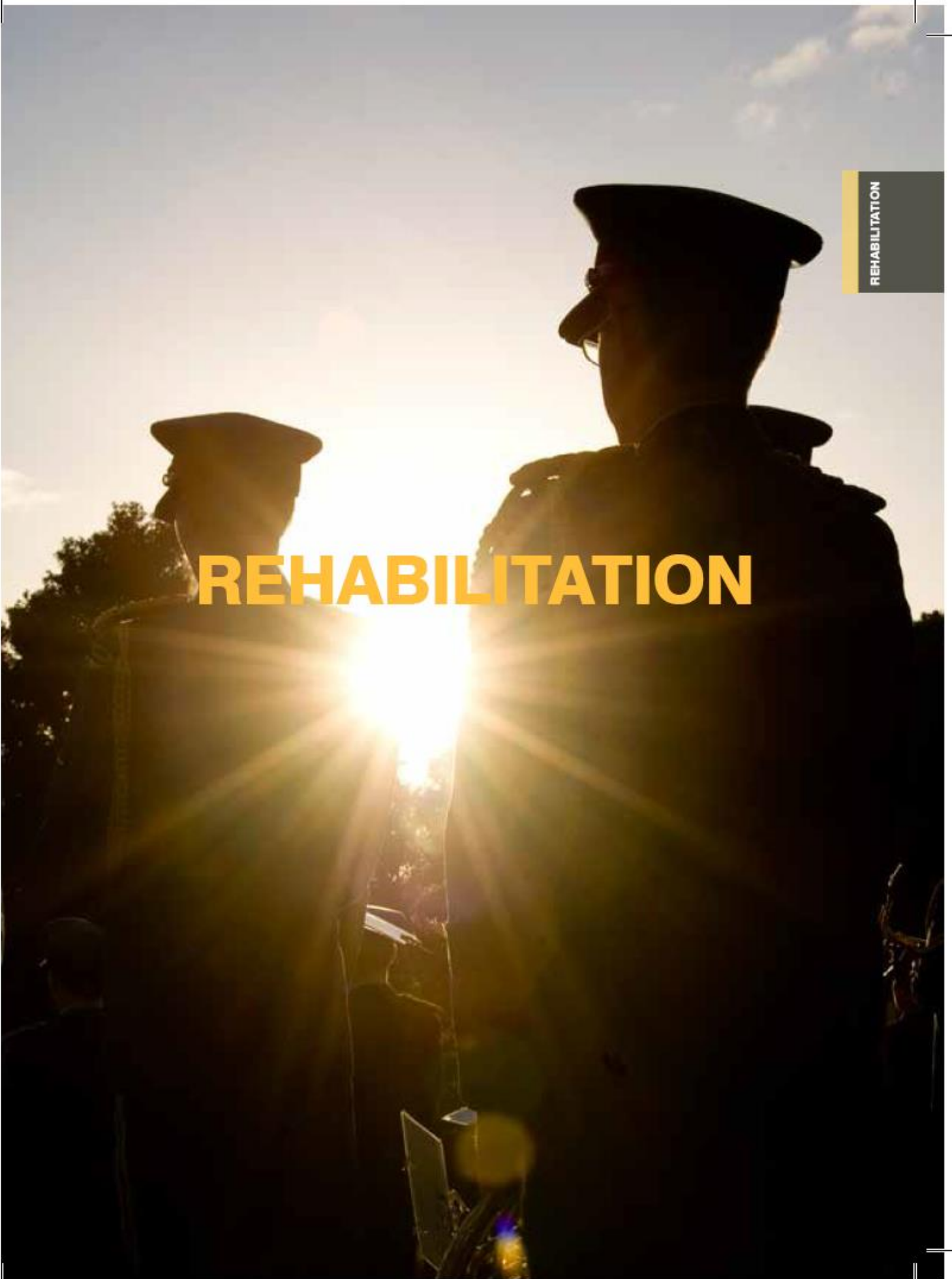
Your Casualty Liaison Officer will assist you in understanding the support available to you or your loved one. Family and Community Services members on each camp and base will also be more than willing to assist you in accessing additional support if available.

# HELP, CONTACTS AND INFORMATION

| PHONE NUMBERS AND EMAIL           |               |  |
|-----------------------------------|---------------|--|
| Name                              | Phone         | E-mail   |
| AEP (NZDF ACC)                    | 04 439 6046   | <a href="mailto:hqnzdfaep@nzdf.mil.nz">hqnzdfaep@nzdf.mil.nz</a>                 |
| AON Insurance (MIBP)              | 0800 642 748  | <a href="mailto:nz.nzdf.enquiries@aon.com">nz.nzdf.enquiries@aon.com</a>         |
| Fallen Heroes Trust               | N/A           | <a href="mailto:nzfallenheroestrust@gmail.com">nzfallenheroestrust@gmail.com</a> |
| Human Resource Service Centre     | 0800 334 772  | <a href="mailto:admin.hrsc@nzdf.mil.nz">admin.hrsc@nzdf.mil.nz</a>               |
| Returned and Services Association | 04 384 7994   | <a href="mailto:enquires@rsa.org.nz">enquires@rsa.org.nz</a>                     |
| Veterans' Affairs                 | 0800 483 8372 | <a href="mailto:veterans@xtra.co.nz">veterans@xtra.co.nz</a>                     |
| Vitae Counselling (EAP)           | 0508 664 981  | <a href="mailto:assistance@vitae.co.nz">assistance@vitae.co.nz</a>               |

| INTERNET SITES AND SOCIAL MEDIA             |  |
|---|--|
| Name  | Website  |
| Fallen Heroes Trust                         | <a href="http://www.facebook.com/NZFallenHeroesTrust">www.facebook.com/NZFallenHeroesTrust</a><br><a href="http://www.fallenheroes.org.nz">www.fallenheroes.org.nz</a> |
| NZDF  | <a href="http://www.nzdf.mil.nz">www.nzdf.mil.nz</a><br><a href="http://www.facebook.com/NewZealandDefenceForce">www.facebook.com/NewZealandDefenceForce</a>           |
| Royal Returned & Services Association (RSA) | <a href="http://www.rsa.org.nz">www.rsa.org.nz</a><br>@RSA_National (Twitter)  |
| Veterans' Affairs                           | <a href="http://www.veteransaffairs.mil.nz">www.veteransaffairs.mil.nz</a>   |
| Vitae (EAP)                                 | <a href="http://www.vitae.co.nz">www.vitae.co.nz</a>   |
| AON Insurance                               | <a href="http://www.aonwell.com">www.aonwell.com</a>   |

| NZDF INTRANET (DIXS)                 |   |
|--------------------------------------|---|
| Name                                 | Website   |
| NZDF Casualty Management and Support | <a href="http://orgs/imx/hr-toolkit/LP/Home.aspx">http://orgs/imx/hr-toolkit/LP/Home.aspx</a> |



## ACCREDITED EMPLOYER PROGRAMME (AEP)

### Reference:

DFO 3, Part 5, Chapter 1, Accident Rehabilitation and Compensation

### Purpose

The NZDF is an 'ACC Accredited Employer.' This means that the NZDF fulfils the role of ACC for members of the NZDF for most work-related injuries, including all decisions and rehabilitation planning for a period of up to 60 months.

When the accident is accepted as work-related, the NZDF acts as ACC. The NZDF retains responsibility for the lifetime costs of claims, but claims requiring entitlements and rehabilitation outside the claims management period are handed over to ACC for ongoing management.

### Eligibility

Members of the NZDF who are killed or injured as a result of a workplace accident while serving or employed with the NZDF.

### Details

The AEP scheme provides a range of benefits, treatment and rehabilitation entitlements as determined by the assessed needs of the injured member. The AEP Unit uses specialists to assess the injured person's needs and makes any decisions about what entitlements are provided. The NZDF Directorate of Defence Health may work closely with NZDF AEP to come up with an agreed rehabilitation plan in respect of a Regular Force member of the NZDF.

Depending on the needs of the injured member, assistance may include:

- treatment and rehabilitation such as surgery, or other therapy
- assistance with domestic tasks around the house
- transport to attend treatment
- transport to attend work
- aids or appliances in the home or workplace to overcome limitations imposed by the injury and/or to promote independence, and/or
- compensation for death or permanent impairment arising from the accident/injury.

**Work-Related Injury.** The NZDF pays 100% of their salary to the injured member.

**Non Work-Related Injury.** For non work-related injuries there is no entitlement for first week compensation. The injured member is required to take sick leave to cover this period. For the second week and thereafter, ACC will pay 80% of earnings (equal to 4 days for full-time members) and the member may request the additional 20% to be covered by (one day) sick leave, as the NZDF continues to pay their salary and claims reimbursement from ACC for the 80% noted.

## Contact

AEP Unit

C/- NZDF HRSC

Private Bag 39997

Wellington Mail Centre

Upper Hutt 5045

Phone: (04) 439 6046

Fax: (04) 527 3298

Email: [hqnzdfaepunit@nzdf.mil.nz](mailto:hqnzdfaepunit@nzdf.mil.nz)



INSURANCE &  
SUPERANNUATION

# INSURANCE & SUPERANNUATION

*Dili, East Timor: NZDF deployed to Timor as part of the  
INTERFET mission in 1999.*

## NZDF MEMBER INSURANCE BENEFIT PROGRAMME – TIER 1



### Reference:

DFO 3, Part 7, Chapter 7

### Purpose

The purpose of Tier 1 of the NZDF Member Insurance Benefit Programme (MIBP) is to provide a standardised and comprehensive insurance package to all members of the NZDF.

For members of the Regular Forces and Civil Staff, the cover is for death, serious injury and serious illness arising from any cause. For members of the Reserve Forces, the cover is for death and serious injury arising from NZDF activities.

### Eligibility

Members of the Regular Forces and Civil Staff (permanent and fixed term), Reserve Forces (NZDF-related accidents only).



## MIBP Tier 1 Details

| Cover  | Regular Force   | Civilian Staff | Reserve Forces   |
|--|---|----------------|--|
| Life and Terminal Illness 24/7, worldwide, illness and accidents | \$300k  | \$300k         | N/A  |
| Death by Accident NZDF work-related accidents only               | N/A   | N/A            | \$300k   |
| Physical Loss  | Up to \$50k   | Up to \$50k    | NZDF work related accidents only   |
| Income Protection  | Payable at rate of 75% of salary for up to two years after initial stand-down of three months |                | N/A  |
| ACC Top up   | N/A   |                | The gap between private salary or earnings and the amount recovered from ACC when the member is injured in a work-related accident, to a max of \$120,070 p.a. |

Tier 1 commercial cover is to age 70. NZDF self-insures for those members aged 70+.

Tier 1 cover is able to be continued after the member leaves NZDF and is converted to Tier 2 cover at the cost of the individual.

If there is a straight forward will, and the claim is accepted, the payment may only take a short time. Where there is no will, or a complicated will, the process can take over 12 months.

## Contacts

AON – MIBP Gateway

[www.aonwell.com](http://www.aonwell.com)

Login Password: MIBP

Email: [nz.nzdf.enquiries@aon.com](mailto:nz.nzdf.enquiries@aon.com)

Phone: 0800 MIBP4U (0800 642 748)

Human Resource Service Centre

Phone: 0800 334 772

NZDF Intranet - HR Toolkit.

## NZDF MEMBER INSURANCE BENEFIT PROGRAMME – TIER 2

### Reference:

DFO3, Part 7, Chapter 7

### Purpose

MIBP Tier 2 is provided to NZDF members who wish to purchase and pay for extra cover, in addition to that provided through Tier 1.

### Eligibility

Members of the NZDF Regular Force, Reserve Forces and Civilian staff.

### MIBP Tier 2 Details

| Cover  | Regular Force  | Civilian Staff | Reserve Forces                                     |
|--|--|----------------|--|
| Life and Terminal Illness<br>24/7, worldwide, illness<br>and accidents | Additional \$500k<br>Health questionnaire may be required.                       |                | \$500k<br>Health questionnaire<br>may be required. |
| Physical Loss  | Up to an additional \$50k  |                |  |
| Income Protection  | Extend the 2-year benefit period under Tier 1<br>up to 5 years or to age 70.     |                | N/A.   |
| Trauma Insurance   | Cover up to \$150k for 30+ afflictions. Health questionnaire may be<br>required. |                |  |

Tier 2 cover may be continued after the member leaves NZDF; cost is the member's responsibility.

## Contacts

AON – MIBP Gateway

[www.aonwell.com](http://www.aonwell.com)

Login Password: MIBP

Email: [nz.nzdf.enquiries@aon.com](mailto:nz.nzdf.enquiries@aon.com)

Phone: 0800 MIBP4U (0800 642 748)

Human Resource Service Centre

Phone: 0800 334 772

NZDF Intranet - HR Toolkit.



## NZDF MEMBER INSURANCE BENEFIT PROGRAMME – TIER 3

### Reference:

DFO3, Part 7, Chapter 7

### Purpose

To provide spouses and partners of members of the NZDF with Death/Terminal illness cover and Comprehensive Trauma Recovery insurance if they wish to purchase this.

### Eligibility

Partners and Spouses of members of the NZDF who opt in to the programme.

### MIBP Tier 3 Details

| Insurance Cover           | Maximum                    | Rules                                 |
|---------------------------|----------------------------|---------------------------------------|
| Life and Terminal Illness | Up to a maximum of \$500k. | Health questionnaire may be required. |
| Trauma Insurance          | Up to a maximum of \$150k  | Health questionnaire may be required. |

Tier 3 cover may be continued after the member has left NZDF or if the relationship between the member and partner/spouse has ceased. Cost is the covered person's responsibility.

### Contacts

#### AON – MIBP Gateway

[www.aonwell.com](http://www.aonwell.com)

Login Password: MIBP

Email: [nz.nzdf.enquiries@aon.com](mailto:nz.nzdf.enquiries@aon.com)

Phone: 0800 MIBP4U (0800 642 748)

#### Human Resource Service Centre

Phone: 0800 334 772

NZDF Intranet - HR Toolkit.

# SUPERANNUATION

## Reference:

Your individual superannuation scheme will be your prime reference.

## Purpose

The purpose of the superannuation section of this guide is to provide advice to the estates or representatives of members who at the time of their death or total impairment retain funds in a superannuation or KiwiSaver scheme.

## Eligibility

All members of the NZDF who are members of a scheme.

## Details

NZDF members have access to eight different superannuation schemes including KiwiSaver. Each scheme has different rules determining the disbursement of balances. In the event of the member's death or total impairment, the estate or member's authorised representative are advised to contact the respective scheme administrators to check the specific rules relating to the scheme.

The Trustee for the respective scheme determines disbursement of any deceased or totally impaired member's fund balances. CDF is not involved in this decision.

## Members of the Defence Force Superannuation Scheme (DFSS)

The DFSS has an integrated death and disability insurance scheme. Upon death or total impairment of a DFSS member the estate is advised to contact the Trustee to arrange payment of any insurance owing and disbursement of DFSS scheme balances. The Trustee for the DFSS determines disbursement of any deceased member's fund balances.

## Contacts

The NZDF Human Resources Service Centre (HRSC) is able to assist with contact details for the different schemes.

Contact details for a member's KiwiSaver scheme will be located on the source documents, Yellow Pages or the provider's website.

Human Resource Service Centre

Phone: 0800 334 772

Email: [admin.hrsc@nzdf.mil.nz](mailto:admin.hrsc@nzdf.mil.nz)

DFSS Members: Trustees Executors Ltd

PO Box 3222, Wellington 6140

## BUSINESS TRAVEL INSURANCE



### Reference:

DFO 79, Business Travel Insurance.

### Purpose

To insure members of the NZDF on business or duty travel internationally.

### Eligibility

Members of the NZDF on approved business or duty travel overseas.

### Details

The NZDF self-insures for travel insurance. This means that the NZDF does not purchase a travel policy from an insurance provider. The NZDF provides travel insurance arrangements for members of the NZDF posted, deployed, or travelling overseas on business or duty. Travel insurance cover extends to family members who are accompanying members of the NZDF at public expense.

| Cover is...  | for...   |
|--------------|--|
| Not provided | any private or holiday travel, in excess of 24 hours, outside the country of posting or business.  |
| Not provided | any travel that will extend the time that the member would have been away from New Zealand on duty.  |
| Provided     | weekend and other leave within the country of posting or business during the period of that posting or business, and for travel outside the country of less than 24 hours. |



The NZDF emergency assistance provider, Customer Care, provides a trained team of staff, including medical professionals, who are available 24 hours a day to assist with any travel-related problem. The services available include:

- arranging emergency evacuation and repatriation
- payment guarantees to hospitals
- hospital case management
- assistance and advice regarding the replacement of lost or stolen luggage
- assistance in replacing travel documents and passports
- assistance in cancelling and replacing stolen credit cards, and
- an urgent message service and
- emergency travel planning.

## Contacts

YOUR CASUALTY LIAISON OFFICER

### Contacting Customer Care:

Customer Care must be notified as soon as possible of the death or serious injury/illness of a member of the NZDF or accompanying family members overseas. Customer Care must be advised, in advance, if hospital care, surgical treatment, evacuation or repatriation is required. If this is not possible, Customer Care must be advised as soon as possible afterwards.

Regional contact phone numbers for Customer Care are:

Australia: 1800-024-465

USA: 1866-309-2219

United Kingdom: 0808-234-1524

Elsewhere: 612-8907-5652.

Members in New Zealand who need to contact Customer Care can

Phone: 0800-213-564.

# UNITED NATIONS COMPENSATION FOR DEATH OR PERMANENT DISABILITY

## Reference:

DFO 3, Part 12 'Welfare and Wellbeing', Chapter 8 'Casualty Support'

## Purpose

To compensate members and their families of the NZDF who are injured or die while serving the United Nations.

## Eligibility

NZDF members and their families who are injured or die in the service of the United Nations.

## Details

The United Nations provides cover for service-related death or disability for military observers, members of contingent forces deployed to certain UN peacekeeping operations and civilian personnel attached to such operations. A portion may be paid for permanent injury.

## Contacts

Your Casualty Liaison Officer is the Point of Contact for the provision of this entitlement. The Casualty Liaison Officer may make contact with the Conditions of Service and Employment Cell, Defence Personnel Executive, HQ NZDF or the Permanent Mission of New Zealand to the United Nations for assistance in applying for this provision.

Permanent Mission of New Zealand to the United Nations

600 Third Ave, 14th Floor

New York, NY 10016

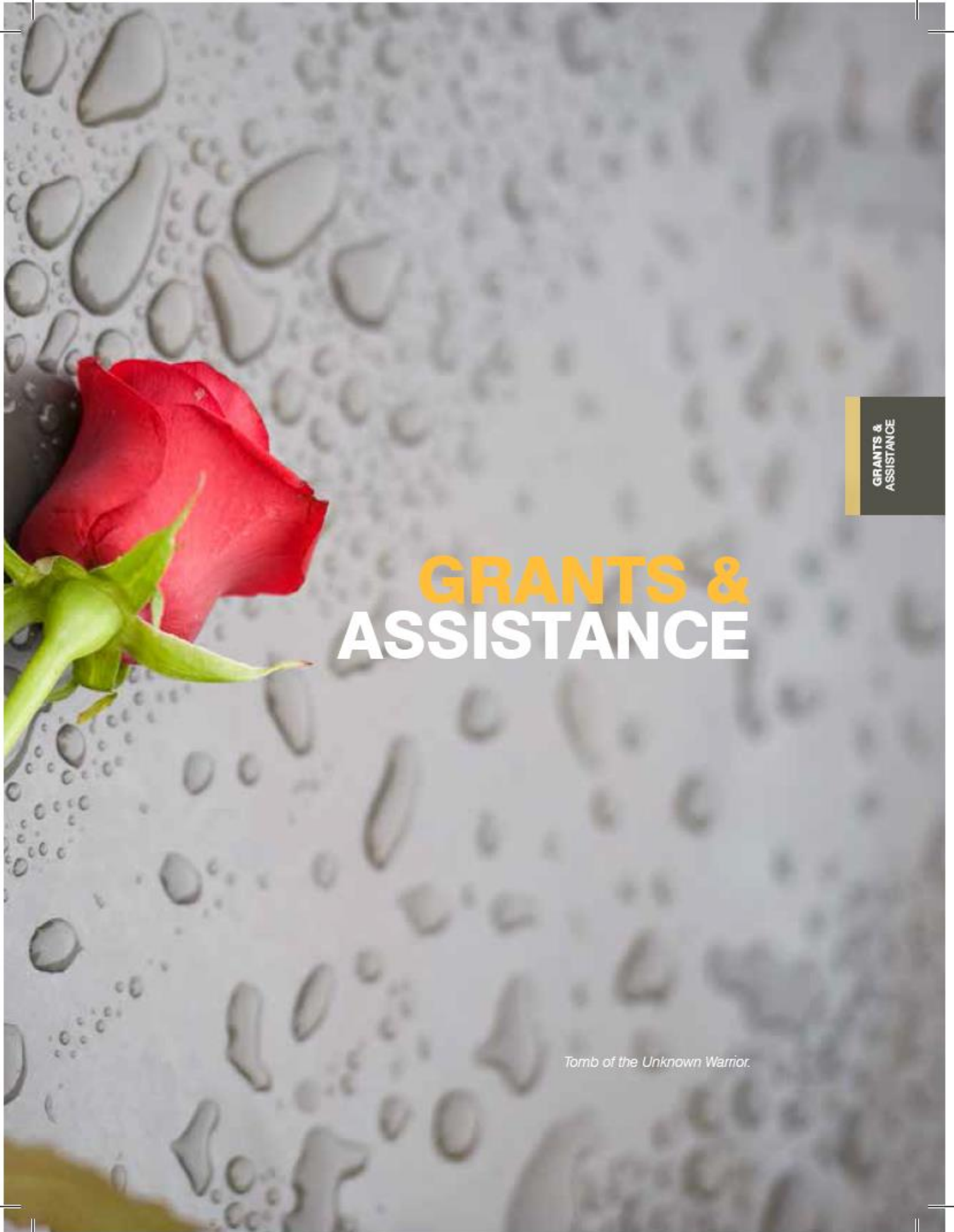
United States of America

Phone: 001 - 212 - 826 1960

Fax: 001 - 212 - 758 0827

Email: nzpmun@gmail.com





GRANTS &  
ASSISTANCE

# GRANTS & ASSISTANCE

*Tomb of the Unknown Warrior.*

## FUNERAL GRANTS

### Reference:

DFO 3, Part 12, Chapter 8 'Casualty Management and Support'.

### Purpose

The purpose of the Grant is to assist with the costs of a funeral for members of the Defence Force.

### Eligibility

If entitled, the NZDF funeral grant will be provided where the deceased is a:

- Member of the Regular Force.
- Member of the Reserve Forces who dies whilst in receipt of Service pay or whose death is attributable to the Service.
- Members of the civil staff deployed on operational service.

### Details

#### Service Funerals

Where a Service funeral is provided, NZDF will fund all personnel and support required for military ceremonial honours.

#### Funeral Grants

Funeral grants will be paid up to \$12,500 (exclusive of GST). Where the nominated family member is entitled to an ACC funeral grant, the NZDF will top this up to a maximum of \$12,500. The grant is to assist family with funeral cost such as the funeral director's fees, casket, hearse, memorial books and care and transferral of the remains and burial and cremation. The grant will be paid to the nominated family member or administrator of the estate on the production of receipts.

#### Family Travel

Travel to the funeral may be funded for two family members.

#### Veterans' Affairs

Veterans' Affairs may pay all or part of the expenses of the funeral and burial or cremation of a veteran whose death is due to qualifying service (including veterans who reside outside New Zealand). The maximum rate payable is \$2455.42. This figure is subject to an annual CPI adjustment and will change each year in April. Further information on Veterans' Affairs can be found on Page 48.

#### Member Insurance Benefits Programme (MIBP) Funeral Contribution

Where the funeral cost exceeds \$12,500, the family member or entity responsible for the funeral may apply to the insurer for a bereavement support payment of up to \$15,000, to cover those additional costs. Any bereavement support payment is deducted from the \$300,000 life payment when made to the deceased member's estate.

## Contacts

Your Casualty Liaison Officer.



# COMPASSIONATE INTERNATIONAL TRAVEL FOR FAMILIES AND FRIENDS

## Reference:

DFO 3, Part 12, Chapter 8, 'Casualty Management and Support', Section 12.8.1160 'Compassionate Travel for Family and Friends'

## Purpose

The purpose of this entitlement is to allow two family members or friends of a casualty to travel overseas to support a member of the NZDF who is a casualty.

## Eligibility

The approval to authorise international travel lies with the Casualty Management Authority.

## Details

The Casualty Management Authority may choose to authorise travel in the following cases:

- Prior to medical repatriation if practicable.
- When the casualty is receiving medical care.
- For the escort of remains to New Zealand.

When approving travel for the support of casualties and families, the Casualty Management Authority will consider the following aspects:

- The wishes of the casualty and the family.
- Security and operational limitations.
- Duration and cost of the travel.

Where travel is approved in support of a casualty, the NZDF will meet the actual and reasonable costs associated with that travel.

## Contacts

Your Casualty Liaison Officer.

## DOMESTIC TRAVEL FOR FAMILIES AND FRIENDS

### Reference:

DFO 3, Part 12, Chapter 8, 'Casualty Management and Support', Section 12.8.202 'Travel Assistance for the Casualty's Family in New Zealand'

### Purpose

The purpose of this entitlement is to allow two family members to travel domestically to support a member of the NZDF who has fallen ill or been injured.

### Eligibility

Travel approval lies with the Casualty Management Authority and will vary from case to case.

### Details

When approving travel for the support of casualties and families, the Casualty Management Authority will consider the following aspects:

- The wishes of the casualty;
- Length of time the casualty will be in hospital; and
- Duration and cost of the travel.

Where travel is approved in support of a casualty, the NZDF will meet the actual and reasonable costs for up to 2 people associated with that travel.

### Contacts

Your Casualty Liaison Officer.

# REMOVAL EXPENSES FOR DEPENDANTS OF REGULAR FORCE DECEASED

## Reference:

DFO 5, Chapter 4, Removal Expenses, Section 14 Resettlement Assistance on Retirement or Discharge

## Purpose

To assist dependants with removal assistance of household belongings after the death of a Regular Force member.

## Eligibility

This financial support is to help dependants of members of the Regular Forces who die. Speak with your Casualty Liaison Officer to assess whether you may be eligible for such support.

## Details

When a Service member dies while serving in the Regular Force, his or her dependants may be eligible for assistance with removal expenses. These expenses may cover:

- packing and transport of household and/or personal effects,
- fares for the Service member and dependants, being either:
- surface travel warrants; or
- motor vehicle allowance on transfer for one motor vehicle and equivalent surface fare for a second motor vehicle provided that the driver is a member of the Service member's family whose fare would otherwise be paid at public expense.
- Inter-island transport costs and marine insurance premium for up to two motor vehicles and one towed vehicle will also be met at public expense.

Where the deceased was single, the household and/or personal effects shall be packed and moved to a place nominated by his or her executor(s).

## Contacts

Your Casualty Liaison Officer.

## RNZN BENEVOLENT FUND/RNZN OFFICERS BENEVOLENT TRUST



### Reference:

NZBR 24, 'RNZN Non Public Funds Manual'

### Purpose

The purpose of benevolent grants from RNZN non-public funds is to relieve pressure on families who have experienced the death of an RNZN person. The grants may be used as the family sees fit.

### Eligibility

Family of deceased RNZN Members.

### Details

Grants will be made in the following circumstances:

- on the death of a RNZN Service member, on the death of his/her recognised partner or on the death of a parent wholly dependent upon an unmarried Service member;
- on the death of a RNZN Service member's dependent child i.e. a child who is dependent for support, is unmarried and has not reached his/ her sixteenth birthday, or is a full-time student at an educational institute, who has not reached his/her nineteenth birthday; or who, being sixteen or more years of age, is dependent by reason of physical or mental infirmity;
- on the death of a RNZN civilian employee; and
- on the death of a current RNZN Voluntary Reserve.

Grants may be made payable to the recognised next of kin in the following circumstances:

- A grant can be made to former Service personnel or their dependants for the relief of financial distress. Such grants may be made to assist with funeral expenses.

Grants may be made available to RNZN personnel from the following funds;

- The Royal New Zealand Naval Officers Benevolent Trust
- The Royal New Zealand Naval Benevolent Fund
- Royal New Zealand Navy Central Fund

## **Contacts**

Your Casualty Liaison Officer

Naval Community Organisation – Devonport



## NEW ZEALAND ARMY BENEVOLENT GRANT



### Reference:

DFO (A) Volume 3 'Personnel Matters', Chapter 8 'Welfare', Section 12 'Welfare Benefits'

### Purpose

The purpose of the Army Benevolent Grant is to provide immediate financial relief to the family of members of the NZ Army who die and, in some circumstances, to the family of injured and ill members of the Army.

### Eligibility

- Family of deceased New Zealand Army personnel.
- New Zealand Army Civilians.
- In desperate financial circumstances, family of injured and ill NZ Army personnel may be provided with some emergency assistance.

### Details

The amount for the Grant may change from year to year. Therefore, it is best for you to talk with your Casualty Liaison Officer.

### Contacts

Your Casualty Liaison Officer  
Army Central Welfare

# ROYAL NEW ZEALAND AIR FORCE BENEVOLENT GRANT

## Reference:

NZAP 272, Assistance to Families of Deceased Personnel

## Purpose

The intent of this grant is to assist those most affected financially by the member's death and assist with costs associated with the member's death.

## Eligibility

A significant welfare death grant will be made from the RNZAF Central Fund NPF in the event of the death of a Regular Air Force member or a civilian employee of the RNZAF.

## Details

The amount for the Grant may change from year to year. Therefore, it is best for you to talk with your Casualty Liaison Officer.

This grant will, in normal events, be paid to the member's Primary Next of Kin (PNOK) as nominated by the member in their administrative records.

## Contacts

Your Casualty Liaison Officer

RNZAF Central Welfare – HQ NZDF

## **COMMUNICATION ENTITLEMENT FOR INJURED AND ILL MEMBERS OF THE NZDF**

### **Reference:**

DFO 3, Part 12 'Welfare and Wellbeing', Chapter 8 'Casualty Management and Support'

### **Purpose**

To enable injured and ill members of the NZDF to contact their families.

### **Eligibility**

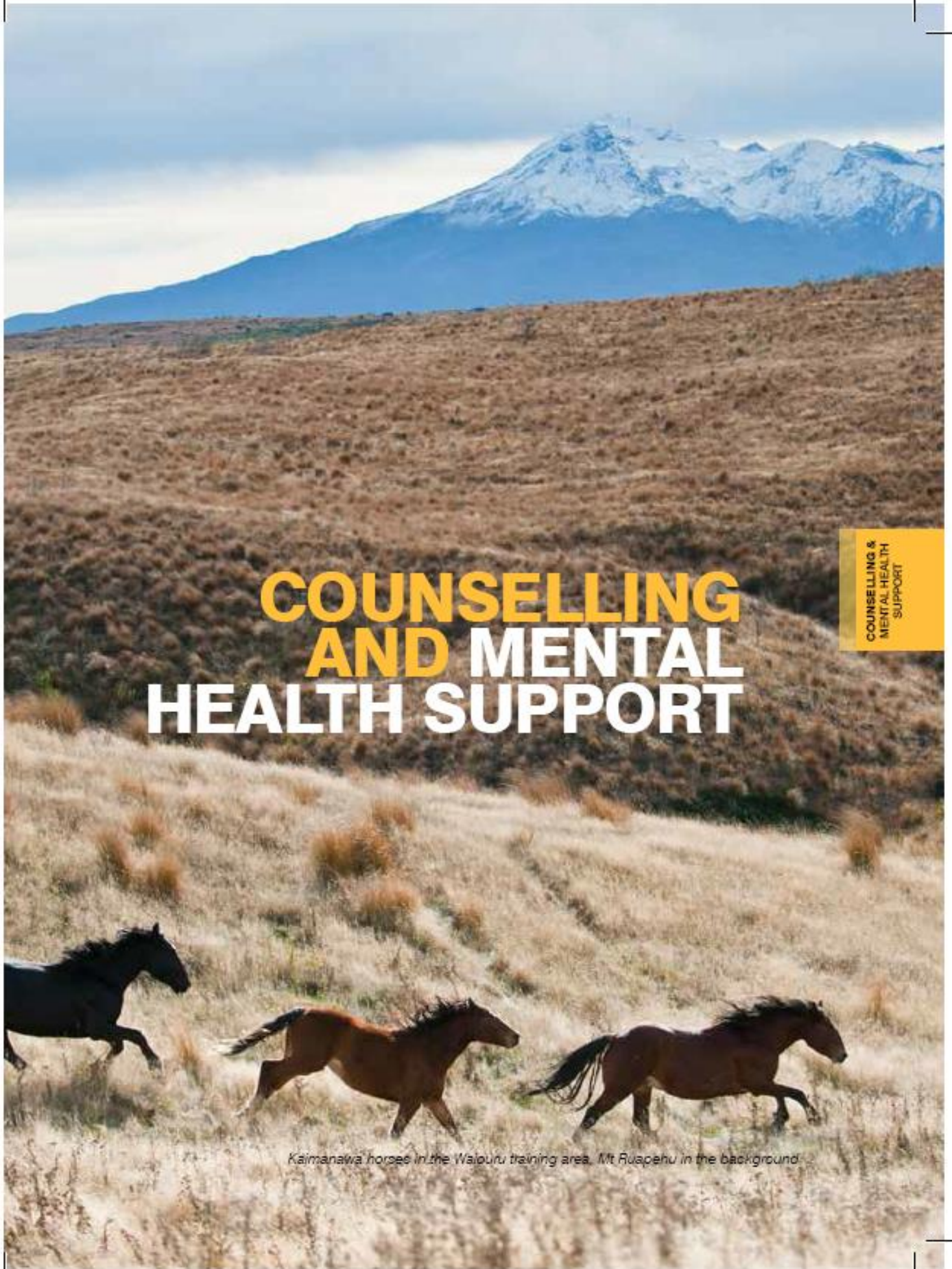
Injured and ill members of the NZDF both in New Zealand and overseas.

### **Details**

The Casualty Management Authority may approve additional entitlements to telephone and video-conferencing facilities, when available, for injured or ill casualties so they may contact their family.

### **Contacts**

Your Casualty Liaison Officer



# COUNSELLING AND MENTAL HEALTH SUPPORT

COUNSELLING &  
MENTAL HEALTH  
SUPPORT

*Kaimanawa horses in the Waipuru training area, Mt Ruapehu in the background.*

## COUNSELLING FOR FAMILY MEMBERS

### Reference:

DFO 3, Part 12, Chapter 8, 'Casualty Management and Support', Section 12.8.166 'Counselling'

### Purpose

The purpose of this entitlement is to enable family members of seriously injured, ill and deceased casualties to access counselling at NZDF expense to assist them with grief and bereavement.

### Eligibility

The authority to approve counselling sessions lies with the Commanding Officer, or others with the financial delegation to approve such costs.

### Details

Standard counselling support is for three sessions. This may be increased to six counselling sessions at the discretion of the Commanding Officer or Manager.

Counselling is also available through the public health system.

### Contacts

Your Casualty Liaison Officer



## EMPLOYEE ASSISTANCE PROGRAMME (EAP)-VITAE



### Reference:

NZDF HR Toolkit

### Purpose

The EAP Programme provides:

- access for all civil staff to professional assistance to resolve personal or work issues that are impacting on workplace performance.
- professional backup for managers, team leaders and those with staff responsibilities to deal with staff situations that may be beyond their resources, skill or experience
- a means of improving the overall health of our workplace.

The professional assistance provided by VITAE is available to an injured or ill civil staff member of the NZDF, for issues such as grief, and bereavement. Where a civil staff's family member is a casualty VITAE can also provide support to the member of the NZDF.

### Eligibility

Members of the NZDF civil staff only.

Members of the Armed Forces are able to access internal NZDF support for professional support and counselling to assist with work-related problems and grief and bereavement caused by a casualty situation.

## Details

VITAE can provide the following funded services for civil staff who may have been affected by a casualty incident:

- Employee Assistance Counselling – 24 hours' access to counselling is available through self-referral or manager referral.
- Critical Incident Stress Management – (CISM) – access to Critical Incident support is instigated through a manager.

Up to two funded counselling sessions are provided for self-referral. Additional consultations of up to three sessions may be approved in discussion with, and at the discretion of, a manager.

If a member has first spoken to their Commander or Manager up to three funded counselling sessions may be provided.

On-going support may be arranged after the member has consulted with the Commander or Manager, or may be self-funded.

Information is also available in brochures/wallet cards/posters and intranet via HQNZDF/EAP link for all NZDF civilian employees in your workplace.



## Contacts

VITAE IS AVAILABLE 24 HOURS A DAY, EVERY DAY OF THE YEAR.

You can access VITAE by:

Calling the VITAE 24-hour free phone number

Phone: 0508 664 981

Email: [assistance@vitae.co.nz](mailto:assistance@vitae.co.nz)

Website: [www.vitae.co.nz](http://www.vitae.co.nz)

# PSYCHOLOGICAL SUPPORT TO INJURED AND ILL MEMBERS OF THE NZDF

## Reference:

DFO 3, Part 12, Chapter 11, 'Psychological Support to Operations' and DFO 3, Part 14, Chapter 4, 'Use of Information Gathered by NZDF Psychologists.'

## Purpose

NZDF psychologists provide support to members of the NZDF under a variety of circumstances including to injured and ill members of the NZDF to assist with their recovery.

## Eligibility

Injured and ill members of the Armed Forces.

## Details

NZDF psychologists work closely with Casualty Liaison Officers to tailor packages to the injured or ill individual. Therefore, the support will vary significantly from person to person. In some situations, this may include referrals to external clinical psychologists or other healthcare providers. This support includes promoting positive responses to major life adjustments, addressing problems in the workplace and career counselling.

## Contacts

Your Casualty Liaison Officer



# **NZDF CHAPLAINCY – PASTORAL CARE FOR FAMILIES, FRIENDS AND MEMBERS OF THE NZDF**

## **References:**

DFO 65, Page B17-19 'Providing Pastoral Support';

DFO 65 Annex E 'Funerals'.

## **Purpose**

NZDF Chaplaincy is responsible for the provision of both ecclesiastical and specialist counselling services throughout the NZDF. It provides trusted pastoral advisors to commanders and is a cornerstone for wellbeing in the NZDF. Chaplaincy resources of the NZDF exist for the spiritual and pastoral wellbeing of all members of the NZDF and their dependants within New Zealand and overseas. Chaplains respect the beliefs of all members of the Defence community and their families, and work to foster the development of each member's wellbeing.

## **Eligibility**

All members of the NZDF and their families, uniformed and civilian.

## **Details**

When injury, illness or death occurs within the NZDF, Chaplains will generally be notified. Chaplains work closely with the individuals/their families and Command to offer services as appropriate and required by the family. Chaplaincy services are not limited to people who identify with any particular faith, but rather Chaplains are available to any who wish to use them.

Where a service member, or NZDF employee adhere to a particular faith group then a Chaplain from that faith group will be assigned to work with them. If a Chaplain from a specific faith group is not available within the Chaplaincy team, the local Chaplain will work with the family to ensure that their needs are met through community networks.

Chaplains are available to provide pastoral support and counselling as required. Chaplains are also available to work with families in times of loss, particularly in the preparation for funerals or services of remembrance.

## **Contacts**

Your Casualty Liaison Officer in the first instance.

## **NZDF FAMILY AND COMMUNITY SUPPORT STAFF – OUTREACH FOR FAMILIES, FRIENDS AND MEMBERS OF THE NZDF**

### **References:**

DFO 3 Part 12 Chapter 4 Family Support

DFO 3 Part 12 Chapter 3 Welfare and Wellbeing

### **Purpose**

At each camp and base throughout the NZDF there are Family and Community Services personnel. These people are able to provide outreach support and information for families and members of the NZDF. They have strong relationships with Community Support agencies and can help families access supportive care and resources. The Family and Community service staff can visit families at their home or in the community. They are able to work with families in the long term to support adjustment to the new family circumstances.

### **Eligibility**

All NZDF members and families can request support from NZDF Family and Community personnel.

### **Details**

The Family and Community service staff can visit families at their home or in the community. They are able to work with families in the long-term, to support adjustment to the new family circumstances. The Family and Community Services staff work closely with other NZDF support staff like NZDF chaplains and psychologists as well as members of the Directorate of Defence Health.

### **Contacts**

To contact your Family and Community representative talk with the Casualty Liaison Officer or see your local Camp or Base information booklet.



# MEDALS

MEDALS

## MEDALS

### Reference:

<http://medals.nzdf.mil.nz>

### Purpose

Various NZDF medals are awarded to those individuals who take part in a campaign for some period of time or serve consecutively over a period of time.

### Eligibility

These medals recognise the contribution a member makes to a certain operation or to New Zealand in general. When a member passes away, his or her medals become part of the estate. Therefore, the person set down in the will, or as agreed through the courts, is the eligible person to receive a member's medals.

### Details

Members of the Defence Force, who cannot complete the qualifying requirements for a selected medal because they die, are injured or fall ill, may still be eligible for a certain medal provision. The regulation for the relevant medal is to be referred to for eligibility criteria.

### Contacts

Your Casualty Liaison Officer

Further information

NZDF Medals Website: [www.medals.nzdf.mil.nz/](http://www.medals.nzdf.mil.nz/)

## NEW ZEALAND MEMORIAL CROSS



### Reference:

<http://medals.nzdf.mil.nz>

### Purpose

To recognise the sacrifice made by members of the NZDF who pass away while in service, by presenting a medal(s) to their family.

### Eligibility

Up to two New Zealand Memorial Crosses are issued to the family of each individual who dies on operational service or dies as a result of injuries inflicted in such service.

### Details

The New Zealand Memorial Cross is awarded to the family of all New Zealand servicemen and women who were killed while on war service or operational service overseas, or who subsequently die of wounds received while on war service or operational service overseas, since the commencement of the Second World War.

The cross will be engraved with your deceased loved one's details.

### Contacts

Your Casualty Liaison Officer

Further information

NZDF Medals Website: [www.medals.nzdf.mil.nz/](http://www.medals.nzdf.mil.nz)

## DAG HAMMARSJKÖLD MEDAL (UNITED NATIONS)



### Reference:

<http://medals.nzdf.mil.nz>

### Purpose

The Dag Hammarskjöld Medal is a posthumous award for presentation to the families of personnel, both military and civilian, who have lost their lives while in the service of the United Nations.

### Eligibility

Families of personnel, both military and civilian, who have lost their lives while in the service of the United Nations.

### Details

The Dag Hammarskjöld Medal signifies to the deceased's family and nation, and to all other participants in United Nations peace-keeping operations, that the community of nations honours and remembers the men and women who have died in the service of peace. The award is made of crystal, bearing the United Nations emblem on one side, with the name of the deceased and date of death on the other side. The name of the award 'The Dag Hammarskjöld Medal' is engraved around the edge, above the inscription 'In the Service of Peace'.

The Dag Hammarskjöld Medal gets its name from Dag Hammarskjöld, a former Swedish diplomat and the second Secretary-General of the United Nations. Hammarskjöld was killed en route to African cease fire negotiations in 1961. Hammarskjöld remains the only Secretary-General to have been killed in the service of the United Nations.

### Contacts

Your Casualty Liaison Officer

Further information

NZDF Medals Website: [www.medals.nzdf.mil.nz/](http://www.medals.nzdf.mil.nz/)



# VETERANS' AFFAIRS

VETERANS' AFFAIRS

# VETERANS' AFFAIRS

## Reference:

Veteran's Support Act 2014

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

## Purpose

The Veterans' Support Act 2014 (the Act) demonstrates a commitment to those who were prepared, and are prepared in the future, to be placed in harm's way in their service to New Zealand. The Act enables Veterans' Affairs to better meet the needs both of older and contemporary veterans. The Act covers veterans who have served in the Army, Navy or Air Force, including veterans who are currently serving and have a relevant service-related injury or illness. Under the Act, all service-people are treated equally. Rank is not relevant.

## Eligibility

The Act covers New Zealand service-persons who have qualifying service:

- Operational service
- Routine service (prior to 1 April 1974).

## Details

The Act establishes two schemes - Scheme One covers veterans who served up to and including the Viet Nam War. Scheme Two covers veterans who served after the Viet Nam War and have qualifying operational service. The two schemes provide different entitlements for impairment, loss of income, and support for families.

Scheme One provides impairment compensation in the form of a Disablement Pension which is paid fortnightly. Veterans who cannot work can receive a flat rate of Weekly Income Compensation, set at 80% of the average weekly wage.

Scheme Two provides impairment compensation in two forms. The Independence Allowance is available for service-related injury or illness occurring between 1 April 1974 and 31 March 2002. The Lump Sum for Permanent Impairment is paid in respect of service-related injury or illness occurring on or after 1 April 2002. Veterans who cannot work can receive Weekly Compensation based on a percentage of their earnings before their impairment. Scheme Two entitlements have been designed to align with the compensation provided under New Zealand's Accident Compensation Scheme (ACC). Where an injury or illness is already covered by ACC, Veterans' Affairs will 'top-up' an entitlement to the higher rate they are entitled to as a veteran.

Veterans' Affairs provides some common entitlements and services available to all veterans including treatment, rehabilitation, and the Veterans' Independence Programme. The Veteran's Pension and Retirement Lump Sum are available to qualifying veterans who reach the age of retirement. The Veterans' Independence Programme brings together a number of forms of support for veterans with qualifying service. The objective of the Programme is to support veterans to live independently in their home. Services and support are provided based on need.

A needs assessment can be undertaken by a member of the Veterans' Affairs Case Management Service. Each veteran under their care will have a single Case Manager as a main point of contact. The Case Manager's role is to assist a veteran to access the support and assistance they need and includes helping the veteran to make contact with other government agencies who may also be able to assist the veteran. If you require assistance or have any questions about Veterans' Affairs please contact as shown below:



## Contacts

**FreePhone (NZ)** 0800 483 8372 (0800 4 VETERAN)  
**International** 64 4 495 2070

**Email** [veterans@nzdf.mil.nz](mailto:veterans@nzdf.mil.nz)

**Post** Veterans' Affairs  
PO Box 5146  
Wellington, 6145  
NEW ZEALAND



# RETURNED & SERVICES ASSOCIATION

RETURNED &  
SERVICES  
ASSOCIATION

## RETURNED AND SERVICES ASSOCIATION

### Reference:

[www.rsa.org.nz](http://www.rsa.org.nz)

### Purpose

The Royal New Zealand Returned and Services Association (RSA) was formed in New Zealand in 1916 by returning Anzacs during World War One to provide support and comfort for servicemen and women and their families.

### Eligibility

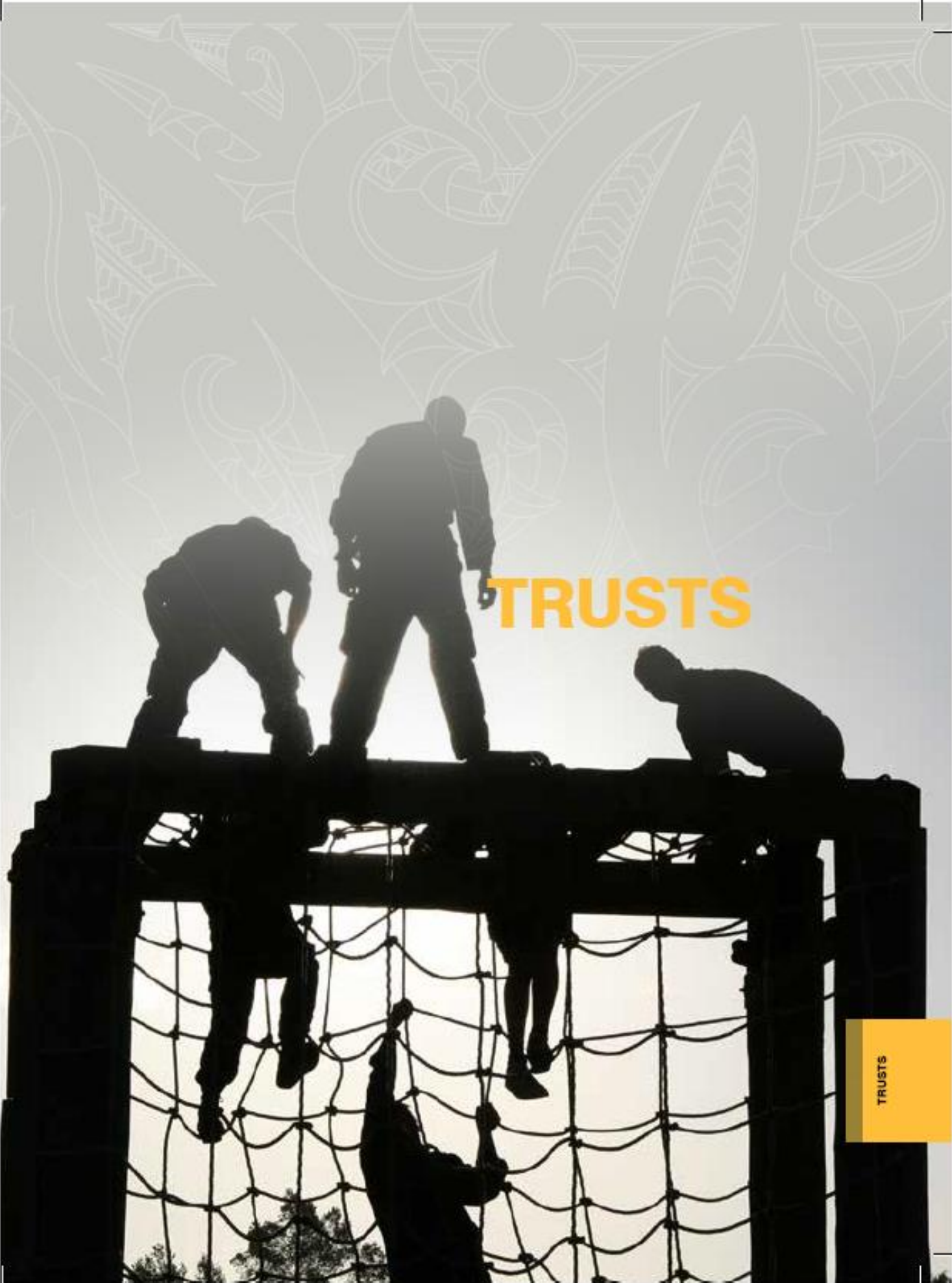
To see what provisions may be available to you and your family, contact your local RSA branch, details of which may be located on the RSA website (see below) or in the White Pages. For the RSA national headquarters please use the contact details below.

### Details

Today, the RSA have 105,000 members nationwide and branches throughout the country. Each RSA branch has a Support Advisor that may be able to assist and advocate for service personnel and their families. Assistance ranges from grants for those with financial difficulties, through help to access entitlements under the Veterans' Support Act, to help with practical tasks, visiting sick, meals-on-wheels, home maintenance, and simply offering friendship and support in times of need.

### Contacts

Returned and Services Association  
PO Box 27248,  
Marion Square, Wellington 6011  
Physical Address: 4th Floor, Anzac House,  
181 Willis Street, Wellington, 6011  
Phone: 04 384 7994  
Fax: 04 385 3325  
Twitter: @RSA\_National  
Email: [enquires@rsa.org.nz](mailto:enquires@rsa.org.nz)



TRUSTS

## TRUSTS

### Reference:

Contact information for each section provided below.

### Purpose

Various external trusts may support casualties and families. The NZDF accepts that the support provided by these external trusts may complement internal NZDF casualty support resources. Therefore, external trusts are seen as positive contributors to the overall support available to NZDF casualties and families.

### Eligibility

The eligibility of the provisions that casualties and families may be able to access varies greatly between the trusts. This may include the children or other dependants of deceased, injured or ill casualties, injured and ill casualties themselves and the families of casualties. Contact the individual trust to understand the eligibility criteria.



## Trust Details & Contacts

| Name  | Details & Contact  |
|---|--|
| <p>New Zealand Fallen Heroes Trust</p>            | <p>The Fallen Heroes Trust is focused on helping casualties (killed or injured) of New Zealand's overseas deployments since January 1999.</p> <p>The Trust intends to assist those personnel with physical or mental injuries sustained as a result of deployed service and their dependants.</p> <p>The Trust also supports the families of deceased personnel. The Trust has stated that the contribution they will make will be tailored to the needs of the family of injured person.</p> <p>Further information can be sought from the Trust's website (see below).</p> <p>Website: <a href="http://www.fallenheroes.org.nz">www.fallenheroes.org.nz</a></p> <p>Email: <a href="mailto:nzfallenheorestrust@gmail.com">nzfallenheorestrust@gmail.com</a></p> <p>Facebook: NZFallenHeroesTrust</p> <p>NEW ZEALAND FALLEN HEROES TRUST<br/>PO Box 9129,<br/>Christchurch, 8149</p>   |
| <p>Missing Wingman Trust</p>                      | <p>The Missing Wingman Trust provides assistance to families of Royal New Zealand Air Force personnel who have died.</p> <p>The Missing Wingman Trust focuses on providing those left behind with practical assistance, such as education assistance and help with day to day life, such as mowing lawns.</p> <p>For further information, you can either email or write to the Trust (see below). The Trust also has a website (see below).</p> <p>Website: <a href="http://www.missingwingmantrust.org.nz">www.missingwingmantrust.org.nz</a></p> <p>Email: <a href="mailto:info@missingwingmantrust.org.nz">info@missingwingmantrust.org.nz</a></p> <p>MISSING WINGMAN TRUST<br/>PO Box 11896,<br/>Manners Street,<br/>Wellington</p>  |
| <p>Viet Nam Veterans and their Families Trust</p> | <p>The Viet Nam Veterans and their Families Trust provides grants to Viet Nam Veterans and their families to assist with relief from poverty and/or hardship. Grants are additional to any existing entitlement (under the War Pensions Act, 1954).</p> <p>The Trustees consider all applications received by the Trust and decide based on each application's merit, whether to make a grant, if so, for how much. The Trust is administered by the Department of Internal Affairs.</p> <p>Veterans' Affairs has information on the Trust available on their website (see below). Application forms can be found on the Veterans' Affairs Website (see below).</p> <p>For specific questions on the Trust, the Department of Internal Affairs may be contacted via email or post (see below).</p> <p>VIET NAM VETERANS AND THEIR FAMILIES TRUST<br/>Department of Internal Affairs<br/>PO Box 805<br/>Wellington 6140</p> <p>Email: <a href="mailto:trusts@dia.govt.nz">trusts@dia.govt.nz</a></p> <p>Website: <a href="http://www.veteransaffairs.mil.nz">www.veteransaffairs.mil.nz</a></p> |

| Name                  | Details & Contact   |
|-----------------------|---|
| NZSAS Trust           | <p>The NZSAS Trust is a tax registered charitable trust that was established in 2004 to look after all persons who have actively served in or been posted to the NZSAS, and their dependants, and any person who served in the Long Range Desert Group, Special Operations Executive and Z Special Unit.</p> <p>The NZSAS Trust aims to provide welfare assistance and financial assistance in times of crisis and funding for furthering education and vocational training.</p> <p>NZSAS TRUST<br/>Private Bag 25,<br/>Papakura<br/>Auckland, 2244</p> <p>Email: <a href="mailto:nzsastrust@xtra.co.nz">nzsastrust@xtra.co.nz</a></p>  |
| Heritage Incorporated | <p>Heritage (Inc.) was established by Dr. O. C. Mazengarb CBE QC MA LL.D and colleagues. The trust was established in 1942 to assist sons who had lost their fathers in the war. Prime Minister Peter Fraser requested that daughters should also be eligible recipients of assistance, whether this be counselling or financial.</p> <p>Today, Heritage supports children and grandchildren of members of the Defence Force. This support is aimed at assisting in the following areas:</p> <ul style="list-style-type: none"> <li>• Education purposes</li> <li>• Support for any modern apprentice scheme</li> <li>• Qualifying people of any age in a training programme related to work</li> <li>• Assistance in relation to some chronic health conditions</li> <li>• Advancement in life generally</li> </ul> <p>Preference may be given to the children and grandchildren of NZDF personnel who become casualties.</p> <p>Application forms are available from:</p> <p>PO Box 17215,<br/>Karori,<br/>Wellington 6147</p> <p>Email: <a href="mailto:action-sanders@xtra.co.nz">action-sanders@xtra.co.nz</a></p> |
| The Offlimits Trust   | <p>The Offlimits Trust runs outdoor excursions in the Waiouru Military Training Area. Proceeds from the excursions go into a fund that members of the NZDF and their families can apply for.</p> <p>The Trust may provide assistance in the following areas:</p> <ul style="list-style-type: none"> <li>• Education</li> <li>• Welfare</li> <li>• Health</li> </ul> <p>Applications can be directed to:</p> <p>The Offlimits Trust,<br/>PO Box 7033<br/>Wanganui, 4541</p> <p>Further information - <a href="http://www.offlimits.co.nz">www.offlimits.co.nz</a></p>  |

| Name                         | Details & Contact  |
|------------------------------|--|
| Charles and Ella Elgar Trust | <p>The aim of this Trust is to assist discharged servicemen or their children re-establish themselves in civilian life. The first priority of the Trust is to assist New Zealand's war veterans with their health and other medical needs, or with unexpected items of expenditure. The second priority is to assist those discharged from the NZDF with re-entering civilian life, with fees and expenses of a course of tertiary education, or other training.</p> <p>Applications for financial assistance with other expenditure which will assist such discharged servicemen to re-establish themselves will also be considered. The children of discharged servicemen are also eligible for grants from the Trust, in particular to assist them with education or training. These grants are modest.</p> <p>Application forms are available from the Trust's administrator:</p> <p>Vicki Harrison<br/>PO Box 303,<br/>Whakatane</p> <p>Email: <a href="mailto:vicki_harrison@xtra.co.nz">vicki_harrison@xtra.co.nz</a></p> |





# ACRONYMS

|            |   |
|------------|---|
| ACC        | Accident Compensation Corporation                           |
| AEP        | Accredited Employer Programme                               |
| AON        | Insurance Broker for NZDF MIBP                              |
| CDF        | Chief of Defence Force                                      |
| CISM       | Critical Incident Stress Management                         |
| CLO        | Casualty Liaison Officer                                    |
| CNO        | Casualty Notification Officer                               |
| DFO        | Defence Force Order (Policy and Strategy signed off by CDF) |
| EAP        | Employee Assistance Programme (Counselling)                 |
| HQNZDF     | Headquarters New Zealand Defence Force                      |
| HR Toolkit | Human Resource Toolkit (NZDF Intranet Site)                 |
| MIBP       | NZDF Member Insurance Benefit Programme                     |
| NZ Army    | New Zealand Army  |
| NZAP       | New Zealand Air Publication (RNZAF Publications)            |
| NZBR       | New Zealand Book of Reference (RNZN Publications)           |
| NZDF       | New Zealand Defence Force                                   |
| NZSAS      | New Zealand Special Air Service                             |
| POC        | Point of Contact  |
| RNZAF      | Royal New Zealand Air Force                                 |
| RNZN       | Royal New Zealand Navy                                      |
| RSA        | The Royal Returned and Services Association                 |
| TTCP       | The Technical Cooperation Programme (USA, UK, NZ, CAN, AUS) |
| UN         | United Nations  |
| VANZ       | Veterans' Affairs New Zealand                               |

**Copyright © 2015, New Zealand Defence Force**

Published by:

Casualty Management and Support (Wellbeing)

Defence Human Resources

Headquarters New Zealand Defence Force

Private Bag 39997

Wellington

New Zealand 6011

**IMPROVING THIS HANDBOOK**

Defence HR welcomes any suggestions to improve this and other NZDF Casualty Management and Support publications. If you would like to share your experience or submit your suggestions to improve the publication, please do not hesitate to communicate with the Casualty Support Manager at the address above.