



TE OPE KĀTUA O AOTEAROA  
**DEFENCE FORCE**

• **Health**

# WHĀNAU WELLBEING & SUPPORT

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**Col Clare Bennett, Antonia Nicholson, Nikki  
Beer and Dee O'Connor**

# NZDF & Families

Families /Whānau are the strength behind our force

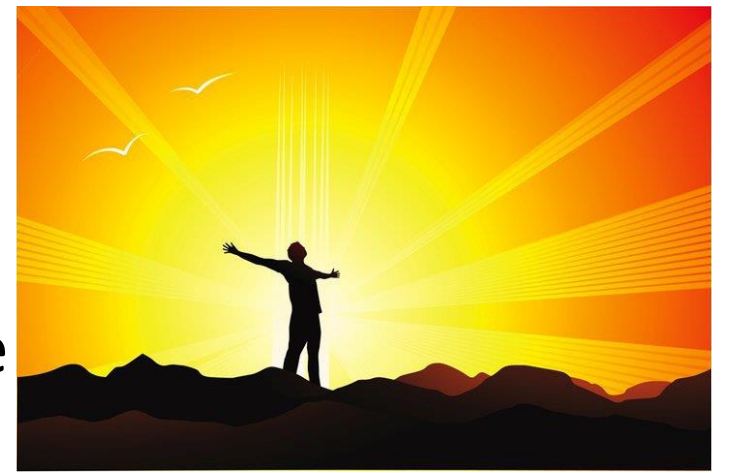
Family units are a reflection of broader society

Military families can face additional challenges

Change and uncertainty can be stressful - families may be worried about potential changes happening in NZDF

Focus of this session today

- Family wellbeing and recognizing the impact potential changes
- Tips for navigating through
- Support services and tools available to families



# Life is busy these days!

- Home
- Work
- Environment

... and stressors are cumulative



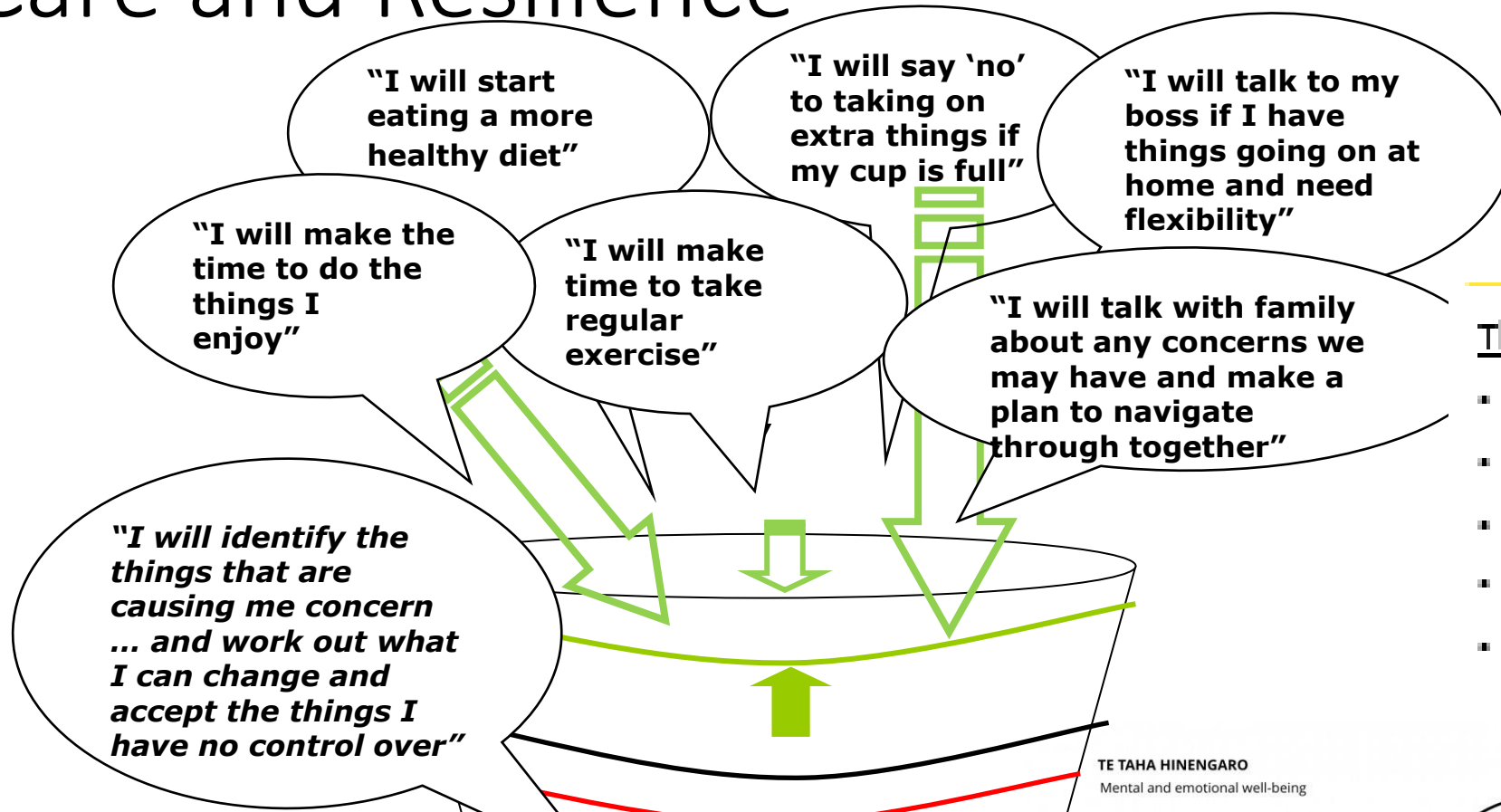
## Environment / Personal Life

Health  
Relationships  
Finances  
Family wellbeing  
Other life events

## Work

Workload  
Change  
Career  
Uncertainty  
Performance expectations  
Conflict

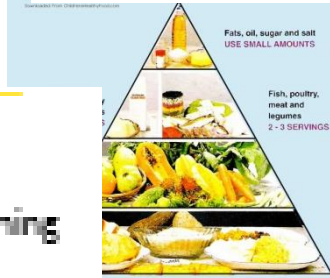
# Self Care and Resilience



Healthy Heart



Healthy You



## The Big Five:

- Tactical Breathing
- Mindfulness
- Flexible Thinking
- Optimism
- Goal Setting



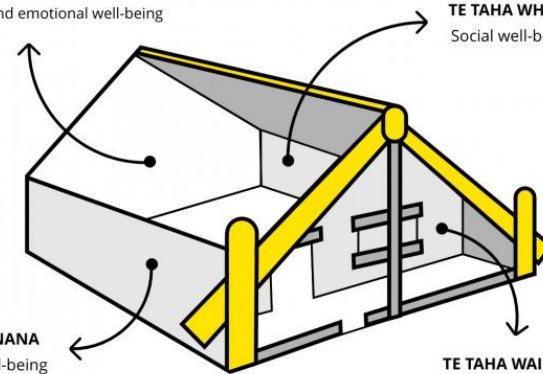
HEALTHY	REACTING	INJURED	ILL
Normal mood fluctuations Calm & takes things in stride	Irritability/relief Nervous Dadness/Overwhelmed	Anger Anxiety Pervasive sad/ hopeless	Angry withdrawal/ depression Excessive anxiety/panic attacks Depressed/Guiltful thoughts
Good sense of humour; Flexibility w/ self; in control mentally	Displaced sarcasm; Procrastination; Irregularity	Negative attitude; Time performance or withdrawal; Poor concentration/decisions	Overt insubordination; Can't perform duties; control behaviour or concentrate
Normal sleep patterns; Few sleep difficulties	Trouble sleeping; Intrusive thoughts; Nightmares	Restless/ disturbed sleep; Incontinent images/nightmares	Can't fall asleep or stay asleep; Sleeping too much or too little
Physically well; Good energy level	Muscle tension/headaches; Low energy	Increased aches & pains; Increased fatigue	Physical illness; Constant fatigue
Physically and socially active	Decreased activity/socializing	Avoidance; Withdrawal	Not going out or answering phone
No/limited drug & alcohol use/ spending	Regular but controlled drug & alcohol use/spending	Increased drug & alcohol use/ spending; hard to control	Frequent drug & alcohol use/ spending; low ability to control with severe consequences
Maintain positive attitude Focus on tasks in hand Identify problems; try manageable tasks Use support networks	Recognise limits; Take breaks; Get adequate rest, food and exercise Identify and resolve problems early	Make self care a priority Maintain social contacts Don't withdraw Talk to someone	Follow care recommendations Know resources available and how to access them

TE TAHA HINENGARO  
Mental and emotional well-being

TE TAHA WHĀNAU  
Social well-being

TE TAHA TINANA  
Physical well-being

TE TAHA WAIRUA  
Spiritual well-being



# Resources and Support for our Defence Community

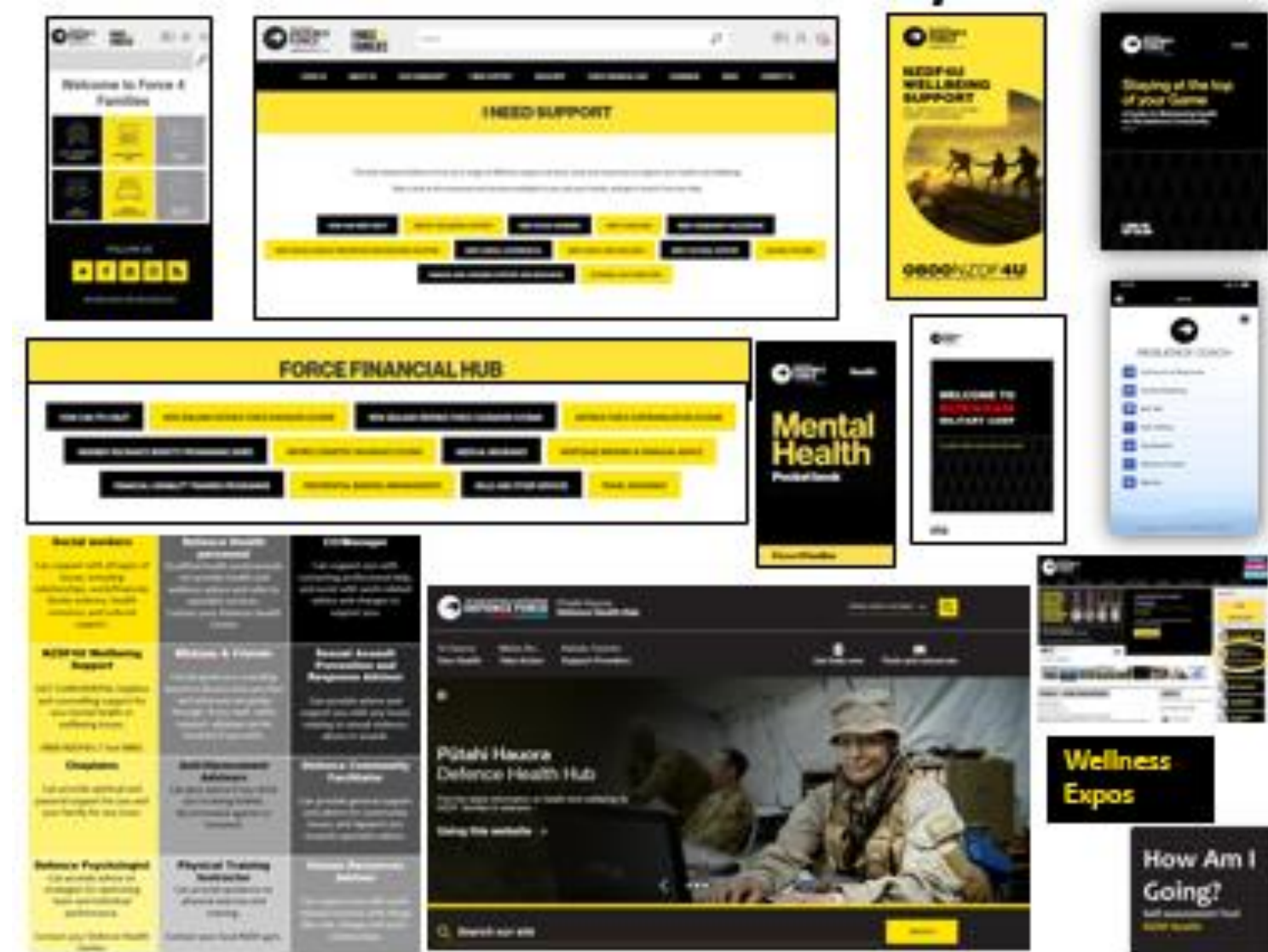
## Internal Info & Resources

- Websites - Pūtahi Hauora, F4F
- Apps – ResCo, Headspace
- Force Financial Hub
- HomeBase /DSO's
- Tools and guides

## Support team

- Defence Community Facilitators
- Social Workers
- Chaplains

## NZDF4U Wellbeing Support



# NZDF4U Wellbeing Support

- 0800NZDF4U 24/7 confidential mental health and wellbeing support line
  - Call: 0800 693 348
  - Text: 8881
  - Email: wellbeingsupport@nzdf4u.co.nz
- Available to uniformed, civilians, veterans and family members \*
- Response team are external mental health professionals
- Access to up to 6 confidential sessions face to face counselling sessions / year



The poster is yellow with a circular image of four people on a raft at sunset. Text includes: 'THE OFFICERS & AIRTAMARA DEFENCE FORCE', contact details (TEXT 8881, CALL 0800NZDF4U (693 348), OVERSEAS +64 9 494 0094, EMAIL wellbeingsupport@nzdf4u.co.nz), 'NZDF4U WELLBEING SUPPORT For all members of the NZDF community', and '0800NZDF4U 24/7 CONFIDENTIAL WELLBEING SUPPORT'.

<https://health.nzdf.mil.nz/get-help-now/nzdf4u-wellbeing-support>

# Tools and Resources

## Maintaining health – Tinana, Hinengaro, Wairua, and Whānau

- Exercise, nutritional and self assessment and action planning tools
- Mind tools
- Healthy relationships

Recognising and managing health issues

Helping hand – internal – summary of support services for military, civilian and whanau

Helping hand – external resources



## [Putahi Hauora - Defence Health Hub](#)

Taha Pāpori, Taha Whānau  
Social & family

Keeping whānau safe

Sole parenting

Healthy relationships

Children and military life

Relationship coaching tools

Posting and transitions

Keeping connected

Sex, consent and relationships

Positive parenting

Too much time online

Managing time apart

# Family Information

## Planning how you look after your wellbeing with family

<p><b><u>COMMUNICATE WITH EACH OTHER</u></b></p> <ul style="list-style-type: none"> <li>✓ Keep talking</li> <li>✓ Keep listening</li> <li>✓ Anticipate relationship de-railers &amp; hurdles</li> <li>✓ Agree a plan to manage together</li> <li>✓ Check in daily &amp; recalibrate if you need to</li> <li>✓ If you are apart - keep connected via internet, social media, written letters, phone calls.</li> </ul>	<p><b><u>BE HONEST &amp; OPEN</u></b></p> <ul style="list-style-type: none"> <li>✓ Say how you are feeling</li> <li>✓ Say what you really mean</li> <li>✓ Be mindful how it may be received</li> <li>✓ Be open to info given in the same way</li> <li>✓ Be kind</li> </ul>
<p><b><u>MAKE A PLAN TOGETHER</u></b></p> <ul style="list-style-type: none"> <li>✓ Plan daily activities and routine</li> <li>✓ Dedicate time for fun activities</li> <li>✓ Problem solve and set achievable goals</li> <li>✓ Focus on the things you have control over</li> <li>✓ Ask for help if you are stuck – don't let things escalate</li> <li>✓ Plan what you are going to do when this is all over!</li> </ul>	<p><b><u>NURTURE EACH OTHER</u></b></p> <ul style="list-style-type: none"> <li>✓ Be there for each other</li> <li>✓ Show appreciation</li> <li>✓ We all get titchy sometimes – give each other space and recognise it's not about you</li> <li>✓ Be prepared to say sorry</li> <li>✓ Be prepared to forgive</li> <li>✓ Make and savour special moments</li> </ul>
<p><b><u>BE A TEAM</u></b></p> <ul style="list-style-type: none"> <li>✓ Take turns and share the load – kids, chores, work, fun</li> <li>✓ Make space - 'me' time, 'you' time, and 'us' time</li> <li>✓ Don't sweat the small stuff</li> <li>✓ Some days may be tough, take a breath &amp; be kind to each other</li> <li>✓ Better together</li> </ul>	<p><b><u>PREVENT &amp; MANAGE CONFLICT</u></b></p> <ul style="list-style-type: none"> <li>✓ Take time to pause.... before things escalate</li> <li>✓ Talk and work out a way forward together</li> <li>✓ 'Own' what you are saying and try to give an example</li> <li>✓ 'I' statements as in 'I feel .....when you....because.....'</li> </ul> <p><b>REMEMBER, IT'S NOT OK TO:</b></p> <ul style="list-style-type: none"> <li>X To shout / throw abuse / be physical</li> <li>X Deprive someone of essentials to live</li> <li>X Manipulate to get the outcome you want</li> <li>X Be dishonest</li> </ul>

# FORCE 4 FAMILIES

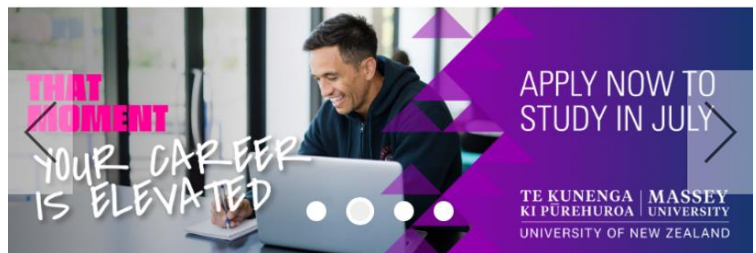
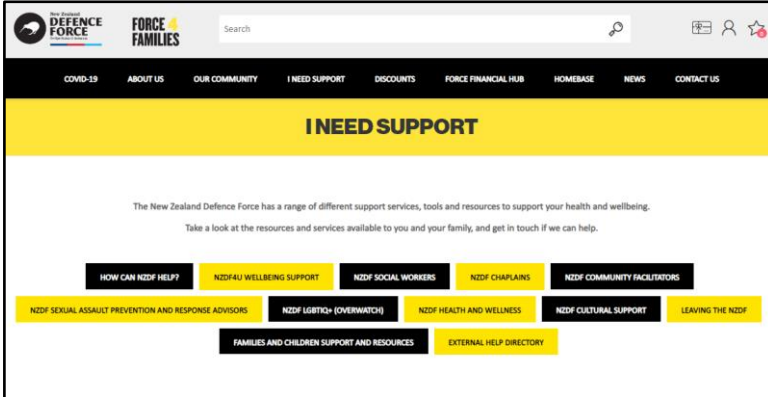
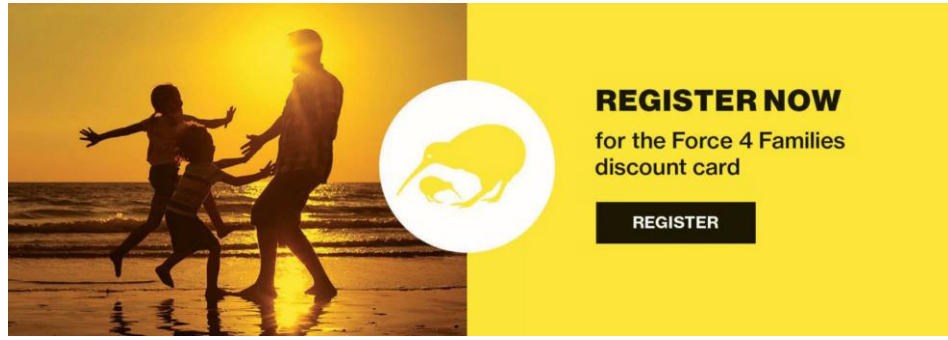
<https://force4families.mil.nz/>

Support Services

Force Financial Hub - Financial Advice and Support

Benefits schemes – education, services, merchandise

HomeBase - Deployment Support





TE OPE KĀTUA O AOTEAROA  
**DEFENCE FORCE**

• **Social Work**

# NZDF SOCIAL WORK SUPPORT

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**Whānau Wellbeing & Support**

Insert Classification

# NZDF Social Work Service

## CONTACT US



### LINTON

TBC 021917605  
Kay Gallagher 021953967  
TBC 021922159

### BURNHAM

Tammy Ogden 021921762  
Michelle van der Gulik 021957528

### WAIOURU

Tracy Mitward 021942989

### PAPAKURA

Salma Hassan 021952205

### WELLINGTON

Nikki Beer 021905251



### DEVONPORT

Lisa Mannion 0800 NAVY HELP

Mel Hendrie 0274 902781

Social Work Reception: (09) 445 5534

After Hours: 0800 Navy Help

Naval Community Organisation  
Private Bag 32901  
Devonport  
Auckland 0744

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



### WHENUAPAI

Joanne Young 021952845

### OHAKEA

Michelle Duncan 021914856

### WOODBOURNE

Charlotte Hoy-Walker 021916143

# NZDF Social Work Service

Who do we work with?

Issues that NZDF Social Workers typically work with:

Mental health & wellbeing

Alcohol, substance, gambling

Relationships

Housing, relocation, postings

Career, workplace issues, bullying, harassment, discrimination

Family violence

Family court, parenting

Financial health

Advocacy

Sexuality, gender identity

Disciplinary issues

## Who can refer to an NZDF Social Worker?

- Self referral, walk in, phone, text, email.
- Command.
- DHC, through the MO's or Complex Case Coordinator, nurses.
- Family members.
- Wellness Team: Chaplains, SAPRA's, DCF, DSO, and Organisational Psychologists.

# External Support Services Nationwide



Some examples of Family Works services are:



Community outreach and  
advocacy



Family therapy and youth  
services



Parenting education and  
programmes



Social work



Family violence prevention  
and safety



Family Dispute Resolution

<https://www.familyworkscentral.org.nz>

# External Support Services Nationwide

## **Helplines:**

Need to Talk? Trained counsellors are available. Free text or call 1737

Healthline 0800 611 116

Depression helpline 0800 111 757 or text 4202

Anxiety helpline 0800 ANXIETY (269 4389)

Alcohol and Drug helpline 0800 787 797 or text 8681

Safe to talk (sexual harm helpline) 0800 044 334 or text 4334

Gambling helpline 0800 654 655 or text 8006

Youthline 0800 376 633



TE OPE KĀTUA O AOTEAROA  
**DEFENCE FORCE**

• **Defence  
Community  
Facilitator**

# WELLBEING IN THE DEFENCE COMMUNITY

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**Presenter: Dee O'Connor, Trentham  
Defence Community Facilitators**

# DCFs

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**DCFs are a dedicated team who work independently or as a collective to support the NZDF Community.**

The NZDF DCFs support the wider NZDF community, delivering wellness services to our Military, Civilians and Contractors including their whanau.

DCFs rely on direct contact or referrals from the wider well being team (Social Workers, SAPRA, Chaplains, CoC or a family member). We are not clinicians, but bring a wealth of knowledge and experience to the role, either being a spouse, ex-serving or a background in wellbeing.

DCFs adapt to the trends within our camps / bases and listening to the wider whanau communities. We work closely with the local wellbeing team.



# DCFs

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## DCFs Network

DCFs have great connection with external providers, whether its for events, or wellbeing.

DCFs (Army) work in Project One Way, which allows us to align to and offer a 20% variance between camps, processes and generic support should allow the soldier and their family familiarity between camps at posting cycle.

DCFs will and can assist with wellbeing issues, and often assist the wider wellbeing team to manage (support) the whanau of the service person, if the service person is being counselled by SW or Chaplain.

DCFs can draw on the external providers for simple and quick scenarios for budgeting, and child care, schooling, but will always refer to the SW, SAPRA for professional support.

DCFs manage Whare Manaaki (Welfare House/s) in most camps and bases. These are solely for welfare related requests, from DV, separation, visitation, medical and bereavement stays.

# Our Community

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DCFs offer a range of events to help our wider whanau during times of uncertainty, awareness or respite.

DCFs don't have allocated funding, and must rely on UPF (equivalent) or sponsorship from RSAs.

Funds granted help DCFs to host a wide range of events and activities including the Wellness Expos held annually in Camps and Bases.

Annual Family Days, brings the NZDF community and our wider whanau together, this allows us to see how our wider communities are coping. The DCFs are able to engage in small groups or large gatherings.

RSAs fund food vouchers / petrol vouchers to assist our families in need during times hardship.





- Forces In the Park Concert 2024, brings our community together to acknowledge the support, and continued support for our Military, Civilian work force, and their family and friends.

Contact your local DCF in your region, who will help you understand your new surroundings, update you on up and coming events, and encourage you to join the local Camp / Base Facebook page.



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