

Deployment Support Booklet 2012



Australian Government
Department of Defence



**DEFENCE
COMMUNITY
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Connecting with your community

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INTRODUCTION

A member of the Australian Defence Force (ADF) can be called upon at short notice to deploy anywhere in Australia or around the world. Peacekeeping and military assistance requests are becoming more common and involve Navy, Army and Air Force, so no ADF family should think they are immune to the requirement to prepare for deployment or periods of absence.

Whilst these periods of separation can be challenging for ADF members and for their families, timely preparation can help to make the experience less stressful and therefore a more positive experience for all concerned. Regardless of careful planning and preparation, emergency and unforeseen circumstances can arise. This is why the ADF offers a range of support services to help at these challenging times. This booklet aims to provide you with information about some preparation considerations, as well as information on what to expect before and during a deployment and how to access additional support if you need it.

Whether the member is deploying as part of a larger contingent from his/her parent Unit, or detached to another Unit, this booklet will provide useful information for how to successfully prepare for and manage deployments.

Remember, though, you are not alone and your friends, family and other Defence families are there to assist you. You are a part of a broad Defence community that is experienced and willing to help you.

Michael Callan
Director General
Defence Community Organisation





THE EMOTIONAL STAGES OF THE DEPLOYMENT CYCLE

For family and friends of a deploying member on deployment, each stage of a deployment may be characterised by some fairly common expectations, feelings and reactions. Different emotional experiences that may be experienced are identified for **Pre-Deployment**, **During Deployment**, upon **Reunion**, and **Readjustment** after deployment.

Emotions ranging from fear, anger and abandonment, through to excitement, hope, satisfaction and relief, may arise before, during and after the separation period. Not everyone will experience all of these, and individuals will vary in the kind and strength of their feelings. It is important to accept that separation is an emotive issue, and experiencing a variety of emotions during this time is completely normal. Although it may be difficult, talking through such emotions can be extremely beneficial.

Further information about emotions during deployment is available on the Defence Health Service website on the Internet or Defence Intranet. Alternatively, you can contact your local DCO and ask to speak with a Defence Social Worker to discuss any concerns you may have during this time.

PRE-DEPLOYMENT

Expectation Of Separation

(6–8 weeks prior to deployment)

Possible feelings:
excitement, denial, fear, anger, resentment, hurt

Prior to a Defence member leaving on deployment, their partner may undergo a series of different emotions and experiences. There may be a need to carry out some financial planning to deal with the different costs which may be encountered during time apart. Partners may try to encourage the Defence member to finish any uncompleted tasks or home repairs that they feel they would be unable to do on their own.

Six to eight weeks prior to a deployment partners commonly begin to prepare and 'psych up' for the member's departure. Both the partner and member may become busy thinking about details that need to be tended to before the member leaves. They may also feel excited, intimidated, and maybe a little worried about how they will manage. Some degree of resentment may be felt towards the cause of the impending separation.

In the last three to four weeks couples may begin to put distance between themselves, building a few walls, and maybe withdrawing from each other. This is a normal strategy to help cope with being apart. Couples may become irritated with each other or even fight at this stage.

Emotional Withdrawal

(1 week prior to deployment)

Possible feelings:
confusion, ambivalence, anger, withdrawal

Reactions:
coolness, arguments and disagreements

This distancing reaches a peak about two to three days before the day of deployment when couples may both feel that the member should be gone so that the countdown to the reunion—which may seem an eternity away—can begin.

DURING DEPLOYMENT

Emotional Confusion

(1–6 weeks after departure)

Possible feelings:

sense of abandonment, loss, emptiness, pain, disorganisation, intense busyness

Activities:

being more busy than usual

Reactions:

crying, loss of sleep, loss of appetite

On the day of departure, whatever you say to each other may seem awkward and not quite right. Afterwards, when you reflect back on not seeing each other for a substantial period of time, you may wonder why you couldn't have had a more romantic, more 'right' goodbye. This is completely normal.

For the first day or so after the member leaves, you may feel robotic, just going through the moves, almost as if in shock. Some people want to stay home with no one around. It is common to feel depressed and have no energy. You may wonder if it was easy for the member to leave, especially if they seemed excited about going on deployment.

The Adjustment (most of deployment)

Possible feelings:

hope, confidence, calm, less anger, loneliness

Activities:

establishing routine, establishing communications, self growth, independence

It is common to feel overwhelmed by all the responsibilities you are facing. There may be a sense of abandonment. As a result, you may feel anger towards your partner, the unit, the Commanding Officer, the military—the whole world. This stage does pass as you find that you can handle the separation, and within a few days or weeks, are beginning to settle into a pattern.

The new pattern of your life while your partner is gone may find you a little more subdued, and possibly lonely. You may find that you do not sleep as easily as when your partner is home. Routine exercise can help sleep patterns, as can soothing music to block out sounds in the night. Leaving a light on in the house for late-night arrivals is a good idea.

Establishing a routine that works whilst the member is away can be beneficial; regularity can be comforting.



Following are some tips to help partners cope while Defence members are on deployment:

Be good to yourself. Take time out now and then to do something a little bit selfish—take a long bath, cook a special dish, or hire a babysitter and go out for a night with friends. Don't forget to give yourself credit for dealing with things as well as you have.

Stay healthy and happy. Try to take good care of yourself. Exercise regularly—remember to talk to your doctor before beginning an exercise program—eat right and get enough sleep. Learn how to relax and manage stress. Don't turn to alcohol and other drugs for stress reduction. Remember there is always someone on call at the National Welfare Coordination Centre (NWCC) or the Defence Community Organisation (DCO) if you want to talk.

Stay positive. It's easy to see the negative side of deployment, but seeing the positive side has many more rewards. Find another military spouse who is alone to share activities, thoughts and frustrations with. Spend time with upbeat friends and try to be positive. Think of separation as a chance to grow.

Stay busy. Time passes much more quickly when you're busy. Try to see separation as a time to learn something new. Maybe you could take that TAFE course you've always promised yourself? You could learn new skills or volunteer at a support organisation.

Do something fun and exciting. Spend time each week doing something out of the routine—go to the movies, the library or to the beach. Try to avoid sitting home feeling sorry for yourself.

If after a couple of weeks you are finding it difficult to establish a routine or are struggling in the absence of a deployed member, call a friend and talk about it, or alternatively you can call your local DCO Office for assistance.

REUNION

The Honeymoon

Possible feelings:
euphoria, excitement, confusion.

Activities:
talking, re-establishing intimacy, and readjusting.

Six to eight weeks before your partner's return, you may begin planning for the homecoming. In addition there may be niggling worries: *Will they have changed? Will they still love me? Will they approve of the changes in me? Will we be as close as we were before?*

As the time gets nearer you will probably get more and more excited, may sleep less and in your mind you may play over the various versions of the homecoming.

In the last few days you may seem to find yourself caught up in many different emotions. Whilst happy about your partner's return, you may also be apprehensive: your partner's return may threaten your hard won independence. It is quite common and very normal to feel this way.

Defence members are also often apprehensive about the homecoming. They may be a little unsure and wonder if you have learnt to do without them—that they're not needed or wanted anymore.

The reunion can sometimes be more stressful than separation. Knowing what to expect and how to deal with changes can make the return more enjoyable and less stressful. While the member is away, both the absent partner and the at-home partner will almost certainly follow a new routine. New routines are usually accompanied by greater responsibility. As a result, both people will probably

experience some form of personal growth. Therefore, expect to experience various emotions at this time, ranging from euphoria and excitement, to confusion or possibly anger.

A period of adjustment to re-establish old patterns and / or to establish newer, better ones may be required after reunion. Bearing this in mind, don't expect patterns to fall into how it was, or be new and improved, overnight.

Attendance at a FamilySMART presentation on reunion conducted by your local DCO Area office will assist you to prepare for reunion (see page 9).

READJUSTMENT AFTER A DEPLOYMENT

Readjustment

(1–6 weeks following return)

Possible feelings:
discomfort, role confusion, satisfaction, happiness

Activities:
renegotiating relationships, redefining roles, settling in

To help with reuniting and readjusting after a member returns, including re-establishing intimacy, please see the following hints and tips.

For those coming home

Expect changes. Be aware that some things may have changed while you were gone. For example, expect your partner to be different, with more confidence and independence—this doesn't mean you're less loved or less important, it's just that your partner has developed skills to cope in your absence. Roles at home may have also changed in order to manage normal chores while you were away. Your friends and partners may also have new friends, job, and support systems.

Expectations differ. Your expectations may be different from your partner's expectations. Talk about them. For example, you may just want to relax, put your feet up and enjoy being at home whilst loved ones may want to party with you and to make up for lost time (or vice-versa). You too, may have changed in your outlook on life, and your priorities, and have to work out how your friends and family fit in. Finally, prepare for the possibility of a homecoming letdown when things do not necessarily go to plan or expectation.

Children change. Children have grown and may be different in many ways. As such a perfect reunion with your child may not occur. On return, the member should take time to reconnect with each child, and family member, individually. Think about their particular interests and needs then plan an activity for just the two of you—take your loved one to a movie, a football game or some other outing that would interest them. Watch them practice their music, ask to see a hobby they have, go to their next sports training session.

Communication with loved ones. Face-to-face communication may be hard at first. Remember to go easy on stories about where you've been and what you've done. If you've made promises to do things on your return with family and friends then expect them to remember it and follow it up.


Intimacy issues may arise. Sexual closeness may be awkward at first. See the following section on re-establishing intimacy.

For those who stayed at home

Expect changes. The member on deployment may have changed. They may be unused to the noise and confusion of family, or unused to crowds, cities, the new environment, or even quiet.

How they might feel. Members may feel 'threatened' by your new friends or support systems, or wonder how they fit into this group of friends or the family now. Members may feel hurt if children are slow to show affection.

Ease them in. Avoid scheduling too many activities or get-togethers; go slow in making adjustments, and be patient. Remind the home-comer that they're still needed and much loved.



MENTAL HEALTH SUPPORT TO ADF MEMBERS

Mental health affects how we think, act and cope with day to day life. It is more than the absence of illness, and includes well-being and resilience.

The Directorate of Mental Health (DMH) undertakes research, develops policy and coordinates training in the areas of mental health, drugs and alcohol, suicide prevention and critical incident response within Defence.

More information is available at the DMH website
www.defence.gov.au/health/ > Mental Health Self-Help Tips

Tips for readjusting

Talk to each other and listen

Remember previously unresolved problems may surface

Support good things you both have done

Be prepared to make some adjustments

Go slowly when re-establishing you place with friends or family

Both of you should try to curb any desire to take immediate control

Give each other a little space

Expect that things that worked before might not work now

Remember there are support agencies that can help you to talk things through

Finally, remember, you're not alone: other Defence families go through this too. Talk with them and share tips and tricks about ways and means of coping with this challenging part of Defence life.

FamilySMART

—helping Defence families manage stress

To assist Defence families manage the challenges of deployment a suite of programs called FamilySMART has been developed to teach families a series of techniques to deal with stressful situations. These techniques will also help participants to identify when other family members are having difficulty coping with a situation and how to help them manage it.

These programs will be delivered by Defence Social Workers. Some of the skills taught during a FamilySMART session will include grounding techniques, progressive muscle relaxation, changing self talk, problem solving and expressing emotions. Participants will also be given information and resources to help connect with them with their local community during times of need.

Contact your local DCO Area Office for more information on FamilySMART.

www.defence.gov.au/dco > Accessing DCO

RE-ESTABLISHING INTIMACY

Intimacy means mentally getting together, as well as physically getting together. Letters and phone calls help maintain the 'mental side' while apart. This is confirmed on coming home, but the 'physical side' maybe a little different. Sexual relationships need to be re-established slowly and carefully. It is important to develop good communication and trust.

Tips for re-establishing intimacy and sexual relationships

Relish the process of getting back together

'Tune in' to your partner and read their 'cues'

Have patience; take your time; reassure and respect your partner

Establish intimacy through talking and trust; tell each other your expectations and discuss any problems.

Do special things to set the mood; compliment and comment on any special arrangements or efforts which have been made

It's normal to feel strange together after a separation; don't expect too much the first time.

Try something a little different

Roadblocks to re-establishing intimacy and sexual relationships

Jealousy and not talking honestly

Anxiety about performance or other matters such as fidelity or body image

Going too fast or too slow at the wrong time; not reading partner's 'cues'

Absence of courtship—no romantic talk, no foreplay, no after-play

Children in the house

Visitors/relatives around—make space and time for each other

Anger or resentment

Illness or fatigue

Too much alcohol



CHILDREN AND DEPLOYMENT

Communicating appropriately with children about deployments is important to help them understand and cope with one parent being away. Young children may see themselves as the cause of the separation, and may feel that their parent is going away because they have been bad, or because the parent does not love them any more. It is important that children know that this is not the case. Time should be spent with children talking truthfully about deployment.

When parents first learn about a deployment, it is ideal if the parent digests information before they communicate to the child so they can deliver it in a calm and reassuring manner.

Children are more adaptable and resilient if we give them appropriate information. However, children of different ages need to be communicated to differently in ways appropriate for them to understand.

Very young children do not have the language to comprehend what is happening, so they may not understand that the separation may only be for a period of time. It is important for them to maintain a special relationship with another parent or carer to help them deal with the changes in their life.

For **toddlers** it may not be helpful to talk about a parent going away too long in advance, as they have a different sense of time; a couple of days notice in advance is plenty of time. It is very important that toddlers have a secure and close person to be with before and during separation, and it helps to maintain their daily routines.

Preschoolers and school age children should be included in discussions about deployments much earlier, as they will know from conversations and preparations that something is going on. Dealing with reality is better

than what they may imagine to be occurring, therefore open and honest communication is important.

In talking about the deployment, explain at the appropriate level why dad or mum is going, where they are going, with whom they are going and for how long they will be gone. It can be helpful to sit down with the whole family and talk about feelings that may be associated with the upcoming deployment. Children often have a hard time talking about their feelings. Let children know that it is okay to talk about feelings—even negative feelings—by gently and appropriately sharing some of your own feelings, and let each member of the family express how they feel about the separation.

It can help for each parent to spend time individually with each child prior to and after deployment to encourage communication and to let them know that they are loved. Special time together helps to cement bonds and provide positive memories during times apart.

Encourage older children to talk with younger ones about previous deployments; how long it seemed, what they did, how they felt while dad or mum was away and when they returned. Discussing the rules of the house and making them 'house rules' rather than dad's or mum's rules will help during the period of separation.

There are a number of both practical and fun things you can do to assist children to cope with separation from a parent. Involving—or at least advising—your child's school will also be an important part of this process.

Remember, children are unable to articulate their feelings and thoughts as adults do. Instead it will often present in their behaviour. A mild or brief change in any behaviour is not going to give you cause for concern. However, if there is a persistent and obvious change in behaviour (excessive) then seek further advice.

Stress affects children like it does adults. Children may complain of headaches,

stomach distress and sleep disturbances. They may display moodiness, irritability, low energy or have more dramatic reactions to minor situations.

Each child and each family is different and so too are their reactions to situations.

SIGNS OF SEPARATION ANXIETY

When separated from adults who are close to them young people may develop significant, serious fears and worries that make it difficult for them to continue their everyday activities. These can occur even after reunion. Signs of separation anxiety include:

Unexplained crying

Changes in relationships with same-age friends

Increased acts of violence towards people or things

Withdrawing from people or activities or becoming very quiet

Difficulties eating or sleeping

Fear of new people or situations

A rise in complaints about stomach aches, headaches or other illnesses when nothing seems to be wrong

An increase in irritable behaviour

An increase in problems at school

Other behaviour changes

Regression in their behaviour—for example, there were toilet trained but are now having accidents

PREPARING CHILDREN FOR A DEPLOYMENT

If possible, prepare the children for what is going to happen in advance. Especially if deployment will change the child's lifestyle—such as moving, living with grandparents, or changing childcare/schools or community activities.

Explain to your children that mum or dad has to go away for work. Explain the length of absence in terms of sleeps or special events such as birthdays or Christmas.

Reinforce that mum or dad will be coming back

Don't lie about where mum or dad is—fear of unknown is often scarier! If possible tell them what sort of work mum or dad will be doing. Be realistic but do not scare the child. If applicable then focus the fact it is a peacekeeping or the exercise/practice role—not a fighting one.

If you have a son, be careful not to say in dad's absence he is the 'man of the house'. This can create power struggles with their mother and other children in the house or when the member returns. It can also confuse roles and boundaries and place too much perceived responsibility or expectations on the son, which can be overwhelming.

Inform teacher or day care of the parent's absence so any changes in behaviour or performance at school are not handled inappropriately. Maintain regular contact with your child's teacher or child care provider.

Encourage child to maintain contact with the deployed parent such as via email, phone, letters, parcels, or drawings.

Place photographs of the absent parent in the child's bedroom to say good night to daddy or mummy.

Record special events such as Christmas or take photos and send to deployed parent.

Spend one-on-one with your child where possible.

Keep a routine, but allow some flexibility; consider a few more treats such as favourite foods or fun outings.

Be tolerant and understanding of changes to child's behaviour. However, do not allow them to get away with inappropriate behaviour. Keep the usual rules, expectations, and discipline.

Don't threaten your child with what will happen when the other parent gets home; NEVER say 'if you don't behave yourself they will never come back'.

Limit television and other media coverage relating to deployment.

Avoid changing sleeping routine such as what time they go to bed or where they sleep.

Reassure children of your and the deployed parent's love and support.

For the deployed parent communication is the key

If possible, write to your child. If you have more than one child, write to each of them. Phone calls are great, but letters are better.

Try to send photos. Show them your living quarters—where you eat, sleep or shower—and take photos of special events.

If a deployed parent knows in advance that they will be away for a special event, plan ahead. For example, have packages and presents ready for the stay at home parent to give to the child.

For the parent at home look after yourself

Be mindful of your own feelings; children will pick up on them and respond to them. Be honest and share your feelings and say why you are quiet, snappy, or sad.

Look after your body—eat well, find time to rest and get enough sleep. We are more vulnerable to stress when we are tired.

Make sure to treat or pamper yourself.

Accept help from your family, friends, or unit if you are feeling overwhelmed.

Seek professional support when you need it.

Don't Forget it's Bin Night and Going Solo DVDs

DCO has single-service themed DVDs titled *Don't Forget it's Bin Night—Stepping up when Mum or Dad is away* for Defence families to help them better understand the impact deployment has on older children, as well as presenting mechanisms to cope with a deployment for the member and their family.

The Going Solo—Dealing with Absence in Defence Families DVD is also available. The DVD outlines different strategies and ideas that have been shared by Defence families to assist during periods of service related absence and provides useful tips to handle the before, during, and after periods of a deployment. This resource is focussed on younger children.

These DVDs are available at your local DCO Area Office.



COMMUNICATION DURING DEPLOYMENT

Deployment involves a separation period between the serving member and their partner, friends and family. It is vital to make plans to keep in touch before deployment and that you try to keep to these plans.

Communication during a separation period is essential as it boosts morale for both the serving member and those left at home. Also, by keeping each other up-to-date on changes regarding finances, personal experiences, achievements, friendships, and goals, then the reunion process can become less awkward.

If you are unable to keep contact because of the restrictions of the exercise then negotiate these issues with your loved ones back home to develop some strategies or contingency plans for this. Have an identified plan and avenue for support.

COMMUNICATE WITH CARE

Write as if you are talking to your loved one. Let them know about daily activities, share family news and maybe send local newspaper articles of interest.

Write often. If this is difficult, supplement with cards, postcards, surprise presents etc.

Answer all questions from previous communication.

Ask advice when needed.

Express your appreciation for letters or packages already sent, mentioning one or two points of special interest.

Remember the importance of the amount and frequency of expressions of affection.

Share your feelings as openly and freely as you can without indulging in self-pity or being self-centred. Think of others. Let your family know you'd like to share their feelings.

Explain problems clearly; vague information may cause worry.

Express yourself clearly and un-equivocally so that they won't have to say; 'I wonder what was meant by that?!' Neither party should try to interpret what the other says, read between the lines, or distort the meanings. If you don't understand, ask questions; otherwise take things at face value.

Give news of neighbourhood, friends and relatives.

Rumours should be avoided.

If you must communicate bad news in a letter, be clear and to the point and explain all the details fully.

SENDING OR RECEIVING MAIL

For postal communication it is very important to ensure that the member's service details and full address are clear and correct—if in doubt, contact NWCC or your local DCO office. Remember that overseas mail can be subject to delays.

LETTERS

Letters are inexpensive, personalised and can be reread many times. Date or number each letter so that if more than one letter is received at once your partner will know which one was written first.

CARE PACKAGES

Care packages can be like sending a little bit of home to your loved one. They can contain gifts, food items, toiletries, or anything that the member might want or need. Children's artwork or photos of friends and family can help lessen the distance between home and away. Audio and visual recordings are another good way of sharing extra information and it can be good to hear or see family and friends during time apart. Ensure that recipients have access to appropriate equipment to play such messages prior to sending them.

For care packages it is best to use sturdy containers and to use caution sending perishable goods. Mail may be subject to quarantine inspection, which should be taken into consideration. Packages are often opened in front of others, so it is wise to safeguard privacy and not send anything that would embarrass you or your loved one in front of others!

Keep in mind that mail can take longer than expected. Ensure you check with NWCC about any weight or content restrictions for the particular deployment your member may be on.

TELEPHONE

Telephone communication is often available whilst members are on deployment. For many, telephone calls are the next best thing to being there. Nonetheless, there is a price for that luxury, and telephone calls can be expensive, particularly for mobile phones. To counteract this, it helps to find out when call rates are cheaper and to write down the points that need to be discussed prior to calling. It may be useful to plan for calls in your deployment budget. Remember that children will also want to say hello.

Depending on where the member is deployed, there may be telephone and communication restrictions. In situations such as these, what can be

communicated over the phone is limited due to security reasons and/or other people in the room.

For the loved ones at home, the member can often sound emotionally distant, which in turn causes a range of challenging responses and emotions.

EMAIL

Families may be able to communicate with deployed members via email. Members and families should check with their unit for further details and addresses prior to departure, as local arrangements and protocol may vary.

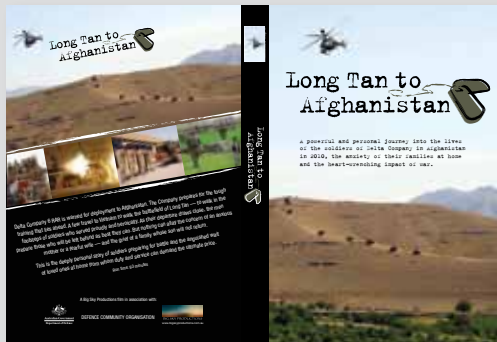
Please be mindful that members won't always be able to send photos and imagery of them on operation. To ensure that the safety of the members and the security of the operation is not compromised, any photos and imagery that members send home to their families will need to be cleared by their public relations officer and/or Commanding Officer.

SOCIAL NETWORKING AND SKYPE

Facebook or MySpace may also be a useful method of communicating with your loved ones. As with all forms of electronic communication, it is important to be aware of the security restrictions of using these methods to communicate. Remember, whatever is placed on the web can then be out of your control.

Skype is a piece of free software that allows users to make video telephone calls over the internet. If going overseas the member should set up their Skype account before they depart Australia as it can prove more difficult to set it up when in country.

Skype is not a secure means of communication and operational and security matters cannot be discussed when using it. Due to possible local technological or geographical constraints, Skype is not always accessible by members.



Long Tan to Afghanistan —helping families understand the deployment cycle

DCO has partnered with Big Sky Productions to develop a documentary designed to help ADF families understand the impacts of the deployment cycle.

The documentary, entitled *Long Tan to Afghanistan*, is a powerful, insightful journey into the lives of the soldiers of the Mentoring Taskforce in Afghanistan, their families at home and the heart-wrenching impact of war.

Providing personal and emotional insights from soldiers and their families about operational deployment, the documentary gives viewers a point of comparison between the battle of Long Tan in 1966 and contemporary warfare in Afghanistan through the eyes of veterans, young soldiers, and the families who are left behind.

Long Tan to Afghanistan follows soldiers and their families as they prepare themselves for the hazards and hardships they will face during a tour of Afghanistan. As the soldiers train hard and conduct mission rehearsals on military bases throughout Queensland, their wives, mothers and fathers share their fears and explain what they will endure during their son's or husband's deployment in Afghanistan. It also examines how the Defence Community Organisation prepares partners and families for an operational deployment and how it supports the families when the member is away.

The documentary, launched in late November in Brisbane, also looks at the practical side of deployment—at how soldiers prepare themselves for an operational deployment, both individually and collectively, and how they prepare themselves mentally. In addition the documentary takes viewers into the mechanics of deployment preparation such as training and drills the soldiers undertake as well as the administrative tasks they must perform, including the making of wills, and organising their finances.

For those families about to experience a deployment for the first time this documentary will provide you a critical insight into the deployment process and better help you manage your expectations and your fears. And for those families who have been through a deployment process before, you may learn something new; about services available or techniques to assist you in your loved one's absence.

Long Tan to Afghanistan will be available for free to Defence families at all DCO offices.

www.defence.gov.au/dco > Accessing DCO

PREPARATION FOR DEPLOYMENT

FAMILY PREPARATION FOR SEPARATION

Members perform at their best when they are confident that their families are well cared for and that life at home will run smoothly while they are away. The best way to achieve this is by planning ahead about family requirements during periods of separation.

Family readiness is just as important for single members—informing and involving parents and/or other relatives, siblings, friends and other people who are important to you in preparing for relocations, separations and the unique demands of military service, are critical to sustaining vital relationships.

It takes time and effort to ensure that your family is ready for the deployment of an ADF member. Every ADF member and their family can benefit from making plans and arrangements for the care of family, practical and financial matters, legal matters and medical needs.

DCO, ADF Chaplains and NWCC all have a role to play in supporting families to meet the challenge of deployment.

The completion of a Member and Family Care Plan will assist in determining your current level of family readiness for deployment. A template of a plan is attached at the end of this document.

Member and Family Care Plan

The Member and Family Care Plan is a working plan for the care of loved ones and personal property during separation. It is designed to provide vital information about personal arrangements in your family.

You may wish to consider providing a copy of your completed **Member and Family Care Plan** to another family member or other trusted person for use in case of an emergency.

A copy of the Member and Family Care Plan is contained within this booklet. If you would like further information, or if you have any queries, concerning the **Member and Family Care Plan**, please don't hesitate to contact your local DCO office.

Financial considerations

Assumptions are often made that less will be spent while the serving member is away; however, spending often increases. In effect, you may be supporting two separate households. More may be spent on lawn/yard maintenance, food, magazines and special treats in comfort parcels, child-care, eating out, travel and repairs.

So start planning your finances before deployment!

The ADF Financial Services Consumer Council has numerous tools and advice to help members and their families manage their finances, such as their easy to use budget calculator available on their website: www.adfconsumer.gov.au





The Power of Attorney

A Power of Attorney is a legal document that gives another person/s or organisation power to make decisions on your behalf relating to personal and/or health related matters and/or financial matters.

There are two types of Powers of Attorney. The first is a General Power of Attorney that is only valid while you are living and have mental and physical capacity to deal with your affairs. If you become mentally or physically incapacitated, then the General Power of Attorney lapses. If you are mentally or physically incapacitated then a person/s or organisation is required to apply to the supreme court of the state or territory in which you hold assets or liabilities in order to gain permission to deal with them.

The other type of Power of Attorney is an Enduring Power of Attorney. An Enduring Power of Attorney remains valid even if you become mentally or physically incapacitated. Your appointed Attorney can continue to deal with your affairs and does not have to apply to the supreme court in order to deal with your affairs. If you die, both types of Powers of Attorney lapse and your executor will then administer your estate in accordance with the directions and wishes in your will.

You should only appoint someone that you trust implicitly. There have been occasions where Attorneys acted inappropriately and not in the best interests of the person.

When you no longer require the person to act as your Attorney it is a good idea to have a revocation document signed revoking the power. That revocation document then needs to be forwarded to your Attorney and all those organisations that hold assets and liabilities on your behalf so that they are aware of the revocation.

Remember, all serving members can receive further information by contacting a legal representative.

DEFENCE SUPPORT SERVICES

DEFENCE COMMUNITY ORGANISATION

On behalf of Navy, Army and Air Force, DCO offers a broad range of programs and services to help Defence families make the most of the challenges and opportunities provided by the military way of life.

We recognise that the strength of the Defence force is in the family and the strength of the family is in the community. DCO works with Defence families and community organisations to develop ideas and initiatives which help build a strong, connected and resilient Defence community.

Services provided by DCO include professional assessment and support from a social worker, support for partners' education and employment, help with access to childcare, support for Defence community groups, help for families during crisis and emergency, education support for children, and assistance for members leaving the ADF to make a successful transition to civilian life.

The Defence Community Organisation provides a range of support services to the families of ADF members. Visit the DCO website to find out what's happening for Defence families in your local area.

www.defence.gov.au/dco

The Defence Community Organisation works with:

- Navy, Army and Air Force Commanders at all levels
- Defence members and their families
- Defence Chaplains, Padres and Psychologists
- Defence sponsored groups, allied service providers and other agencies at local, state and federal government levels.

DCO services and programs are delivered through DCO Area Teams in DCO Area Offices located across Australia. These offices are staffed by:

Defence Social Workers (DSW) who are qualified professionals, and are knowledgeable about the Defence lifestyle and system. Defence Social Workers are able to provide assessment and brief counselling services to assist you to understand and address personal, family and Service related problems and issues. The DSW also assists members and their families through community development programs, group work and educative programs and referrals to appropriate services and agencies within the community. They also provide advice, assistance and professional reports to Command as required, particularly for requests based on compassionate or family grounds.

Military Support Officers (MSO) are uniformed members from the three Services and who provide support, advice and assistance to individual clients and undertake a liaison function with units and Command. They have a particular role with Command and families in the event of illness or if there is a death of a serving member. MSOs provide advice, assistance and practical support to members and their families in relation to military matters.

Regional Education Liaison Officers (REDLO) are professionally trained teachers who understand both the different State and Territory education systems and the Defence environment. They are available to provide advice to Defence families on education issues, particularly matters relating to mobility and relocation. REDLOs can assist with the transition between the various State and Territory primary, secondary and tertiary education systems.

Family Liaison Officers (FLO) provide community based information, support and assistance to individual members, partners, families and Defence sponsored groups. These services are available at any time; however FLOs are particularly proactive in regard to welcome activities in relation to a new posting and settling in to a new area, or during the deployment of ADF members.

Administration officers will be the initial point of contact when you contact DCO. The Office Administrator provides administrative support to DCO staff and manages general office equipment and stores. The Finance and Resource Administrator manages the finances and budget of the office, as well as seeking out resources and advertising materials for the area office.

DCO services and support during deployment

The next of kin (NOK) of members can access a wide range of support services through their local DCO Office during times apart due to deployments, exercises or training.

Organised pre/post deployment briefings for members and their families.

Information on how to contact a member.

How to access local support groups.

Assessment and brief counselling services.

Case management services for critical incidents.

Information on local support groups.

Compassionate Returns to Australia.

Out of Hours emergency support in the event of a personal or family crisis.

Next of kin contacts

DCO endeavours to contact the registered next of kin (NOK) of all deployed members at regular intervals during a deployment, either by telephone and/or email if this is requested.

DCO are advised by NWCC of the contact details for any deployed members who have elected for the family to be contacted by DCO. If you would like to have regular contact from DCO during deployment, please contact DCO and request this through either email or by phone.

Email:
DCO.deployments@defence.gov.au

Phone:
02 6265 8846

Telephone calls are an informal method of enabling DCO to advise families of activities, events and other supports services available if required. These contacts also provide opportunity for the families to make enquires or express any concerns.

DEFENCE COMMUNITY ORGANISATION



Australian Government
Department of Defence

LEGEND

Letters and fliers can also be sent out to the NOK of deployed personnel providing contact details of current DCO staff members and support services available. If you have a query, please do not hesitate to call your local Area Office.

In addition to DCO telephone contact, it is not uncommon for the member's Unit to also make contact with you during the deployment. There are often activities provided by the Units which DCO also support through the provision of information and attendance.

Defence School Transition Aides and Mentors

The Defence School Transition Aide (DSTA) program has been established through funding by DCO to provide hands on support within schools to support ADF members and their families. They support children during their transition into and out of the local school and when members are absent from home due to deployment, exercises and courses. Defence School Transition Aide (DSTA) look after primary school children and the Defence Transition Mentors (DTM) look after secondary students.

DSTAs and DTMs are located in a limited number of schools throughout Australia. For further information on schools participating in the DSTA program in your locality please contact your local DCO office or see the education section of the DCO website.

www.defence.gov.au/dco > Education Assistance

DCO deployment support groups and information sessions

DCO offers a range of different support activities and services to help you and your family during periods of deployment. DCO also runs information sessions in various locations prior to departure, and reunion seminars when the members return. For details and timings of these sessions, please call your local Area Office. Alternatively, look out for details in the DCO newsletter.

Newsletters

Many DCO Area Offices produce regular newsletters. Along with other useful information, the newsletter will have details of any upcoming events, morning teas, suppers, and deployment support programs. Please contact your local Area Office for further information.

Programs

DCO offers a range of programs, workshops and functions designed to provide strategies and skills to ADF families to assist during times of service separations and the military lifestyle. For further information on upcoming programs, such as the FamilySMART program (see page 9), please contact your local Area Office.

OTHER DEFENCE SUPPORT AGENCIES

Following is a list of other agencies and support services that can provide you with information and support during deployments.

Unit or squadron support activities

For any operational deployment, unit, divisional and admin officers work closely with DCO staff to ensure that an appropriate program of support is offered to members and their families. All units and squadrons hold their own functions and information sessions and DCO is represented at the majority of these. Functions can include regular morning teas, information sessions, drinks nights, weekend activities and Christmas functions.

These functions promote networking and reinforce the valuable role of spouses and other next of kin in support of operations. Attendance at these briefs and functions are also a great way to keep informed with up to date information, in addition to becoming familiar with unit or squadron support personnel.

Regardless of whether the deploying member is deploying as part of their posted unit or squadron, or whether they are detached to another unit or squadron, it is common for a Unit Welfare Officer or 'Admino' to be appointed to act as a contact person for any questions or concerns you may have during the deployment period. If you are unsure of how to contact the Unit Welfare Officer or Admino, please contact your local Area Office.

National Welfare Coordination Centre

The National Welfare Coordination Centre (NWCC) provides a 24-hour point of contact and information service for members and for families of personnel deployed on or in support of operations and on designated exercises. It is staffed by Navy, Army and Air Force personnel who can answer your questions or direct your query to the appropriate agency.

All deploying members are required to complete a **Family Registration form** which is lodged with NWCC. This information is also made available to DCO. This form provides the names, addresses and telephone numbers of emergency contacts, and details any family circumstances which Defence should be aware of, and that might affect the support required by the family during the absence of the member. Therefore, it is essential that this information is current and up to date prior to every deployment.

Phone (All Hours):
1800 801 026

Email:
nwcc.australia@defence.gov.au

www.defence.gov.au/NWCC/

Chaplains/Padres

Chaplains are assigned most Units/Squadrons. In addition, an On Call Chaplain is available 24 hours a day.

The role of the Chaplain is to provide: Pastoral care to serving members, their partners and families; advice to Command on ethical and welfare matters; character guidance, and religious ministry, both generic such as for ANZAC Day or Remembrance Day, and denominational such as holding faith-specific services like mass, services, marriages, baptisms, and prayers.

Remember that any consultation with a chaplain is confidential and all serving ADF members and their families can access the services of an ADF chaplain.

Defence psychologists (for Defence members only)

Defence psychologists are only available for ADF members. If you are a family member seeking the assistance of a psychologist, there are a range of support options available to you through your general practitioner, community agency or private psychologist. Please refer to the following section on the GP Mental Health Plan or feel free to discuss available options with DCO.

ADF Mental Health Strategy

The Defence Mental Health Strategy website is also a valuable source of information to assist members and families before, during and after deployments.

www.defence.gov.au/health/ > Mental Self Help Tips

All Hours Support Line

The All Hours Support Line is a 24 hours a day, seven days a week mental health support and referral service. Personnel or their family members can call when they are in crisis due to a personal, work, or family issue, or just to discuss mental health concerns. Callers will be provided with confidential advice on options for support. The service is available to ADF members, Cadets, and their families.

All Hours Support Line Australia (24 Hours):
1800 628 036

All Hours Support Line Overseas (24 Hours):
61 2 9425 3878

Veterans and Veterans' Families Counselling Service

Veterans and Veterans' Families Counselling Service (VVCS) provides a specialised, free and confidential counselling service for veterans of all conflicts and peace-keeping missions and their families provided by the Department of Veterans Affairs (DVA). Professional staff members have extensive knowledge concerning war and its effects on veterans and their families, both short and long-term. Programs and treatments for war and service related mental health conditions are also offered.

Phone:
1800 011 046

www.dva.gov.au/vvcs

GP Mental Health Plan

For family members who may require access to psychology services, the *GP Mental Health Care Plan* is a plan made by your doctor (General Practitioner, or GP) for treating a mental health problem over time. Your doctor will work with you to assess your mental health, work out what help you need, set goals and choose the treatment that would be best for you. Your doctor will also discuss options for treatment and advise you about any other services that might help you. Having a plan is a good way for you to become more involved in your health care. It can help you to set goals, monitor progress and achieve goals. A clear, long term plan can lead to better treatment and is more effective than just dealing with problems as they arise.

Having a plan also helps everyone involved in your mental health care—psychiatrists and psychologists, for example—to work towards the same goals. It can also save you money if your doctor refers you to other mental health professionals, who can claim for the service through Medicare if you have a *GP Mental Health Care Plan*. Without a plan you may have to pay the full cost of these services.

A number of fact sheets and information on depression, anxiety and related substance-use disorders are available from beyondblue: the national depression initiative. See *Fact sheet 24—Help for depression under Medicare* for detailed information on Medicare items available and the types of treatment you may receive.

www.beyondblue.org.au

USEFUL CONTACTS

Local Defence Contact Numbers

Defence Housing Australia Maintenance:	1300 366 615
TOLL Transition:	1800 819 167
Defence Families of Australia:	1800 100 509
DSNSG National Support and Information Line:	1800 037 674

24 Hour Support Lines

National Welfare Coordination Centre (NWCC):	1800 801 026
All Hours Support Line (Defence):	1800 628 036
Parentline:	1300 30 1300
Lifeline:	13 11 14
Kids Helpline:	1800 551 800
MENS LINE Australia:	1300 789 978
24 Hour Crisis Line:	1800 019 332

Helpful Websites

beyondblue:	www.beyondblue.org.au
The Right Mix (Reducing health risks of alcohol use):	www.therightmix.gov.au
Military Child:	www.militarychild.org
Returned and Services League:	www.rsl.org.au
Defence Forces Welfare Association:	www.dfwa.org.au
Defence Reserves Support:	www.defencereserves.com



MEMBER AND FAMILY CARE PLAN

ADF MEMBER'S DETAILS

PMKeyS Number	Rank	Name	Unit/Squadron
---------------	------	------	---------------

Postal Address

(PMKeyS Number	Rank	Name)
----------------	------	-------

AFPO _____

OP _____

Australian Defence Force

SYDNEY NSW 2890

Email address

Unit/Squadron Contacts

Supervisor/s _____
 Name Contact Number

 Name Contact Number

After Hours/Duty Officer: _____
 Contact Number

Unit Welfare Officer: _____
 Name Contact Number

Note: Do your immediate family members have relevant ID to gain access to the military base? (i.e. A National Family Access Card or a Dependant Base Card)

YES/NO

If NO, contact the Unit Orderly room or Unit Welfare Officer for assistance to obtain an application form and to arrange an appointment with the Customer Service Centre for the production of the ID card.

Medical Details

Local Doctor/Medical Practitioner

Name Contact Number

Dentist

Name Contact Number

Other Specialist/s

Name Contact Number

Name Contact Number

Name Contact Number

Does any member of the family have special medical needs or recognised conditions: YES / NO

If YES: Name, Need/Condition, Is this known and recognised by Defence: (DWSN) YES / NO

If NO, please contact your local DCO office to discuss special needs recognition.

Private Health Cover

Does your family have private medical health cover: YES / NO

If YES, insert details of Company as follows:

Name of Company Contact Phone Number

Membership Number Policy details (ie level of coverage)

Method of payment (ie direct debit/allotment) or Due Date

Financial Information**Bank, Credit Card and Store Account Details**

Name of Account	Account Number	Where Held	Expiry Date
-----------------	----------------	------------	-------------

Is your partner familiar with the financial arrangements of the family:	YES / NO
---	----------

Can your partner access and utilise all accounts:	YES / NO
---	----------

If NO, what will the arrangements be:

Do you have a personal tax adviser or financial counsellor:	YES / NO
---	----------

Name of Company	Phone Contact
-----------------	---------------

Are you aware of the due dates for all regular payments:	YES / NO
--	----------

Bill / Expenditure	Amount	Due Date	Method of Payment
--------------------	--------	----------	-------------------

Are these regular bills automatically paid from your pay / bank account regardless of where you are located at the time they fall due:	YES / NO
--	----------

If NO, what are the plans:

Is your income sufficient to meet your financial commitments:	YES / NO
---	----------

Do you have emergency funds available (or someone who would be able to provide you with emergency financial assistance) to deal with an emergency:	YES / NO
--	----------





Child Support

Are you a Child Support Agency (CSA) Customer?

If so, it is recommended you consider the following options **prior to deployment**:-

- Authorised Representative –**
Forms are available from the CSA website. You can nominate someone to talk to the Child Support Agency on your behalf.
www.csa.gov.au
- Lodge all outstanding tax returns**
This is essential. Otherwise you might end up paying the wrong amount or building a child support debt.
- Reach agreement**
Discuss and wherever possible **reach agreement with the other parent about child support arrangements** during deployment.
- Notify CSA of the following:**
 - **Expected deployment period**
 - **Best contact arrangements** e.g. days and times
 - **Care arrangements**
During deployment it is important CSA's records accurately reflect who has care of your children to ensure the carer of your children is receiving the appropriate amount of Family Tax Benefit.
 - **Request employer deductions** (CSA collect cases only)
This will ensure your child support payments are kept up to date while you are away so you do not come home to a child support debt.

Please contact the Child Support Agency (CSA) if you have any questions on **131 272**. In all conversations with CSA staff request a Customer Receipt Number. This is your confirmation that the CSA have recorded your contact and our assurance that your issues will be promptly followed.

Legal Information – Member Details

Wills

My personal Will has been prepared by:

My personal Will is dated:

Copies of my Will are located:

(Note: Changes in personal circumstances, such as marriage, defacto, separation and divorce, may render your previous Will invalid.)

The Executor of my Will is:

Name:

Address:

Home Phone: _____ Work: _____ Mobile: _____

Power of Attorney

Name

Contact details

Copies of my Power of Attorney Documentation are kept:

Life Insurance

Company

Membership/Policy Number

Due Date

Electoral Voting

Have you registered for Voting in your current electorate?

YES / NO

State Electorate: _____ Council Electorate: _____

Household and Property Information**Rental Property**

Real Estate Agent: _____ Contact Number: _____

Arrangements for Rent payment:

_____**Own Home**

Who provides maintenance assistance (plumbing, electrical, repairs etc) for your home? List:

Name of company _____ Phone number _____

_____**House and / or Contents Insurance:**

Company _____ Membership/Policy Number _____ Due Date _____

Vehicle Information

Do you have membership with a Roadside Service Provider such as RACQ: _____ YES / NO

Company Name _____ Phone _____ Membership Number _____**Car/boat/motorbike Registration**_____
Vehicle _____ Registration No _____ Due Date __________
Vehicle _____ Registration No _____ Due Date __________
Vehicle _____ Registration No _____ Due Date _____**Car/boat motorbike Insurance**_____
Insurance Company _____ Phone _____ Policy Number __________
Insurance Company _____ Phone _____ Policy Number __________
Insurance Company _____ Phone _____ Policy Number _____**Driver's Licence Details**

Member Licence Number: _____ Expiry Date: _____ State: _____

Other Licence (boat etc): _____ Expiry Date: _____ State: _____

Vehicle Maintenance

Who provides maintenance and mechanical repairs to your vehicles?

Name: _____

Phone: _____

How often should your vehicles be serviced?

Are family members fully aware of the general maintenance requirements of your vehicles (ie. checking oil, water, tyre pressure etc): YES / NO

Refer to the attached 'Home & Property Preparation Checklist' in Part 2 for considerations to prepare your home during periods of absence of the serving member.

Emergency Plans

Does your family have local based support in the event of an emergency? YES / NO

Does your family have interstate based support in the event of an emergency? YES / NO

Does your family have a prepared emergency kit (see page 42)? YES / NO

Does your family have support to assist with the preparation of the home in the event of severe weather? YES / NO

If a member of your immediate family became ill whilst the serving member is absent on duty, what emergency plan do you have in place to ensure your family are cared for and have access to supports if required?

Outline your emergency plan:

Horizontal lines for writing the emergency plan.

Outline your emergency plan (continued):

Horizontal lines for writing the emergency plan (continued).

Note: This emergency back-up plan should be discussed and agreed with the serving member and the person/people who are going to provide the support and care you may require.

HOME AND PROPERTY PREPARATION CHECKLIST

This checklist is designed to allow you to take a fresh look at your home security. By reviewing home security measures through the identification of security risks both inside and outside the home, householders are in a better position to take action to correct any problems.

House-breaking is one of the most common crimes and can occur at any time of the day or night. By looking objectively at your home security using this checklist, you can take steps to reduce identified risk areas. The small amount of time and effort to use the checklist and to make some changes is minimal compared to reporting a crime to police, dealing with insurance companies, replacing stolen property and dealing with the anxiety involved with the loss of sentimental items as well as the fact that an intruder has been in your home. Through a community approach householders can be extremely effective when they analyse risks in and around the home and take action to remedy or remove that risk.

Present condition			Consider making changes to the items ticked here
Security Doors			
at all entry/exits?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	security doors deter intruders from entering your home
finger guards?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	finger guards prevent the lock on your security door/s being tampered with
triple locks?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	triple locks increase the strength and security level of your doors
Main Entry/Exit Doors			
front-solid core?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	solid doors are preferred; the door should be as strong as the lock
front – viewer?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	door viewers help you see who is outside your front door before you open it
back-solid core?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	solid doors are preferred; hollow core doors should be avoided
adequate locks?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	dead locks are the best type of lock to use on entry/exit doors
keyed alike?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	for safety and ease of use, one key opens all doors
Sliding Doors			
patio bolts?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	keyed patio bolts on sliding doors strengthen the level of security of these doors

Present condition



Consider making changes to the items ticked here

Windows

key operated locks?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	key operated locks strengthen the security level of your windows
keyed alike?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	for safety and ease of use, one key opens all windows
security screens?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	security screens, grills and shutters allow ventilation and can provide security
warning stickers?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	warning stickers may deter intruders from stealing your property

Lighting

main entry/exits?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	the main entry/exit areas to your home should be well lit
timers fitted?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	leaving the lights on in you home can often deter intruders
timers used?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	timers should be activated when away from your home at night
sensor lighting?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	sensor lighting in 'high risk' areas deter intruders from entering your home

Present condition



Consider making changes to the items ticked here

Other Safety Considerations

clear vision?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	you should be able to clearly see all doors and windows from outside
trees/shrubbery trimmed?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	you should trim any trees/shrubs that conceal doors and windows from being observed from the street
garage/shed secure?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	garages and sheds should be securely locked at all times
tools secure?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	lock tools away to prevent an intruder using them
wheelie bins secured?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	lock wheelie bins away or chain them to a fixed structure away from the house to prevent an intruder using them
gates to yard secured?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	lock gates to the backyard with a keyed padlock to prevent access by intruders
meter box secured?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	your electricity meter box should be locked (contact your electricity provider)
house numbers?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	house numbers should be clearly visible from the road
smoke alarms?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Install smoke alarm/s & develop a fire evacuation plan
security alarms?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	electronic security alarm systems deter intruders from entering your home
safe disposal of personal documents	Yes <input type="checkbox"/>	No <input type="checkbox"/>	All documents/paperwork containing your personal details (e.g. old phone bills, medical invoices, power bills, rates notices) should be totally destroyed before being placed in the bin for rubbish collection.

Present condition



Consider making changes to the items ticked here

Property Marking

- | | | | |
|----------------------|---------------------------------|--------------------------------|--|
| engraved with code ? | Yes
<input type="checkbox"/> | No
<input type="checkbox"/> | property engraving and using WARNING stickers on your property reduces the risk of it being stolen |
| code recorded? | Yes
<input type="checkbox"/> | No
<input type="checkbox"/> | your Property ID code should be recorded with police to assist them to contact owners of recovered items |
| inventory list? | Yes
<input type="checkbox"/> | No
<input type="checkbox"/> | recording serial numbers, makes, models and descriptions of your property helps police recover stolen items and will assist if you need to make an insurance claim |

Personal Security in the Home

- | | | | |
|--|---------------------------------|--------------------------------|--|
| do you provide information to other people about your security arrangements? | Yes
<input type="checkbox"/> | No
<input type="checkbox"/> | be aware of providing information about your home security arrangements to people that do not need to know this information. Highlighting your security weaknesses to others could be detrimental. |
| do you provide information over the phone about your personal arrangements? | Yes
<input type="checkbox"/> | No
<input type="checkbox"/> | Information about bank accounts and balances and personal particulars including your living arrangements should not be disclosed unnecessarily. Be conscious of also providing information to others about your planned absences from home. |
| do you store valuables within reach or sight of outside? | Yes
<input type="checkbox"/> | No
<input type="checkbox"/> | Opportunistic thefts can occur when valuables are in clear view and within easy reach. Valuables are best stored out of sight and in a secure location. |
| do you have important phone numbers stored in your phone? | Yes
<input type="checkbox"/> | No
<input type="checkbox"/> | Having your local police station phone number stored in your phone makes it easier to dial, especially in the dark. 000 can also be stored for use in emergencies. It is also useful to store the phone numbers of family and close friends for use by emergency services in the event of an incident. |



HOUSEHOLD AND PROPERTY MAINTENANCE

- Check major appliances are in good working order
(e.g. stoves, ovens, washing machines, dryers, dishwashers)
- Check major electrical systems
(e.g. water heaters, air conditioners)
- Ensure family members are aware of procedure to change gas bottles (if applicable)
- Check fire and smoke detectors
- Label fuses and circuit breakers
- Ensure family members are aware of how to shut down mains services
(i.e. the water and gas mains)
- Check tools are in good working order
(e.g. lawn mower, whipper snipper and have a practice run with family members)
- Lawn mowing service arranged (if required)
- Check vehicles are roadworthy and servicing current
- Check the vehicle's emergency equipment
(e.g. spare tyre, jack, tool kit, First Aid kit, blanket)
- Teach family members to do safety checks for vehicles
(e.g. check the oil, water, tyre pressure; how to change a tyre)

CYCLONE INFORMATION AND PREPARATION (IF APPLICABLE)

- Have you and your partner read and understood information regarding cyclones and severe tropical storms? YES / NO
- Have you prepared an emergency kit? YES / NO
- Do you and your partner have a cyclone emergency plan including knowledge of community cyclone shelters? YES / NO
- Who will assist your partner with yard preparations, including moving or securing heavy items, taping windows etc during periods of absence?
- Name: _____
- Phone: _____

Prepare an emergency kit and keep it handy

- Keep the items listed below in your home so they can become your emergency kit for use in all types of emergencies.
- It is vital you prepare an emergency kit before the cyclone season arrives. There are six types of basic supplies you need to include—water, food, first aid supplies, clothing and bedding, tools, emergency supplies and special items. Your emergency kit should have:
-
-

Tools and supplies

First Aid kit, including disinfectant, insect repellent and sunscreen

Cash

Matches in waterproof container

Disposable plates, bowls, cups, knives and forks—disposable utensils do not require washing up

Battery operated radio, torch and clock; including spare batteries

Toilet paper

Soap and detergent

Personal hygiene items

Duct and masking tape

Mobile phone and charger

Utility knife, pliers, screwdrivers, drills, wrenches, spanners, bolts, screws and nails for temporary repairs

Ropes, chains and pickets for securing outdoors items such as boats and garden sheds

Plastic sheeting or tarps

Water

Store water in clean and safe plastic containers

Each person will need a minimum of five litres of water per day to allow for drinking, food preparation and personal sanitation; ten litres would be

preferable. Plan to have a least three days supply of water for each member of the family

Remember that following a cyclone or flood it is likely to be extremely hot and humid, requiring a high level of fluid intake

Fill an esky with ice

Food

Store at least three days supply of non perishable food

Choose foods that don't require refrigeration, can be eaten without preparation or cooking, require minimal water and have a reasonable shelf life

Choose compact and light products just in case you need to evacuate

Ensure cooking facilities such as a gas barbecue, and gas/fuel/spirit camping stove are available for use

Clothing and bedding

At least one complete change of clothing and footwear per person

Long sleeve shirts and long trousers to provide protection

Sturdy shoes or work boots

Blankets or sleeping bags

Hats and work/gardening gloves

Head protection such as work helmets or bike helmets and goggles

Special items

Important family documents in a waterproof container:

Family records such as birth, marriage, divorce and death certificates.

Wills, insurance policies, contracts, deeds, stocks and bonds

Passports and immunisation records

Bank account and credit card numbers

Inventory of household contents

Important telephone numbers and contact details

Baby needs such as nappies and bottles

Medications

Pet food and supplies

Entertainment for the family such as games, books and puzzles.

Important notes

Store your emergency kit in a convenient place known to all of the family

Keep items in airtight, waterproof containers

Update your kit regularly, at least at the beginning of the cyclone season in November

Check and replace batteries regularly

Photo Credits: Front Cover: Top Left – HMAS *Dechaineux* submariners prepare for departure as the submarine leaves Fleet Base West for deployment in August 2004. Able Seaman Jamie Dennis with his son; **Top Right** – Families line the wharf to greet HMAS *Tobruk* after returning from her overseas deployment, taking part in Operation Peringatan, Exercise Croix du Sud, and Operation Astute in East Timor; **Bottom Left** – Corporal Dee Irwin with her daughter Lili; **Bottom Right** – Chief Petty Officer Marine Technician Shayne Eades hugs his wife Gracie Eades goodbye.

Internal Pages: p2 – Petty Officer Nathan Gale with his partner, Jacqui (right) holds his son Blake and daughter Maddy, after arriving home from a six month Operation Slipper deployment onboard HMAS *Melbourne*; **p6** – Corporal Robert Busby with his son Kahel, at the Darwin Airport after returning from operations in the Middle East; **p10** – Lieutenant Mark Innes greets his wife Alicia after returning home from operations in the Middle East at Darwin Airport; **p14** – Private Thomas Edwards from the 5th Battalion, Royal Australian Regiment, kisses his son, Xavier, after finishing a welcome home parade through Darwin; **p20** – Two Bushmasters prepare to be loaded on to No. 36 Squadron C-17 Globemaster, A41-206, on the northern apron flightline at RAAF Base Amberley; **p24** – Defence Community Organisation personnel from left to right, Mrs Cathy Dellit, Mrs Eileen Bischof, Squadron Leader Mark French, Mrs Nadine Bidner, Mrs Janelle Black, Mr Scott Healing and Lynne Jaensch in front of their stall at a Ipswich Family Fun Day; **p28** – Five-year-old Joshua Larsen with his dad Simon, enjoy a day at the Defence Community Organisation family fun day at Limestone Park, Ipswich; **p32** – HMAS *Melbourne* returns to her homeport of Sydney following a six month Operation Slipper deployment; **p34** – Captain Ken Golder helps Sapper Pat Bear prepare Christmas festivities in Tarin Kowt in Uruzgan Province, Afghanistan; **p40** – Defence families celebrate National Families Week with a cruise on Sydney Harbour.

