



ANP 5111

# NAVY FAMILIES HANDBOOK

STAY ONBOARD - PEOPLE FIRST





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## From Chief of Navy

### **Navy Families,**

Our Navy, and our Nation, asks a great deal of our People and our families. I am resolute in my belief that our ability to generate Naval Power at sea is derived from strength at home. Thank you for the essential role that you play as a member of our Navy family, directly contributing to Navy readiness through your ongoing support.

As Chief of Navy, I am responsible for the wellbeing of Navy People. A tremendous amount of work is underway across Navy and the wider Australian Defence Force, to ensure that our People and their families feel valued for the critical service that they provide.

The *'Stay Onboard – People First'* campaign was developed to focus the efforts of Navy's leaders on improving the conditions for our People and the wider Navy family. Through this campaign, we have made real progress to ensure the Navy is an organisation worthy of the sacrifices you make. I know there is still a lot of work to do, and I am deeply committed to improving the conditions and support available to our People and their families.

Thank you for the sacrifices you make to support the service of your loved one.

### **Mark Hammond, AO**

Vice Admiral, RAN  
Chief of Navy

Jan 24



## From Warrant Officer - Navy

### **Navy Families,**

Our ships cannot sail without our People and our People cannot serve without your support.

Through the '*Stay Onboard – People First*' campaign we have had great success in putting our People first. We have made real change to ensure the Navy is an organisation worthy of the sacrifices you make every day and I am here to ensure this continues by advocating for you and your loved one.

The information in this handbook has been developed to help you understand the work that is being done across Navy to support you – our families. It provides a summary of the Navy, our campaign to retain your loved one and the excellent services available to assist you to support their service.

I understand the unrelenting demand on our People has a flow on demand to you. I appreciate the support you provide to your love one to allow them to continue to serve in Navy.

**AM Bertoncin, OAM**  
Warrant Officer of the Navy

Jan 24



## Foreword

This handbook is for Navy families in recognition of the integral support you provide our People in the service of our nation. This booklet outlines the service benefits for you, primarily delivered through Navy's '*Stay Onboard – People First*' retention campaign, but also through other areas of Defence. It has been developed as a quick guide that provides a baseline of information and details on where to go to find out more.

This handbook is intended to be read in conjunction with the Defence Member and Family Information Guide. It is divided into three parts to cover broad, but informative, details about the Navy and the support available to Navy families. If you have suggestions on additional content to be included or to update any information, please email [navy.families@defence.gov.au](mailto:navy.families@defence.gov.au).

Look out for the below icons to help find useful links.



Reference for further information



Contact phone number



Contact email address



# PART 1

Our Navy



### **About the Royal Australian Navy**

The Royal Australian Navy provides maritime forces to defend Australia, contribute to regional and global security and protect national interests.



### **Why do we need a Navy?**

Australia is an island nation. More than 99% of our trade moves through our ports. The Navy secures our maritime region to ensure Australians live in peace and prosperity.



### **Our Mission**

To prepare Naval Power in order to enable the joint force in peace and war.



### **Where are we?**

The Navy is made up of more than 15,000 people located across Australia, in Navy Establishments, Joint Establishments, and posted around the world.



# Bases and Establishments

An effective organisation is fundamental to the efficiency of the Navy and its ability to accomplish assigned missions. Navy has 17 bases across Australia.



Fleet Base East



Fleet Base West



HMAS Albatross



HMAS Cairns



HMAS Cerberus



HMAS Coonawarra



HMAS Creswell



HMAS Encounter



HMAS Harman



HMAS Kuttabul



HMAS Moreton



HMAS Penguin



HMAS Stirling



HMAS Waterhen



HMAS Watson



Navy Headquarters



NHQ Tasmania



<https://www.navy.gov.au/establishments>



# The Fleet

Our Navy consists of nearly 50 commissioned vessels. We are the largest Navy in the region with a significant presence in support of military campaigns and peacekeeping missions.



Anzac Class  
Helicopter Frigate (FFH)



Arafura Class  
Offshore Patrol Vessel (OPV)



Armidale Class  
Patrol Boat (ACPB)



Canberra Class  
Amphibious Assault Ship (LHD)



Cape Class Patrol Boat  
Patrol Boat (CCPB)



Choules Class  
Landing Ship Dock (LSD)



Collins Class  
Guided Missile Submarine (SSG)



Evolved Cape Class  
Patrol Boat (ECCPB)



Hobart Class  
Guided Missile Destroyer (DDG)



Huon Class  
Mine Hunter Coastal (MHC)



Leeuwin Class  
Hydrographic Survey Ship (AGS)



MV Sycamore  
Multi-role Aviation Training Vessel



Supply Class  
Auxiliary Oiler Replenishment (AOR)



725, 808, 816 Squadrons  
MH-60R Seahawk Romeo



723 Squadron  
EC-135T2+



822X Squadron  
Schiebel S100



Sail Training Ship  
Young Endeavour (STS)



National Support Squadron  
ADV Reliant



National Support Squadron  
ADV Ocean Protector



[www.navy.gov.au/fleet](http://www.navy.gov.au/fleet)



# The Ranks

The ranks of the Australian Defence Force, including the Navy, have remained largely unchanged since Federation. Navy ranks are made-up of Commissioned Officers and Non-Commissioned Sailors. The table below shows the rank alignment across Defence.

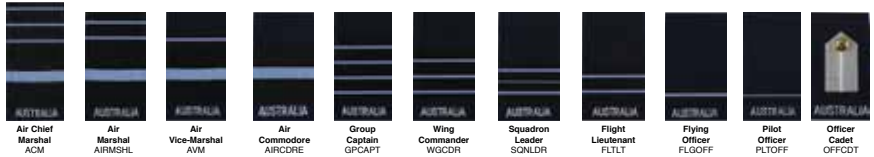
## NAVY



## ARMY



## AIR FORCE



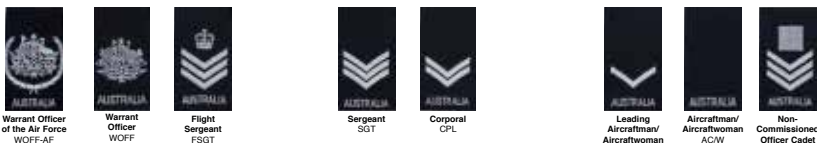
## NAVY



## ARMY



## AIR FORCE



# Our Future

## The Defence Strategic Review 2023

The Defence Strategic Review sets the agenda for ambitious, but necessary, reform to Defence's posture and structure.

The Review includes specific directions to Navy with immediate effect, while establishing a methodical and comprehensive process for long-term and sustainable implementation.

The strategic direction and key findings from the Review will strengthen Australia's national security and ensure our readiness for future challenges.



[www.defence.gov.au/about/reviews-inquiries/defence-strategic-review](http://www.defence.gov.au/about/reviews-inquiries/defence-strategic-review)

## Next Generation Navy

Our Navy recognises that an organisation's culture is fundamental to its ability to achieve its mission. Our great People shape our Navy's culture daily.

We have an enduring cultural improvement program, Next Generation Navy. Next Generation Navy was founded in 2010 and is updated every three years, this program is currently empowering our members through Social Mastery programs and resourcing our Team Leaders to create a working environment that is positive, productive and based on the ADF's Values and Behaviours.

Next Generation Navy initiatives guide and educate our People to invest in themselves and their Teams. Our outcomes seek a modern sailor who embraces change, is inclusive and strives to be an outstanding maritime partner.

Next Generation Navy is helping us build a Navy that is held in the highest regard by the Australian people - one that we can all be proud of!



[www.navy.gov.au/our-culture](http://www.navy.gov.au/our-culture)



# PART 2

Stay Onboard -  
People First

# STAY ONBOARD PEOPLE FIRST

Setting the foundation  
for sustained growth

## Navy's Retention Campaign

In 2022 Navy launched the 'Stay Onboard - People First' campaign to help grow the workforce and retain our People, skills and experience.

Through the campaign we aim to make Navy a more rewarding workplace where you want your loved one to work.

With more than 90 initiatives our campaign benefits all Navy People and their families.

We know you are proud of your serving family member and we are committed to providing our People, and their families, with meaningful service benefits.

There has never been a better time to be in Navy!

**To find out more and view detailed fact sheets on each initiative visit the 'Stay Onboard - People First' website by scanning the QR code below:**



[www.navy.gov.au/stay-onboard-people-first](http://www.navy.gov.au/stay-onboard-people-first)



[navy.retention@defence.gov.au](mailto:navy.retention@defence.gov.au)





## Wellbeing and Family

### *Connecting you and your family to wellbeing, health and lifestyle services*

The health and wellbeing of our People and their families is vital. We provide a range of health and wellbeing policies and programs to help balance work, life and everything in-between. We recognise that service life is unique – no matter where our People are located, we have a broad range of family, children and community programs that will improve your experience.

#### **What are we doing to benefit families?**

- Establishing a proactive Navy People Wellbeing Program.
- Reinvigorating Sport in Navy and providing gym access to Navy families.
- Continuing to improve Ship/Shore connectivity so that Navy People can communicate more regularly with their families.
- Increasing funding for the ADF Family Health Benefit scheme.
- Improving partner employment support options to help family members find employment.
- Reviewing childcare support options to improve access to childcare for Navy families.
- Expanding housing benefits to allow children up to 25 years of age to remain in Defence houses.
- Providing a commitment to diversity and inclusion, including recognising families of all different make-ups.



## Pay and Benefits

### *Understanding Defence's competitive financial package*

We recognise getting paid well is important. Navy offers a competitive benefits package to help with the little, and not so little, things in life.

#### **What are we doing to benefit families?**

- Contemporising salary to ensure a competitive take-home package.
- Reviewing superannuation to ensure future security.
- Reviewing the housing support available to ensure it meets the needs of today's family.
- Simplifying the allowances available to Navy People (including Maritime Allowances).
- Increasing leave available to Navy People and providing greater flexibility in how it is used.
- Increasing the number of Remote Locality Leave Travel benefits a member, and their family, can access when posted to a remote location.

## Purpose

### *Your contribution to Defence's mission*

Being part of Navy makes our People part of something special – a team protecting Australia's national interests. It's more than a 'job', it's a rewarding career that our People, and their families, can be proud of.



## Workplace Experience

### *Creating a positive and safe workplace*

Every workplace in the Navy has its own unique traits that make it a great place to work. Navy invests heavily in our People to ensure that everyone has the opportunity to work with great leaders, and great teams. A positive and respectful workplace means your serving family member will feel happy, valued and not bring work stressors home.



## **Ways of working**

*A role that works for you*

Navy is embracing new ways of working. We know our People value flexibility and we have the policies to support it. We want to empower our People to work in a way that reflects their individual circumstances and lifestyle.

Every job in Navy is different and we know that not all flexible working options can be applied at all times. Navy is working to find what fits for our People, their team, their families and the role.

### **What are we doing to benefit families?**

- Increasing the use of the Total Workforce System for Career Management decisions to provide for greater workplace flexibility (full-time / part-time).
- Increasing access to flexible work arrangements, hours, patterns and location.
- Reducing the Separated Service Threshold (time at sea, away on courses/duty) so there is a limit on the amount of time our People spend away from home.

## Career and Personal Development

### *Developing you for your current and future roles*

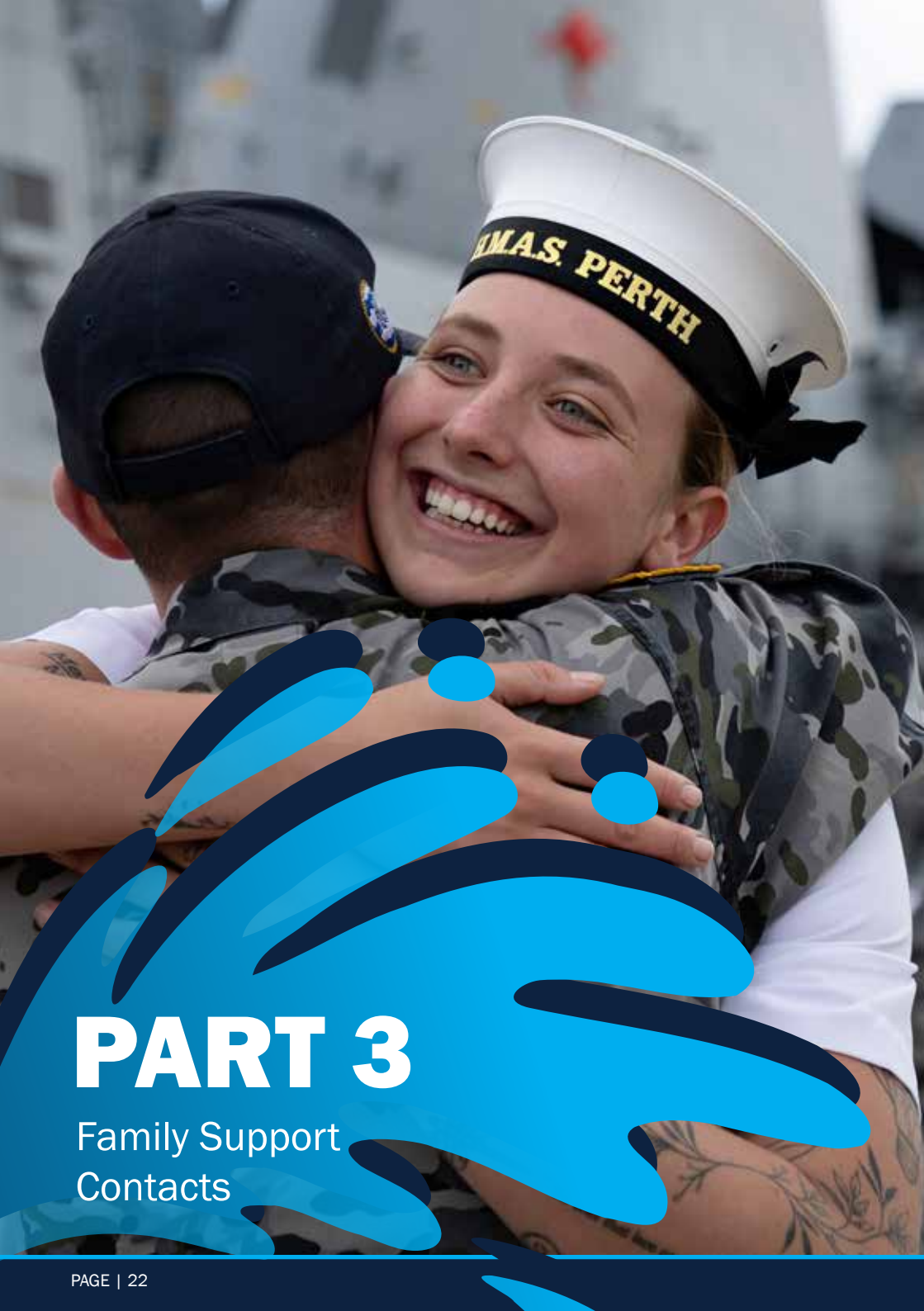
Navy is committed to the development of our People. There are so many opportunities that Navy People can access, be it learning on the job, career training or tertiary study. Navy's range of personal and professional development is considered unmatched by other agencies or industries.

Our People are our most important capability and we are committed to investing in them and their future. We offer a range of opportunities that contribute to the success of our People in future roles, whether that is in Navy or elsewhere.

#### **What are we doing to benefit families?**

- Reviewing the location of training courses so more are done online or in the home location so that more time can be spent with families.
- Providing posting, deployment and secondment opportunities that work for Navy People and their families.





# PART 3

Family Support  
Contacts

Defence provides a range of services, assistance and resources to support Navy People and their families.



## **Meaningful Engagement**



## **Housing and Removals**



## **Financial Security**



## **Health and Support**



## **Social Connectivity**

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Call the **1800 DEFENCE (1800 333 3623)** switchboard to put you through to any person / service you need.

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## Defence Member and Family Support (DMFS)

Defence understands the impacts the military way of life has on Navy People and families. The Defence Member and Family Support Branch or DMFS, provide a range of supports to help Defence families make the most of the military way of life.

### Defence Member and Family Helpline

The Defence Member and Family Helpline is DMFS' 24/7 intake line and is staffed by Human Service Professionals.

Postings, absences, last minute call for the member to go on exercise or deploy, change in schools and workplaces all have big impacts on the family. The helpline can support you at any time with information on DMFS programs and services, referral to community and longer-term supports and crisis and emergency support.

You can contact Defence Member and Family Helpline on **1800 624 608** or via email at [memberandfamilyhelpline@defence.gov.au](mailto:memberandfamilyhelpline@defence.gov.au)

### Support for Families

Defence recognise the diversity and unique needs of ADF families. DMFS offers a number of programs to support families with the ADF lifestyle. Support ranges from employment assistance for partners of ADF members, access to services or supports for family members who have special needs, and support programs such as workshops, social workers and more.

You can find out more about DMFS support for families on the website or by contacting the Defence Member and Family Helpline.



## Support for Children

Absence and Relocation can impact children differently to other family members. DMFS has a range of support services that can assist families with children when moving between schools and education systems and when the member is away. Support available includes financial support for some education costs such as tutoring, resilience programs and childcare assistance.

You can find out more about DMFS specific support for children on the website or by contacting the Defence Member and Family Helpline.

## Support for Communities

Relocation is an integral feature of Defence life, when you are relocating DMFS has programs and options in place to help you and your family connect to the local community.

DMFS has offices in all the major posting locations, these regional Area Offices hold regular engagement activities to support and stay connected to members and families across Australia. Family Liaison Officers are specialised DMFS staff that can support families to access community supports, create new support networks, get orientated quickly and smoothly and find people with like interests or experiences.

Additionally, Defence Community Centres can be found around Australia and provide support for members and their families in the local community. Community groups and centres can apply for grants to deliver support and services for Defence communities.

You can find a list of Defence Community Centres as well as non-Defence community groups that provide services and support on our website.

## Support in an Emergency

Whilst we hope you never have to access Emergency Support, it is important to know what is available. The team at the Defence Member and Family Helpline are always willing to listen and to sort through situations with you.

You can find out more about DMFS support during a crisis on the website or by contacting the Defence Member and Family Helpline.



<https://www.defence.gov.au/adf-members-families/partners-dependants/family-programs>



1800 624 608





## Defence Common Access Card (DCAC)

Defence family members can request a Defence Common Access Card (DCAC) to provide positive identification and enable electronic access to Defence Bases and Establishments.

A DCAC Card will give you access to Base Facilities including – Gyms, Pools, Cafes, Hairdressers and Banks.

Defence pass offices create access and identity cards for Defence APS, ADF, recognised family members, contract employees and other authorised personnel in accordance with the Defence Security Principles Framework (DSPF) 74.1 Access Control.



Point of Contact: Unit Security Officer





## Defence Families of Australia (DFA)

Defence Families of Australia is the official Defence families advisory body to the Minister for Defence Personnel and Chief of the Defence Force. They act independently in the best interests of Defence families to:

- Provide awareness of support services
- Assist in building and maintaining a connected community of Defence families
- Advocate for Navy People and their families



<https://dfa.org.au/>



[advocacy@dfa.org.au](mailto:advocacy@dfa.org.au)



# Advocating for Defence families



## Defence Member and Family Helpline

The Defence Member and Family Helpline is the first point of call for Defence families seeking support, information or connection with their community. The Helpline can provide assessment, assistance, advice or referral depending on the family's needs.

### Contact the Helpline for these services:

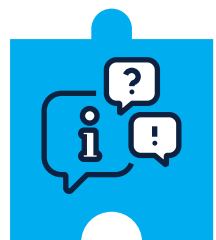
- Help during a crisis (access to accommodation for families in domestic violence)
- Support during deployment, posting or relocation
- Referral to a Local Area Office
- Connection with community groups and local area resources
- Referral to an Education Liaison Officer
- Support for partner employment
- Assistance with children's childcare or education
- Assistance for resident family or recognised other persons with special needs
- Access to transition coaching
- Counselling for personal, relationship and family problems



[memberandfamilyhelpline@defence.gov.au](mailto:memberandfamilyhelpline@defence.gov.au)



1800 624 608





## ForceNet

- ForceNet is Defence's social media app which connects our People and their families directly with information and messages which affect them.
- Facilitates auditable communication and information sharing, one to one and one to many, including targeted communications and support in emergency situations and to specific persons.
- Registration is available to current Defence members, sponsored Defence family members and other approved users.
- Accessed through the ForceNet mobile app or web browser via desktop and mobile devices.

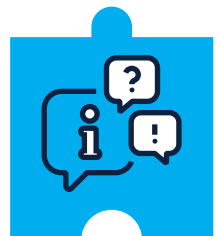
### **FAMILY MEMBERS:**

- To register as a family user, you will need to be at least 18 years old and sponsored by a registered Defence user of ForceNet.
- ForceNet will directly connect family users with the Service related to their sponsoring Defence member plus the Defence Member & Family Support (DMFS) and Defence Families of Australia.
- ForceNet provides a secure means for Defence families to access authoritative information on Defence matters relevant to them as well as a channel for discussions.
- Defence users can invite up to three family members to register via their ForceNet Profile Page.



<https://www.forcenet.gov.au>

**FORCENET**





## Navy News

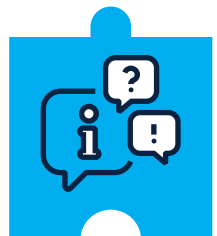
Find out what is happening in Navy.

Navy News is published fortnightly by the Defence News Bureau.  
Free online subscription.

You can also access Defence News daily at:  
[www.defence.gov.au/news-events](http://www.defence.gov.au/news-events)



[www.defence.gov.au/news/navynews](http://www.defence.gov.au/news/navynews)





## Defence Housing Australia (DHA)

DHA provides housing and related services for Navy families including:

**Services Residences (SR):** Residences in proximity to Defence base for members with resident family or recognised other persons.

**Member Choice Accommodation (MCA):** Off-base properties for members who have no resident family and members who have unaccompanied resident family.

**Living-in Accommodation (LIA):** On-base accommodation for members who have no resident family and members who have unaccompanied resident family.

**Rent Allowance (RA):** If there is no suitable housing solution or you are posting unaccompanied, you will be eligible for RA to rent in the private rental market.



[www.dha.gov.au](http://www.dha.gov.au)



139 342





## Toll Transitions

Toll Transitions helps you move to your new location by:

- Organising your removal and storage.
- Booking your travel and temporary accommodation.
- Calculating and arranging payment/reimbursement of your relocation allowances and benefits.

**TOLL**



<https://tws.defenceuniform.movemaestro.com>



1800 819 167







## ADF Financial Services Consumer Centre

### ADF Consumer offers:

- Professional financial education (not personal advice)
- Relevant resource material to assist with financial management

### ADF Consumer can assist with managing your money to achieve your financial goals including:

- Creating a budget
- Taking control of debt
- Obtaining financial advice
- Changing SERCATs
- Transitioning from Defence



<https://adfconsumer.gov.au>





## Emergency Support for Families Scheme

Emergency Support for Families Scheme (ESFS) is short-term financial assistance provided to an ADF member's dependants in an emergency or crisis situation, which might include:

- Dependant care
- Carer's travel
- Housekeeping

ESFS can be utilised when the member is absent from the home on duty, or unable to care for their resident family because of medical reasons.



ADF Pay and Conditions Manual Chapter 8, Part 5



1800 624 608





## The Navy's Anchorage - Grants and Loans

The Navy's Anchorage supports the Navy family through sponsorships, contributions to welfare and sporting funds (grants and loans), accompanying Navy shore establishment and ships grants, as well as aiding the Royal Australian Navy Relief Trust Fund (RANRTF).

### Sponsorships & Grants

These are typically linked to short-term project funding or the one-off provision of money. The Navy's Anchorage contributes towards the funding of sports, ships and welfare activities. The objective of these grants is to ensure that maximum benefit is derived for the greatest number of people within the Navy family.

### Loans

The Navy's Anchorage provides funding to the Royal Australian Navy Relief Trust Fund (RANRTF) for interest free loans to current and ex-serving Navy People and their families.

The Navy's Anchorage also provides interest free loans direct to sporting groups, shore establishments and ships, where provision of a repayable loan is more appropriate than a grant.



<https://navysanchorage.gov.au>



[admin@navysanchorage.gov.au](mailto:admin@navysanchorage.gov.au)





## Royal Australian Navy – Relief Trust Fund

Loans available for eligible Navy People, including, the **General Purpose Loan (up to \$7,000) to:**

- Purchase new/second hand furniture, household goods, or home maintenance/gardening equipment for residential own home.
- Build or purchase residential own home, or buy land on which to build a residential own home.
- Make additions, alterations or repairs to residential own home.
- Pay legal fees in connection with purchase of residential own home.
- Pay for member/family travel or holidays, including reunion travel.
- Purchase IT equipment, including (but not limited to) computers, tablets, smartphones, game consoles and software.
- Purchase fitness, hobby and recreation equipment (eg. bikes, canoes, boats, caravans, camping equipment etc).
- Pay for special family event expenses including (but not limited to) weddings and funerals.
- Pay for education, training or boarding fees for members and their families, in excess of any funding provided by the ADF.
- Pay for medical and dental expenses for family members.
- Purchase or repair personal motor vehicles.
- Pay for family pet related expenses (including boarding costs).

### **RANRTF Special Loan (up to \$5,000):**

- Legal expenses other than fines/damages awarded against the member.
- Unexpected domestic debts related to the member or family's residential home, or unexpected debts incurred outside the member's control.
- Compassionate or compelling member or family needs.
- Financial hardship.



Point of Contact: Commanding Officer





# Keeping Watch

*Providing assistance to  
Navy families in need.*



## Royal Australian Navy – Keeping Watch

Keeping Watch provides assistance to Navy People and their families who are suffering hardship, normally through non-refundable grants. All applications to Keeping Watch must be sent through a Commanding Officer.

### **Examples of financial assistance provided by Keeping Watch include:**

- Essential living expenses after a family crisis such as a house fire, or unexpected death or serious illness of a loved one.
- Medical treatment or health support for situations not fully covered by Medicare or private health insurance.
- Childcare costs when the usual at-home carer is not able to look after their young family during an unexpected family crisis.



<https://www.keepingwatch.org.au>



[keeping\\_watch@defence.gov.au](mailto:keeping_watch@defence.gov.au)





## ADF Family Health Program

### The program covers:

- Unlimited payment of eligible GP services.
- Use of your own GP.
- Access to \$800 per eligible dependant (combined / shared between dependants as a family amount) for:
  - Specialist Services
  - Diagnostic and Radiology Services
  - Allied Health Services

### Available to an eligible dependant of:

- Permanent Navy Members
- Reservists on Continuous Full Time Service

### How to claim

- Reimbursement via ADF Family Health app
- Claim via HICAPS or HealthPoint

**Eligible dependants are one of the following:**

- Resident family of the member
- Recognised other person under PACMAN paragraph 1.3.37.1.d. of the member.



<https://adffamilyhealth.com>



[adf.familyhealth@defence.gov.au](mailto:adf.familyhealth@defence.gov.au)



1300 561 454





## 1800 IMSICK

1800 IM SICK is a toll free after-hours nationwide telephone service available for all permanent Australian Defence Force members within Australia. The service is intended to assist with health care when ill or injured away from the workplace.

Although intended primarily as an after-hours service the 1800 IMSICK lines are open 24 hours a day, seven days a week.

**The service is not intended as an emergency number - in the event of an emergency call 000.**



1800 467 425





## All Hours Support Line

The All Hours Support Line is a confidential telephone service for ADF members and their families that is available 24 hours a day, seven days a week.

It is a triage line to help you access Defence or civilian mental health services including psychology, medical, social work, and chaplain services.



1800 628 036







## Physical Fitness

### ADF Fighting Fit Portal

Includes fitness and nutrition advice to help you maintain a healthy body and mind.



[www.defence.gov.au/adf-members-families/health-well-being/fitness-nutrition](http://www.defence.gov.au/adf-members-families/health-well-being/fitness-nutrition)

### ADF Active App

Provides training and nutrition advice to build and maintain fitness.



Available via the App Store

### Family Gym / Pool Access

Family members can use on base gym / pool facilities using their Purple ADF Family DCAC card.



Point of Contact: Unit Security Officer





## Navy Chaplaincy

Pastoral care and spiritual support is provided by Navy Chaplaincy Branch to all Navy People and their families regardless of age, gender, sex, sexuality, culture, spirituality, worldview and race.

Navy People and their families can seek support from a religious Chaplain or non-religious Maritime Spiritual Wellbeing Officer. This support includes counselling, assessment and provision of rituals (including Marriage and Baptism).

### Navy Chaplaincy 24/7 Regional Crisis Support

ACT  
0420 996 367

QLD (Cairns)  
0407 798 472

NSW (Shoalhaven)  
0421 687 817

SA  
0411 203 618

NSW (Sydney)  
0411 203 618

TAS  
0411 203 618

NT  
0409 662 823

VIC  
0417 494 803

QLD (Brisbane)  
0411 203 618

WA  
0407 212 967





## Open Arms Veterans and Families Counselling

Open Arms provides free mental health support for Defence members, veterans and their families.

### The services offered include:

- Counselling
- Treatment programs and workshops
- Community and peer programs
- Self-help tools

Open Arms can support your family to manage transitions, changes and challenges, including:

- Absence of a parent during deployment, and adjusting when they return home
- Helping children with concerns around changes and stressors like making friends at a new school
- Understanding, identifying and working through trauma
- Transitioning from the Australian Defence Force to civilian life
- Working through relationship breakdowns and challenges
- Building a blended family
- Supporting the family of a serving member who has died



[www.openarms.gov.au](http://www.openarms.gov.au)



1800 011 046





## Sexual Misconduct Prevention and Response Office (SeMPRO)

Immediate help to Navy People and families impacted by sexual misconduct.

- Available 24/7
- Confidential and anonymous
- Accessible without needing to make a report



[sempro@defence.gov.au](mailto:sempro@defence.gov.au)



1800 736 776





## External Health Support

The following are not affiliated with Defence. Navy does not endorse or recommend any third party products or services.

**1800 Respect:** National sexual assault and domestic violence counselling. [www.1800respect.org.au](http://www.1800respect.org.au) or 1800 737 732

**Beyond Blue:** Help for anywhere in the mental health journey. [www.beyondblue.org.au](http://www.beyondblue.org.au) or 1300 224 636

**Health Direct Hotline:** Speak to a Registered Nurse to determine if you need to visit a Doctor. 1800 022 222

**Kids Helpline:** Support for kids anytime, any reason. <https://kidshelpline.com.au> or 1800 55 1800

**Lifeline:** Crisis support and suicide prevention. [www.lifeline.org.au](http://www.lifeline.org.au) or 131114

**Mens Line Australia:** Helping men deal with relationship problems. <https://mensline.org.au> or 1300 78 99 78

**Poisons Information Centre:** Call if you think someone has overdosed, made an error in medicine or been poisoned 24/7. 131 126

**SANE Australia:** Helping Australians affected by mental illness. <https://www.sane.org> or 1800 187 263

**Suicide Call Back Service:** Free nationwide phone counselling service. [www.suicidecallbackservice.org.au](http://www.suicidecallbackservice.org.au) or 1300 659 467





**DEFGLIS:** A non-partisan volunteer charity that supports LGBTIQ+ serving members, ex-service members and veterans of the Australian Defence Force and their families. <https://defglis.com.au>

**National Aboriginal Community Controlled Health Organisation (NACCHO):**

Provides advice and guidance to the Australian Government on policy and budget matters and advocates for community-developed solutions that contribute to the quality of life and improved health outcomes for Aboriginal and Torres Strait Islander people. <https://www.naccho.org.au>

**ReachOut:** Offers a wide range of support options that allow young people to engage in the ways they want to and when they want to openly express themselves, get a deeper understanding and perspective on what's happening in their lives, connect with people who will provide judgement-free support, and build the resilience to manage their challenges now and in the future. <https://au.reachout.com>

**13YARN:** The first national crisis support line for mob who are feeling overwhelmed or having difficulty coping. Offers confidential one-on-one yarning opportunity with a Lifeline-trained Aboriginal & Torres Strait Islander Crisis Supporters who can provide crisis support 24 hours a day, 7 days a week. 13 92 76 or <https://www.13yarn.org.au>

**First Nations Helpline:** Provided by Converge International with specialised support from counsellors that are either Indigenous consultants or carefully selected specialists with training in the issues that face many Aboriginal and Torres Strait Islander Australians. 1300 287 432.





## APOD – Australian Partners of Defence

Recognising those who serve with everyday savings – APOD is the official Veteran Card discount provider.

Provides over 3000 discount offers for Defence members, Veterans and their families.

Officially Partnered with DVA - if you are a DVA card holder (including White Card) access is free.



<https://apod.com.au>



1300 002 763





## Australian Navy Cadets

The Australian Navy Cadets (ANC) provides young Australians of all gender and ability with opportunities for an enjoyable and rewarding maritime experience in a safe and encouraging environment. The ANC is the premier youth development program of the RAN, and is open to youth turning 13 years of age in the calendar year of joining, until 31 December in the calendar year they turn 18 years of age.

### **To Join the Australian Navy Cadets you must meet the following criteria:**

- Be a resident of Australia.
- Turn 13 years of age in the calendar year you intend to enrol in the ANC, or already 13 years or older.
- Not have reached the age of 17 years.
- Not be a member of the Australian Army Cadets, the Australian Air Force Cadets, or the Australian Defence Force.
- Be available to attend the majority of the activities conducted by the Navy Cadet Unit that you wish to join.
- Agree to abide by the ANC Code of Conduct.
- Complete an application form (and have it signed by your parent/s or guardian/s), and complete any other forms required by the ANC (such as emergency contact details, health declaration, etc).
- Have your application accepted by the Navy Cadet Unit Commanding Officer.

The ANC is administered by the Royal Australian Navy (RAN) and is part of the Australian Defence Force Cadets (ADFC).



[www.navycadets.gov.au/join/for-cadets](http://www.navycadets.gov.au/join/for-cadets)







## Defence Community Centres

Navy is associated with a range of community centres across Australia where you can engage with other Defence families.

**ACT** – Duntroon Community Centre  
[www.duntrooncommunitycentre.org.au](http://www.duntrooncommunitycentre.org.au)

**NT** - Larrakeyah Neighbourhood House  
[www.larrakeyahhouse.com.au](http://www.larrakeyahhouse.com.au)

**NSW** – Kookaburra Retreat (Nowra)  
[www.sdfa.com.au](http://www.sdfa.com.au)

**NSW** - Kissing Point Cottage  
[www.facebook.com/kissingpointcottage](http://www.facebook.com/kissingpointcottage)

**NSW** - Randwick Family Centre  
[www.facebook.com/groups/177206078960620](http://www.facebook.com/groups/177206078960620)

**NSW** - Defence Richmond Family Centre  
[www.facebook.com/DRFCentre](http://www.facebook.com/DRFCentre)

**QLD** - Cairns Defence Community Support Group  
[www.cairnsdscsg.com](http://www.cairnsdscsg.com)

**QLD** - Brisbane Canungra Family Centres  
[www.defence.gov.au/adf-members-families/local-services-events/area-offices/brisbane-canungra](http://www.defence.gov.au/adf-members-families/local-services-events/area-offices/brisbane-canungra)

**WA** - Marilla Community Centre  
[www.marillacommunitycentre.com](http://www.marillacommunitycentre.com)

**TAS** - Dowsing Point Community Centre  
[dpcctas@gmail.com](mailto:dpcctas@gmail.com)

**VIC** - Cerberus Community Hub  
[www.cerberuscommunityhub.com.au](http://www.cerberuscommunityhub.com.au)





## Defence Related Registered Charities

The following are not affiliated with Defence. Navy does not endorse or recommend any third party products or services.

**Aussie Hero Quilts:** The Friends of Aussie Heroes make quilts and laundry bags for deployed personnel and compassionate reasons. Family members may request quilts. [www.aussieheroquilts.org.au](http://www.aussieheroquilts.org.au)

**Bravery Trust:** Emergency financial relief (food, rent, bills, education, clothing and transport) and financial counselling to serving and ex-serving members of the ADF who have an injury or illness as a result of their service. [www.braverytrust.org.au](http://www.braverytrust.org.au)

**Defence Force Welfare Association:** Independent voice that advocates on matters affecting welfare including ADF Pay and Conditions of Service, rehabilitation, compensation, retirement and recognition. <https://dfwa.org.au>

**Legacy:** Providing essential social, financial and developmental support for families. Legacy focuses on relieving financial hardship, delivering social connection services and providing developmental opportunities. [www.legacy.com.au](http://www.legacy.com.au)

**RSL LifeCare Veteran Services:** Helping current and former Australian veterans and their families by providing support and wellbeing programs that are veteran-centric and recovery focused. <https://rsllifecare.org.au/veteran-services>

**Wounded Heroes:** First responders and support for homeless veterans, partners of veterans and those in crisis. [www.woundedheroes.org.au](http://www.woundedheroes.org.au)

**Navy Clearance Diver Trust:** For the benefit of Clearance Divers and their families whether they are on operational service or in training. [www.NCDT.org.au](http://www.NCDT.org.au)

**Soldier On:** Services aim to help individuals build resilience, and create and expand meaningful connections through a variety of programs. [www.soldieron.org.au](http://www.soldieron.org.au)





## Domestic Holiday Accommodation

### Army Amenities Fund:

Holiday apartments available for Navy People and their families. Located in:

- Coogee NSW
- Glenelg SA
- Goolwa SA
- Docklands VIC



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

### Air Force Holidays:

Holiday apartments available for Navy People and their families. Located in:

- Ambassador Apartments (Gold Coast) QLD



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

### The Navy's Anchorage:

Discounts available at over 60 holiday parks.



<https://navysanchorage.gov.au>

### The RAN Ski Club:

An alpine sporting club for serving and ex-serving Navy People with ski lodges at Mount Buller, Perisher Valley and Thredbo Village.



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



## Overseas Holiday Accommodation

### Armed Forces Vacation Club:

Accommodation facilities in:

- US
- Canada
- Mexico
- Caribbean
- Africa
- Asia
- Central/South America
- Middle East
- Australia



[www.afvclub.ca](http://www.afvclub.ca)

### London Accommodation:

Victory Services Club  
63-79 Seymour Street, London



[www.vsc.co.uk](http://www.vsc.co.uk)

### Singapore Accommodation:

Black and Whites Accommodation at Sembawang:

- Houses, 3 bedroom sleeps 9-12
- Flats, 2 bedroom sleeps 1-3



[ranlo.singaporeaccom@defence.gov.au](mailto:ranlo.singaporeaccom@defence.gov.au)

### OUTRIGGER's Military Liaison:

Helps you book accommodation suited to your budget and housing requirements. Money-saving discounts are available to veterans and active duty.



[www.outrigger.com/offers/military-travel](http://www.outrigger.com/offers/military-travel)  
[military.liaison@outrigger.com](mailto:military.liaison@outrigger.com)





## The Navy's Anchorage

The Navy's Anchorage is an independent not-for-profit organisation that supports the Navy family through sponsorships, contributions to welfare and sporting funds (grants and loans), accompanying Navy establishment grants, as well as aiding the Navy Relief Trust Fund.

### This is achieved through three core areas:

1. **The Navy's Anchorage Cafés & Outlets:** The Navy's Anchorage has 26 cafés and outlets located on 12 Naval bases and districts.
2. **Navy Lifestyle:** Provides special offers and discounts to performances, attractions and events through major ticketing agencies, venues and partners. These offers and discounts are available to Navy Personnel, Defence, APS members and contractors who sign up on the website.
3. **Navy Merch:** The Navy's Anchorage provide an extensive range of merchandise via their cafes, outlets and online store. This includes Royal Australian Navy branded caps, patches and accessories, as well as co-branded Navy, Under Armour/Nike apparel.

The revenue raised through these three areas enables profits to go towards sponsorships, grants and loans. These fund sports, ships and welfare and lifestyle activities for the Navy family.



<https://navysanchorage.gov.au>



[admin@navysanchorage.gov.au](mailto:admin@navysanchorage.gov.au)





## **Handy Phone Contacts**

### **ADF Family Health**

1300 561 454

### **All Hours Support Line**

1800 628 036

### **Australian Partners of Defence (APOD)**

1300 002 763

### **Defence Call Centre**

1800 333 3623

### **Defence Housing Australia**

139 342

### **Defence Member Family Support Helpline**

1800 624 608

### **Sexual Misconduct Prevention and Response Office**

1800 736 776

### **Toll Transitions**

1800 819 167





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for sustained growth



NAVY

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[navy.gov.au/stay-onboard](http://navy.gov.au/stay-onboard)

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EXCELLENCE