



# What we do

## Defence Community Organisation

### Supporting Defence families

**Defence Community Organisation offers a broad range of programs and services to help Defence families make the most of the challenges and opportunities that come with the military way of life.**

If you need support, help, or advice at any time, the [Defence Family Helpline](#) operates 24-7 and is staffed by qualified human services professionals including social workers and psychologists.

#### **Support during deployment and time apart**

Time apart from families due to deployments, training or other Service requirements is an integral feature of Defence life. Our services seek to inform and prepare you for these times and provide you with support to make these experiences positive and strengthening ones for your family.

If you would like to receive regular contact from us during your family member's deployment, register your details with the Defence Family Helpline on **1800 624 608**.

#### **Support during relocation**

We offer support, practical assistance and resources to help Defence families to manage a mobile lifestyle, and reduce the effects of relocation on family wellbeing.

#### **Partner employment and education**

Recognised partners of ADF members can access funding for education and employment services to better position themselves for employment when posted with their partner.

#### **Children's education**

We provide information, resources and programs to help minimise the disruption to

children's education caused by relocation. Our Regional Education Liaison Officers are experienced teachers and are available to advise Defence families on education issues. School based Aides and Mentors support Defence children through the process of changing schools and times of parental absence.

#### **Dependants with special needs**

Families who have dependants with special needs can obtain practical assistance to reduce the impact of relocation and minimise any interruption to specialist services the dependant requires.

In order to receive any of the assistance and support services available, you will first need to have your dependant with special needs formally recognised by Defence.

#### **Emergency and crisis support**

Practical assistance is available to families facing a crisis when an ADF member is absent from home for Service reasons. In other times of need, families can access 24-hour support, social work and assessment, or referral from the Defence Family Helpline. We also provide support programs in instances of illness, injury or bereavement.

#### **Community connection**

Families seeking to connect with or contribute to their local community can obtain personalised advice or visit [www.defence.gov.au/dco](http://www.defence.gov.au/dco) to access our





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directory of Defence and community run organisations, groups and events in their local area. Not for profit community organisations running programs in support of Defence families can apply for financial support.

### Transitioning to civilian life

ADF Transition Centres provide support, advice and information to ADF members and their families who are planning to leave Defence to make a seamless transition to civilian life. Support services include practical information seminars, personalised assistance to prepare for transition, referrals, help with administration, and support for training and civilian employment.

### Defence Family Matters magazine

We produce Defence Family Matters, a free tri-annual lifestyle magazine specifically for the families of military personnel.

### Services for Reservists

The families of Reserve members can access a broad range of support services, particularly when the Reservist is on continuous full-time service or away on deployment or exercise.

### Services for Command

We provide a range of services to help Commanding Officers to support the welfare of ADF members and their families.

### Bereavement support

In the event of the death of an ADF member while in service, Defence provides a Bereavement Support Team to support the family.

This support is given to all bereaved Defence families, regardless of the cause of the member's death.

### FamilySMART, TeenSMART and KidSMART

Our SMART series of workshops are delivered by Defence Social Workers in face-to-face workshops across Australia. They are designed to assist partners and families of ADF members to identify and build on their strengths, learn techniques to manage the military lifestyle, and become resilient, self-reliant and proactive.

### Childcare

Defence has established a network of childcare centres around Australia to support mobile Defence families who might have difficulty sourcing childcare in a new location.

These centres are managed by a licensed childcare provider, and offer long day care or before and after school care.

Children from newly-posted Defence families may be granted priority of access to their local Defence-run childcare centre.

**For more information on this factsheet and other Defence Community Organisation support services visit [www.defence.gov.au/dco](http://www.defence.gov.au/dco) or call the all-hours Defence Family Helpline on 1800 624 608.**

The Defence Community Organisation offers a wide range of support services for the families of ADF members.

The best way to access these services is to call 1800 624 608. The all-hours Defence Family Helpline is staffed by qualified human services professionals including social workers and psychologists.

