



FAMILIES OF VETERANS GUILD

Family Support Guide





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FAMILIES OF VETERANS GUILD

Families of Veterans Guild supports all family members of the current and former serving Australian Defence Force.

*Our **vision** is to improve the lives of the families of Australian veterans.*

*Our **mission** is to provide the defence and veteran family community with a voice, facilitate access to services, entitlements and support their social and emotional wellbeing.*

Community & Connection

The Guild began as a movement of women banding together to support one another through grief, adversity and social exclusion. Nearly 80 years on, that spirit of solidarity continues as we connect veteran families through shared experience, creating a lasting community of belonging, strength and support.

Support & Wellbeing

We work to improve the emotional, social and practical wellbeing of all veteran families. We provide early, tailored support to those facing challenges such as grief, isolation, caregiving responsibilities and navigating complex systems. Our trauma-informed, strengths-based approach empowers families with the knowledge, confidence and connection they need—before crisis.



Advocacy & Voice

We advocate fearlessly for the recognition, rights, and needs of war widows and veteran families. We highlight the systemic gaps impacting families and work to ensure they are visible to governments, policy-makers, services and the wider community. We speak from lived experience and carry the voices of those often left behind.

Empowerment & Peer Support

Empowerment through peer support is central to the Guild's mission. We walk alongside families to build confidence. Providing tools to navigate systems, access entitlements and make informed decisions. We offer development opportunities, practical resources and create spaces where families learn from each other, connect with support and grow in autonomy.

Website: <https://familiesofveterans.org.au/>



DEPARTMENT OF VETERANS AFFAIRS (DVA)

Department of Veterans Affairs website provide a range of information, resources, and support services covering a range of entitlements to eligible veterans, families, and service providers including:

- Urgent support
- Financial support
- Health support
- Forms and documents
- Support for families
- For Indigenous veterans
- For providers
- Support for advocates and ESO's
- Advocacy, representation, and advice
- Transitioning to civilian life
- Care at home or aged care
- Accessing information

Phone: 1800 838 327

Website: www.dva.gov.au

Service Pension

Provides a regular and steady income for veterans and their partners. It is an income support payment so assets and income will affect how much of the payment can be received. Eligibility criterium provided online.

Website: www.dva.gov.au/get-support/financial-support/income-support/service-pension/service-pension-overview#what-is-a-service-pension

Veteran Payment

This payment available to eligible individuals who are awaiting approval from Centrelink regarding claims for mental health conditions under the MRCA/DRCA.

Phone: 1800 838 372

Website: www.dva.gov.au/get-support/financial-support/income-support/support-when-you-cannot-work/veteran-payment

The War Widows Pension

The War Widows Pension is a disability compensation claim available to a widow or widower of an eligible veteran. The War Widows Pension includes an energy supplement and is \$1,136.30

Phone: 1800 838 372 Mon – Fri 8am – 5pm

Website: www.dva.gov.au/get-support/financial-support/payment-rates/rates-disability-compensation-payment-and-war-widowers-pension



COMMUNITY SUPPORT ORGANISATIONS

This section relates to services and support which is available in the local community for veterans and their families.

Legacy

Legacy is an Australian charity focusing on the families of ADF personnel who have died or are seriously injured. This includes young children and families, dependents with disabilities and vulnerable aging widows. They provide financial, social and developmental support as well as advocacy.

Website: www.legacy.com.au

Phone: 1800 534 229 (1800 LEGACY)

Email: enquiries@legacy.com.au

RSL Lifecare

RSL Lifecare provide veteran services through wellbeing and support programs that are recovery and veteran focused. Their wellbeing model focuses on employment, education, housing, finances, recognition and respect, health and social connections. Their programs and services include claims advocacy (veterans service), financial assistance, retirement living, residential aged care, and home care.

Phone: 1300 232 564

Veteran services: (02) 8088 0388

Website: www.rsllifecare.org.au

Email: hello@rsllifecare.org.au

Invictus Australia

Invictus Australia aims to strengthen and improve veteran's and their families mental and physical wellbeing through participation in sport and recreation activities focusing on rehabilitation, recovery, and reintegration.

Phone: (02) 9064 8049

Website: www.invictusaustralia.org

Soldier On

Soldier On is a not-for-profit organisation who provide holistic support to current serving ADF personnel and veterans and their families. They aim to provide support with employment, education and learning, social connection and health and wellbeing.

Phone: 1300 620 380

Website: www.soldieron.org.au

Young Veterans

Young Veterans encourages young veterans to re-engage and connect through unique social and active events to support them as they transition into civilian life to challenge, heal, and rehabilitate within the community.

Website: www.youngveterans.com.au



Australian Kookaburra Kids

This foundation is an evidence-based organisation who provide early intervention and prevention, age-appropriate mental health education programs for children aged 8-18yrs whose families are impacted by mental health. They run a range of camps, online sessions and activity days to empower young people to thrive in the face of mental health.

Phone: 1300 566 525

Website: www.kookaburrakids.org.au

Email: info@kookaburrakids.org.au

Wounded Heroes

Wounded Heroes is a financial organisation who provide financial advice and support for housing stability, mental health and/or rehabilitation services. They aim to support veterans and their families to help ease their financial burdens. A 24/7 hotline is also available.

Phone (crisis): 1300 532 112

Website: www.woundedheroes.org.au

The Partners of Veterans Association of Australia Incorporated

The P.V.A is a not-for-profit- voluntary organisation which provide support for carers, partners, widows and families of veterans. They provide over the phone support.

Phone: 1300 553 835

Website: www.pva.org.au

National Centre for Veterans' Healthcare (NCVH)

NCVH is a comprehensive healthcare service for ADF current serving personnel and veterans. They provide allied health and mental health support as well as case management.

Phone: (02) 9767 8669

Website:

www.slhd.health.nsw.gov.au/ncvh

Email (referrals): SLHD-

ConcordNCVHIntake@health.nsw.gov.au

MATES4MATES

MATES4MATES is a charity that provides holistic wellbeing services to current and ex-serving ADF personnel, as well as their families. They focus on mental health, social connection and physical recovery. Services can include skill development, rehabilitation, wellbeing social events such as BBQs and psychological support.

Phone (Head Office): 1300 462 837

Website: www.mates4mates.org/whom-we-are/what-we-do

Email: enquiry@mates4mates.org



FINANCIAL ASSISTANCE

This section provides a list of financial supports available to eligible veteran's and their families.

Commando Welfare Trust

The Commando Welfare Trust was founded in 2010 to establish a perpetual safety net for Special Operations Command (SOCOMD) soldiers, veterans and family members. They provide support where the existing services available are unable to.

Website:

www.commandotrust.com/contact

For more information please contact:

Paul Dunbavin- Trust Executive Officer:
trustxo@commandotrust.com/
admin@commandotrust.com

Financial Support – SASR Trust

The Fund's mission is to assist current and former members of the Australian Defence Force, and their families, who suffer hardship because of their service with the Special Air Service Regiment. This assistance extends to other members of the Australian Defence Force who are killed or disabled when participating in a Special Air Service Regiment controlled operation, exercise or activity.

Phone: 0448 385 711

Email: admin@sasresourcesfund.org.au

Website: www.sasresourcesfund.org.au

Financial Support – Bravery Trust

Provides emergency financial relief, education, and financial counselling to serving and ex-serving military members who have an injury or illness because of their service.

Phone: 1800 272 837

Website: www.braverytrust.org.au

Financial Support – Navy Clearance Divers Trust

The trust is here to assist serving and ex-serving Australian Clearance Divers and their family in need of financial assistance.

Phone: CD Liaison: 0412 820 642 /
Secretary: 0421 671 249

Website: www.ncdt.org.au





RSL LifeCare

RSL LifeCare can provide financial assistance to help with things like groceries, electricity bills, rental arrears, or transport. They can also assist with finances, funerals, school fees or childcare. All their services are free but financial assistance does require an application which will be assessed.

Phone: 02 8088 0388

Website:

<https://rsllifecare.org.au/veteran-services/find-help/financial-assistance/>

Children's Education Support - AVCAT

Australian Veterans' Children Assistance Trust (AVCAT) is a national independent charity and offers tertiary scholarships to children and grandchildren of veterans. Applications for scholarships open each year on 18 August and close on 31 October. Read more about preparing your application in our Application Guide. AVCAT scholarships include Long Tan Bursaries and sponsored scholarships.

Phone: 02 9213 7999

Website:

www.avcat.org.au/forms/apply

Local Councils

Local councils may provide rebates on rates to eligible pensioners and provide a range of senior's programs. Contact your local council to see what may be available to you in your applicable state.

Money Smart Program

Assist with taking control of financial life, offers free financial counselling, manage one's income, information about options on how to pay bills.

Phone: 1300 300 630

Website: www.moneysmart.gov.au

ADF Financial Services

The ADF Consumer Centre help ADF members and their families achieve greater financial security. Their aim is to keep you informed so that you are in a position to make the best decisions possible for yourself and your family. They provide the education you need to achieve your financial goals such as creating a budget, managing debt, and providing financial advice.

Website: <https://adfconsumer.gov.au/>



CARER SUPPORT

Disability and carer support encompasses a range of services and entitlements which are designed to enable you as a carer to feel supported and empowered in your caring role.

Carer Gateway

Carer Gateway is a free national Government service providing emotional and practical support to carers of any age to people with a disability, medical condition, mental illness, or are frail due to age. Carer Gateway have a range of translated and accessible resources available for Aboriginal and Torres Strait Islander and culturally and linguistically diverse carers.

Phone: 1800 422 737 (Mon – Fri 8am – 5pm)

Website: www.carergateway.gov.au

CENTRELINK

Carer Allowance

The Carer Allowance is a supplementary payment if you care for someone who has a disability, medical condition, or who is frail and requires daily support for at least a period of 12 months or has a terminal condition. Carer Allowance is \$153.50 fortnightly. Individuals need to apply via Centrelink.

Phone: 132 717

Website:

www.servicesaustralia.gov.au/carers-allowance

Carer Payment

Carer Payment is a payment for carers who provide constant care to someone for at least 6 months with a disability, medical condition, a frail adult or elderly person, or someone who is terminally ill. Carer payment is taxable if you or the person you are supporting is of pension age. You may still get Carer Payment if you take time away from caring for up to 25 hours a week to work, study, or train.

Phone: 132 717

Website:

www.servicesaustralia.gov.au/carers-payment



National Disability Insurance Scheme

The NDIS provides funding to eligible people with disability to gain more time with family and friends, greater independence, access to new skills, jobs, or volunteering in their community, and an improved quality of life. The NDIS also connects anyone with disability to services in their community. You must be younger than 65 on the day you make your NDIS application.

Phone: 1800 800 110

Email: enquiries@ndis.gov.au

Website: www.ndis.gov.au

Disability Support Pension

The Disability Support Pension is financial assistance if you have a physical, intellectual, or psychiatric condition which persists for more than 2 years and prevents you from being able to work. To be eligible for the Disability Support Pension you must meet medical and non-medical requirements.

Phone: 132 717

Website:

www.servicesaustralia.gov.au/disability-support-pension





MENTAL HEALTH SUPPORT

Mental health support is any type of local or international support which promotes an individuals' overall positive emotional, spiritual, physical, social and cognitive wellbeing. It is aimed at preventing and/or addressing psychological distress and averting the exacerbation of mental health conditions.

Open Arms Veteran and Family Counselling

Open Arms provides free and confidential counselling to individuals and families experiencing military and life challenges such as anxiety or PTSD. It also provides support for anyone linked to Defence who is worried about a loved one.

Phone: 1800 011 046

Website: www.openarms.gov.au

Mensline Australia

Mensline Australia is free online and telephone counselling service offering advice and support to Australian men 24/7. Support and advice can be accessed on topics such as dealing with stress and/or anger, family and domestic violence, being a dad and separation or divorce, as well as a variety of others.

Phone: 1300 789 978

Website: www.mensline.org.au/advice-support-referral-resources-for-men

Suicide Call Back Service

The Suicide Call Back Service is a national 24/7 free and confidential counselling service available to people at risk of suicide, people worried about someone at risk and/or people who have lost someone to suicide. Online chat and video counselling is also available.

Phone: 1300 659 467

Website: www.suicidecallbackservice.org.au

Beyond Blue

Beyond Blue provides confidential free telephone and online services for people experiencing anxiety, depression or other mental health conditions. Trained healthcare professionals can provide advice and support. It also provides information and education on how best to support your loved ones.

Phone: 1300 224 636

Website: www.beyondblue.org.au



Lifeline

Lifeline is a national organisation which provides 24/7 free and confidential phone and online face-to-face crisis support and suicide prevention services. Crisis support workers provide emotional support, suicide prevention services and mental health assistance. It also provides support over the phone or text for families and friends who are worried about their loved ones.

Phone: 13 11 14

Website: www.lifeline.org.au

QLife

Q-life is a peer support service for LGBTQ+ people and their families. They can provide help and support on a range of issues including sexuality, gender, relationships and feelings. Support can be provided over the phone or via webchat. QLife does not provide crisis mental health services.

Phone: 1800 184 527 (3pm to midnight daily)

Website: [www.qlife.org.au](http://www qlife.org.au)

Transcultural Mental Health Line NSW

The Transcultural Mental Health Line (NSW) is a telephone service that supports people in NSW from culturally and linguistically diverse backgrounds. The helpline connects people with experienced clinicians who can communicate in different languages to provide emotional support and assist individuals in accessing mental health services.

Phone: 1800 648 911 (Mon-Fri 9:00am-4:30pm)

Website:

www.dhi.health.nsw.gov.au/transcultural-mental-health-centre-tmhc/transcultural-mental-health-line-tmhl/transcultural-mental-health-line-accordion

Kids Helpline

Kids Helpline is a 24/7 free, confidential online counselling service available to young people (5-25yrs) facing mental health and life challenges.

Phone: 1800 551 800

Website: www.kidshelpline.com.au



SANE Australia

SANE Australia provides free mental health support over the phone, in online community forums and/or weekly online discussion groups. The service is for people with complex mental health conditions over 18 years old and their families and friends. The service can also provide mental health support for people with autism, acquired brain injuries and people with intellectual disabilities.

Phone: 1800 187 263

Website: www.sane.org/get-support

Email: info@sane.org (office details)

13YARN

13YARN is a 24/7 First Nations organisation who provide a confidential, culturally safe space for Aboriginal and Torres Strait Islander people to discuss concerns, worries and their needs over the phone. Support and advice are provided by Aboriginal and Torres Strait Islander crisis support workers.

Phone: 13 92 76

Website: www.13yarn.org.au

The Butterfly Foundation

The Butterfly Foundation provides information and support for people experiencing an eating disorder. Support and advice can be accessed online, via email or over the phone. Support is also provided for family and friends who may be facing challenges due to their loved one's mental health condition.

Phone: 1800 334 673

Website: www.butterfly.org.au

Headspace

Headspace is a national youth mental health service, providing advice, education, support and early intervention services for young people aged 12-25yrs. They can access counselling support over the phone and online 7 days a week from 9am-1am AEST. The focus is on early intervention, supporting young people navigate life challenges in areas such as mental health, sexual health, drug and alcohol use and school and work support.

Phone: 1800 650 890

Website: www.headspace.org.au



GRIEF AND LOSS SUPPORT

This section provides information about support services to assist individuals, families, and communities experiencing grief and loss as they navigate through their journey.

National Centre for Childhood Grief

The NCCG provides specialist care for grieving children and their families to support them through the ongoing process of grief and enhance their opportunity to live a full and meaningful life. The centre is a safe, nurturing and understanding environment for children and their families where they are encouraged to share their experiences. The NCCG has developed and uses an internationally recognised therapeutic model and applies this in ways that meet the individual needs of each child.

Access to services is through self-referral by calling 1300 654 556.

Phone: 1300 654 556

Website: www.childhoodgrief.org.au

Griefline

Griefline is Australia's national support hub for grief and loss support raising awareness through information, resources, telephone counselling, connection line for Australians over 50 years, and free text support.

Phone: 1300 845 745

Website: www.griefline.org.au

Feel the Magic

Feel the Magic is an organisation which provides support for children and families experiencing grief. They provide free early intervention grief education programs and camps for children aged 7-18 who are experiencing isolation and/or pain due to the death of a parent, sibling or guardian.

Phone: 1300 602 465

Website: www.feelthemagic.org.au





PEER SUPPORT

This section provides a list of services and information to support ADF personnel and their family's social connection and wellbeing. Supporting the wellbeing of veterans and their families is important in reducing the impacts of isolation, relocation, and disconnection that can come with a defence lifestyle.

Families of Veterans Guild: Friendship Line

The Families of Veterans Guild is a charity who provide holistic social and mental health support for Defence families. The Friendship Line was created to provide a sense of community for war widows. It allows peer support workers and war widows to share their stories and seek emotional support from each other.

Phone: (02) 9267 5677

Website:

www.familiesofveterans.org.au/war-widows-programs

Sane Peer Support Program

Sane Australia provides mental health peer support for individuals experiencing mental health concerns, their families, and those who support them.

Phone: (03) 9682 5933

Website: www.sane.org/peer-support

Carer's Gateway Peer Support Groups

Carer Gateway are a free national Government service providing emotional and practical support to carers of any age to people with a disability, medical condition, mental illness, or are frail due to age. Carer Gateway have a range of translated and accessible resources available for Aboriginal and Torres Strait Islander and culturally and linguistically diverse carers.

Phone: 1800 422 737 (Mon – Fri 8am – 5pm)

Website: www.carergateway.gov.au

Dementia Australia Peer Support Program

Dementia Australia provide a range of support services for those experiencing dementia and their carers and families. These include: - Helpline - Counselling - Post diagnostic support - Peer support programs - Family carers education

Phone: 1800 100 500

Website: www.dementia.org.au



Open Arms Community and Peer Support Program

Open Arms runs a peer support services where individuals with 'lived experience' work collaboratively with veterans, their families, community supports and mental health practitioners. Peers provide intensive case management and referrals.

Phone: 1800 011 046

Website: www.openarms.gov.au/get-support/community-and-peer-program

Self-help Addiction Resource Centre

The self-help addiction resource centre (SHARC) provides a range of programs designed to empower individuals in their journey to recovery from addiction. They offer peer support, drug and gambling help, residential peer programs and association of participating service users

Phone (24/7 helpline): 03 9573 1700

Website: www.sharc.org.au





AUSTRALIAN DEFENCE FORCE (ADF) MEMBERS

Defence provides a range of support services, assistance and resources to assist ADF members and their families in managing Defence life and associated challenges under the following organisations.

FOR FAMILIES

DEFENCE MEMBER AND FAMILY SUPPORT (DMFS)

Defence Member and Family Support

Defence provides a range of services, assistance and resources to support ADF members and their families including crisis support, wellbeing, military lifecycle, family programs and services, honors and awards, local services and events, news and resources, and employee value proposition.

Phone: 1800 624 608 (24/7 helpline)

Website: www.defence.gov.au/adf-members-families

Defence Member and Family Information Guide

The guide provides information on the services and supports available to Defence members and their families to help them navigate military life. It contains lived experiences and an extensive range of situations to help families prepare for Defence challenges e.g. deployment. A hard copy can also be requested.

Website: www.defence.gov.au/adf-members-families/news-resources/defence-member-family-information-guide





Defence Member and Family Helpline

The helpline is available 24/7 for all support needs. It is the first point of contact for Defence families seeking support, education, guidance and connection to community. The helpline is staffed by qualified professionals including social workers and psychologists.

Phone: 1800 624 608

Website: www.defence.gov.au/adf-members-families

SMART Resilience Programs

The SMART Program is run by local Defence social workers in small groups. They help children and families identify their strengths, develop positive coping mechanisms and foster resilience during challenging situations/aspects of military life.

Phone: 1800 624 608

Website: www.defence.gov.au/adf-members-families/family-programs-services/support-for-families/smart-resilience-programs

DEFENCE FAMILIES AUSTRALIA (DFA)

The DFA is the official ADF families' advisory body to the Minister for Defence Personnel and Chief of the Defence Force. The organisation is not part of Defence which allows it to be independent to best meet the needs of families. They mainly provide advocacy support for families.

Website: www.dfa.org.au

Email: advocacy@dfa.org.au





DEFENCE

The Partner Employment Assistance Program (PEAP)

The Partner Employment Assistance Program (PEAP) is available to eligible ADF partners wishing to cover the costs of mandatory registration or access professional employment services.

Website: www.defence.gov.au/adf-members-families/family-programs-services/support-for-families/partner-employment-assistance-program

National ADF Family Health Program

The National ADF Family Health Program was an initiative created to support ADF members and their families, specifically dependents, claim health benefits. Benefits can be claimed for a variety of health services including allied health, specialists (outpatient), diagnostic and GP services. A full list of services and eligibility criterion can be found on their website.

Phone: 02 6266 3547

Website: www.adffamilyhealth.com

Email: adf.familyhealth@defence.gov.au

Families with Additional Needs (Defence Special Needs Support Group)

DSNSG can help support families through policy development and advocacy. It also provides connections to local support groups. Other support about relocation and educational assistance for children with special needs can be accessed through the DMFS, if eligible.

Email:

specialneeds.families@defence.gov.au

Website: www.defence.gov.au/adf-members-families/family-programs-services/support-for-families/families-special-needs

DSNSG phone: 1800 037 674

DSNSG website: www.dsnsng.org.au

DSNSG email: nalo@dsnsng.org.au

Forcenet (Engage Search Engine)

Engage (supporting those who serve) is a search engine which can be used to locate specialised services in your area.

Phone: 1800 DEFENCE

Website: www.engage.forcenet.gov.au



Family Financial Advice

The Family Financial Advice page can provide information and guidance on pay and conditions, salary packaging, superannuation, fringe benefit taxes, financial assistance and home ownership assistance.

Website: www.defence.gov.au/adf-members-families/family-programs-services/support-for-families/family-financial-advice

Related resources:

- ADF Financial Service Consumer Centre: www.adfconsumer.gov.au
- Commonwealth Superannuation Corporation: www.csc.gov.au
- Defence Home Ownership Assistance Scheme: www.dhoas.gov.au

FOR CHILDREN

Childcare Assistance and guidance

The 'childcare' page provides information and contacts to support families navigating childcare challenges in Defence. Information can be found on individual case management, childcare search options (local) and supported Defence childcare centres (list provided on webpage).

Website: www.defence.gov.au/adf-members-families/family-programs-services/support-for-children/childcare
Childcare finder

Website: www.startingblocks.gov.au/find-child-care

Phone: 1800 670 305 (Government Childcare Access Hotline)

Education Assistance Scheme

The scheme provides funding, if eligible, for children whose education has been disrupted by Defence postings. Financial support can be used for tutoring, tertiary accommodation, tuition allowance, reunion travel and loss of scholarship compensation.

Website: www.defence.gov.au/adf-members-families/family-programs-services/support-for-children/education-assistance-scheme

Email: education.supportprograms@defence.gov.au

Manual webpage: <https://pay-conditions.defence.gov.au/pacman/cha-pter-8/part-4>



ADF Aware Program

This is a school-based program provided to school staff to help provide education and training on supporting and understanding the unique and complex needs of ADF families. Request forms can be found on their website.

Website: www.defence.gov.au/adf-members-families/family-programs-services/support-for-children/adf-aware-program

Email:
adfaware.program@defence.gov.au

Defence School Mentor Program

This is a Defence funded program for select partnered schools (list available on website). The program aims to support children navigate school, encourage involvement within the school community, promote awareness of the impacts of Defence on children and provide parents with information and support to meet their child's developmental needs.

Website: www.defence.gov.au/adf-members-families/family-programs-services/support-for-children/defence-school-mentor-program

Email: dsm.program@defence.gov.au

Child and Family Resilience Programs

Free, award-winning, research-based early childhood & school-aged resources and personalised programs for children from Defence (Military), Veteran, First Responder & Remote Worker (FIFO & DIDO) families. Formerly Early Childhood Defence Programs.

Website:
www.ecdefenceprograms.com

ADF Equip Program

The ADF Equip Program is a resilience-based program which is provided for children between 5-18 years old. The program aims to support and foster the children's emotional and social resilience through engagement with other Defence children. Expression of interest form can be found on their website.

Website: www.defence.gov.au/adf-members-families/family-programs-services/support-for-children/adf-equip-program

Email:
adfequip.program@defence.gov.au

Area Office Website:
www.defence.gov.au/adf-members-families/local-services-events/area-offices



CRISIS SUPPORT

Sexual Misconduct Prevention and Response Office (1800 SeMPRO)

The Sexual Misconduct Prevention and Response Office provides confidential and immediate advice and support for individuals impacted by sexual misconduct. The call can remain anonymous and does not need to be reported to the military police, Defence or civilian police. Advice and support are person-centred and unique to each individual.

Phone: 1800 736 776 (1800 SeMPRO)

Website:

www.defence.gov.au/about/contact-us/sexual-misconduct-prevention-response-office

Email: sempro@defence.gov.au

Chaplaincy Services

Chaplaincy Services are provided 24/7 to ADF personnel and their families wanting to access pastoral care support and advice.

Phone: 1300 333 362

Website: www.defence.gov.au/adf-members-families/crisis-support/helplines/chaplaincy-services

All-hours Support Line

This is a 24/7 confidential call service which provides service facilitation and support for ADF personnel and their families wanting to access civilian mental health services. These include social work, medical, psychology and chaplain services.

Phone: 1800 628 036

Website: www.defence.gov.au/adf-members-families/crisis-support/helplines/all-hours-support-line





DEPLOYMENT SUPPORT

Member and Family Care Plan

Defence can support families to create a family care plan before their loved one deploys. The plan ensures that all important information is together to easily refer to including home maintenance, financial arrangements, emergency plans, medical considerations and legal information.

Website: www.defence.gov.au/adf-members-families/military-life-cycle/absence-from-home/deployment

ADF Financial Services Consumer Centre

The ADF Financial Services and Consumer Centre contains a budget calculator which can support families when making financial decisions. Also includes a deployment checklist to support families with financial planning.

Website: www.adfconsumer.gov.au





DOMESTIC AND FAMILY VIOLENCE

Helplines

The Defence Member and Family helpline is available 24/7 for all support needs.

Phone: 1800 624 608

Website: www.defence.gov.au/adf-members-families/crisis-support/helplines/defence-member-family-helpline

The Sexual Misconduct Prevention and Response Office (1800 SeMPRO) provides confidential and immediate advice and support for individuals impacted by sexual misconduct.

Phone: 1800 736 776 (1800 SeMPRO)

Website: www.defence.gov.au/about/contact-us/sexual-misconduct-prevention-response-office

Email: sempro@defence.gov.au

Joint Military Police

The Joint Military Police can provide policing capabilities to the ADF. They have jurisdictional authority over all ADF members internationally and domestically.

Phone: 13 11 67

Website: www.defence.gov.au/adf-members-families/crisis-support/joint-military-police-unit

Special Accommodation for Emergencies Scheme

The Special Accommodation for Emergencies Scheme (SAFE) can provide financial assistance through a temporary accommodation allowance. It is available for people who have no accommodation and cannot remain at home due to domestic crisis. The Defence Member and Family Helpline can support access to SAFE assistance.

Phone: 1800 624 608

Website: www.defence.gov.au/adf-members-families/crisis-support/emergency-support-schemes/special-accommodation-emergencies-scheme

Manual: www.pay-conditions.defence.gov.au/pacman/chapter-7/part-5





FAMILY SUPPORT

This section provides information about different family support payments available to eligible families within the community to support parents to work and care for children.

FINANCIAL

Childcare Subsidy

This is a financial support payment which is used to reduce the cost of childcare. The amount/percentage received each fortnight is dependent on family income.

Website:

www.servicesaustralia.gov.au/child-care-subsidy

Parenting Payment

This is a fortnightly financial support payment for the main carer of a child. Eligibility criterium is available online via Services Australia.

Website:

www.servicesaustralia.gov.au/parenting-payment

Family Tax Benefit

The Family Tax Benefit is a two-part payment available to parents and carers to help with the costs of raising children. Eligibility criterium is available online via Services Australia.

Website:

www.servicesaustralia.gov.au/family-tax-benefit

Parental Leave Pay

The Parental Leave Pay payment provides financial assistance to support new parents and carers with a newborn or recently adopted child to take time off work. Eligibility criterium is available online via Services Australia.

Website:

www.servicesaustralia.gov.au/parental-leave-pay

Grandparents Adviser Line

Help for grandparents and non-parent carers with ongoing care for children, extra help may include childcare assistance, health care and Medicare.

Phone: Grandparent Adviser Line on 1800 245 965 (callers with hearing or speech impairment can call 1800 810 586).

Website:

www.swslhd.health.nsw.gov.au/Carers/content/pdf/Being_a_grandparent_or_kinship_carer.pdf



CRISIS AND SAFETY SUPPORT

ASK IZZY

Ask Izzy is a website that connects people in need with housing, a meal, money help, family violence support, counselling and much more. It is free and anonymous, with thousands of services listed across Australia.

Website: www.askizzy.org.au

Relationships Australia

Relationships Australia is an organisation who support and promote respectful relationships. They provide advocacy, training, education, research, counselling, tailored services and mediation.

Phone: 1300 364 277

Website: www.relationships.org.au

Blue Knot Foundation

The Blue Knot Foundation is the national centre of excellence for complex trauma. They provide resources, support workshops, and services to survivors of violence, abuse or neglect as a child, young person or adult.

Phone: 1300 657 380

Website: www.blueknot.org.au

1800RESPECT

1800RESPECT is a 24/7 free confidential helpline which provides information, counselling and support service for individuals immediately impacted by family, sexual and/or domestic violence. The service can also be contact online via chats, video calls (Mon-Fri 9am-5pm) and over text.

Phone: 1800 737 732

Text: 0458 737 732

Website: www.1800respect.org.au

Full Stop Australia

Full Stop Australia is a service for individuals in NSW who have experienced or been impacted by sexual violence. It is also for the loved ones of people who have been impacted and professionals or first responders who may have been impacted. They provide counselling services over the phone and online, information and referral services and vicarious trauma support.

Phone: 1800 424 017

Website: www.fullstop.org.au/get-help/our-services/sexualviolencehelpline



Scams and Identity Theft Support

Identity theft happens when someone steals your personal information and uses it to commit a crime (e.g. stealing money from your bank accounts). Once your identity has been stolen, it can be difficult to recover, and you may have problems for years to come.

Organisations that can help:

Scamwatch.gov.au, iDcare 1300 432 273, stay smart online 1300 292 371, Police Assistance line – 131 444

Website:

www.servicesaustralia.gov.au/scams-and-identity-theft?context=60271

Domestic Violence Crisis Service (ACT)

The Domestic Violence Crisis Service is a free confidential service who work in the ACT. They provide crisis intervention services including a 24/7 helpline, safety planning, attendance with police at family and/or domestic violence incidents, support accessing safety accommodation and referrals to support services.

Phone: (02) 6280 0900

Website: www.dvcs.org.au

Email: crisis@dvcs.org.au

No to Violence

No to Violence is an organisation working to support men through evidence-informed engagement around the wellbeing and safety of women and children. Their main aim is to educate, advocate, train, refer and support men to stop family violence. They also provide a 24/7 counselling phone line.

Phone: 1300 766 491

Website: www.ntv.org.au

ACT Child and Youth Protection Services Helpline

The ACT Child and Youth Protection Services helpline and website provides information on reporting child abuse and/or neglect.

Phone: 1300 556 729

Email: childprotection@act.gov.au

Website:

www.act.gov.au/community/child-protection-and-youth-justice/report-child-abuse-or-neglect



NSW Child Protection Helpline

The Child Protection Helpline is a government based 24/7 helpline where individuals can report suspected child neglect or abuse.

Phone: 13 21 11

Website:

www.dcj.nsw.gov.au/children-and-families/protecting-our-kids/reporting-a-child-at-risk/should-i-call-to-report-a-child-at-risk-/making-the-report-to-the-child-protection-helpline.html

NSW Domestic Violence Helpline

The NSW Domestic Violence Helpline is a counselling service who provide support to women experiencing family and/or domestic violence. Caseworkers can support clients to get hospital care, understand ATOs and how to apply for them, find emergency accommodation, help with transport, develop a safety plan and/or talk to the courts, police and lawyers.

Phone: 1800 656 463

Website:

www.dcj.nsw.gov.au/children-and-families/family-domestic-and-sexual-violence/domestic--family-and-sexual-violence-support-contacts/nsw-domestic-violence-line.html

Canberra Rape Crisis Centre

The centre is a non-government feminist organisation who aim to support individuals impacted by sexual assault. They provide counselling, 24/7 crisis phone support, 24hr crisis call out service, information and advocacy, support for family and friends, support through legal proceedings and relevant service referrals.

Phone: (02) 6247 2525

Crisis text line: 0488 586 518

Email: crisis@crcc.org.au

Website: www.crcc.org.au

General enquiries Phone: (02) 6287 3618

General enquiries email:

crcc@crcc.org.au





PARENTING SUPPORT

Tresillian

Tresillian is a not-for-profit service who support and guide families through the first stages of parenthood. Support can be accessed around nutrition, breastfeeding and settling baby as well as mental health support around conditions such as post-natal depression. They also provide a free helpline where nurses can provide help and advice.

Phone: 1300 272 736

Website: www.tresillian.org.au

Parent Line NSW

Parent Line is a NSW state-based service who provide a confidential, free telephone service for parents and carers with children between 0-18 yrs.

Phone: 1300 1300 52

Website: www.parentline.org.au

The Fathering Project

The Fathering Project is an evidence-based organisation who support fathers through the promotion of positive fathering behaviours and engagement with their children.

Phone: 1300 328 437

Website: www.thefatheringproject.org

Karitane

Karitane is a not-for-profit organisation who provide expert parental advice, support and education. They work to support parents in the first 2,000 days of their child's life. They provide both in person and online services.

Phone (Careline): 1300 227 464

Phone: (General enquiries): (02) 9794 2300

Website: www.karitane.com.au

Raising Children

The Raising Children Network is an online parenting resource which provide reliable, free, up-to-date, independent information and educational tools for parents to access. Information is available for parents from pregnancy to the teenage years.

Website: www.raisingchildren.net.au



Gidget Foundation Australia

Gidget Foundation Australia provides new and expectant parents with information and specialist care to support the wellbeing of new and expectant parents who may be experiencing perinatal depression and anxiety through early detection and intervention.

Phone: 1300 851 758

Website: www.gidgetfoundation.org.au

Perinatal Anxiety and Depression Australia (PANDA)

PANDA is an organisation who support and promote the mental health of parents and families during pregnancy and throughout the first year of parenthood. They provide free phone and online services including access to counselling, psychoeducation and information. It is not a crisis service.

Phone: 1300 726 306 (Mon-Fri 9am-7:30pm, Sat 9am-4pm AEST)

Website: www.panda.org.au





SERVICES AUSTRALIA

This section explores Centrelink services and financial supports related to education and employment for eligible Australians providing a list of the different payments and concessions available to eligible individuals and families including commonwealth healthcare cards, aged pension, (un) employment support, family tax benefits, childcare support and parental leave, natural disaster payments/relief, and Medicare benefits.

Defence Housing

If you're a Defence Housing Australia tenant, Centrelink will work out your Rent Assistance based on the rent you pay to Defence Housing Australia.

Website:

www.servicesaustralia.gov.au/who-can-get-rent-assistance?context=22206#a2

AUSTUDY

AUSTUDY provides financial support for people 25 and older who are currently studying full-time or an Australian Apprentice. Eligibility criterium is available online via Services Australia.

Website:

www.servicesaustralia.gov.au/austudy

Homelessness

Homelessness Services Australia provide information about payments and accommodation service navigation to individuals experiencing homelessness.

Website:

www.servicesaustralia.gov.au/homelessness?context=60023

ABSTUDY

ABSTUDY provides financial support for Aboriginal and Torres Strait Islander students or apprentices. Eligibility criterium is available online via Services Australia.

Website:

www.servicesaustralia.gov.au/abstudy



Pension Supplement

Payment paid fortnightly to help with the cost of rates, prescriptions, internet connections, water, energy, telephone connections and sewerage. The energy supplement is not available for Veteran Payment recipients.

Phone: 132 717

Website:

www.servicesaustralia.gov.au/pension-supplement

Energy Supplement

The energy supplement is an extra payment for eligible Australians who receive certain Centrelink payments to help with energy costs.

Phone: 132 717

Website:

www.servicesaustralia.gov.au/energy-supplement

Youth Allowance

The Youth Allowance provides financial support for individuals 24yrs or younger who are a full-time student, looking for work or an Australian Apprentice. Eligibility criterium is available online via Services Australia.

Website:

www.servicesaustralia.gov.au/youth-allowance

Rent Assistance

Rent assistant is an extra regular payment for eligible Australians who pay rent and receive certain Centrelink payments.

Phone: 132 717

Website:

www.servicesaustralia.gov.au/rent-assistance

Child Support Payments

Child support can be payments or payment arrangements made between separated parents to help the costs of raising children. In some situations, it may be paid by one or both parents to another person who is looking after their children. We call this person a non-parent carer. They could be a grandparent, legal guardian or other family member. There are 2 agreed types of child support:

- a child support assessment
- self-managed child support

Phone: 131 272

Website:

www.servicesaustralia.gov.au/phone-us?context=64107#csgeneralenquiries



HEALTH SERVICES

This section provides information and support services relevant to medical and physical wellbeing for eligible Australians

BreastScreen NSW

BreastScreen NSW is a government funded program which provides free breast screening mammograms to NSW women. They urge women 50-74 years old to have a breast screen every 2 years. For women 40-49 and over 74 are also invited to attend. They are available in over 250 locations as well as 50 screening clinics and 15 mobile vans.

Phone: 13 20 50

Website:

www.breastscreen.nsw.gov.au

Cancer Council

Cancer council is an Australian charity who provide research, prevention and support for people with any type of cancer. It aims to work towards reducing the emotional, financial and physical burden of cancer.

Phone: 13 11 20

Website: www.cancer.org.au

Health Direct

Health Direct is a 24/hr national health advice line for all Australians providing information, advice, and guidance related to health concerns.

Phone: 1800022222

Website: www.healthdirect.gov.au

Pharmaceutical Benefits Scheme

Pensioner concession card holders may be eligible for medication under PBS at \$6.60 per prescription. War Widows with a gold card are covered under the Repatriation Pharmaceutical Benefits Scheme for a range of medicines and wound care at a concession rate.

Phone: 1800 552 580

Website: www.pbs.gov.au/pbs/home





GAMBLING, DRUG AND ALCOHOL SUPPORT

This section provides a list of helpful information, resources, and services addressing gambling, drug, and alcohol support.

Alcohol and Drug Information Service (ADIS)

The Alcohol and Drug Information Service is a confidential free 24/7 counselling service provided to all NSW citizens who are concerned about their alcohol and drug use. ADIS counselling services can provide information, education, support and referrals to appropriate services.

Phone: 1800 250 015

Website: www.yourroom.health.nsw.gov.au/getting-help/Pages/adis.aspx

GambleAware

GambleAware is free government program which aims to support people struggling with gambling and their families. They provide resources and education, understanding about gambling and over the phone counselling via the free helpline.

Phone: 1800 858 858

Website: www.gambleaware.nsw.gov.au





CULTURAL AND LEGAL SERVICES

This section lists legal national legal services available to all Australians for information and advice.

Legal Aid

Legal aid provides legal services to eligible Australians across criminal, family and civil law. This may include information, guidance, and representation at court.

Phone: 1300 888 529

Website: www.legalaid.nsw.gov.au

The Translating and Interpreting Service

This human rights service provides immigration, advice, and information to Australians from culturally and linguistically diverse backgrounds.

Phone: 131 450 / 8234 0700

Website: www.tisnational.gov.au

Elder Abuse Hotline

Elder Abuse is often not well understood. If you want to talk to someone about potential or actual abuse, please call the Ageing & Disability Abuse Helpline (previously known as the Elder Abuse Helpline).

Phone: 1800 628 221

Website: www.ageingdisabilitycommission.nsw.gov.au

Refugee Council of Australia

The Refugee Council of Australia is a non-for-profit organisation promoting the development of humane, lawful, and constructive policies impacting refugees and people seeking asylum in Australia through community consultation, awareness raising, and advocacy.

Phone: (02) 9211 9333

Website: www.refugeecouncil.org.au



FAMILIES OF VETERANS GUILD

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This resource guide is current as of 2024 and is a consolidation of information gathered by Families of Veterans Guild. The guide is for veteran families and outlines direct services to spouses, children and parents that benefit them. The guide does not include secondary benefits available through services, support and entitlements provided to the veteran such as household services, DHOAS, PI compensation, concession card discounts etc. Eligibility for some services apply, not all will be available to everyone. The guide is a high-level summary of veterans family member support services that may exclude some services available to veteran families.

STAY IN TOUCH



Email enquiries and correspondence can be sent to **guild@fov.org.au**



Our office number is **(02) 9267 6577** or
1800 451 615 for those in the regional areas.



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