

During deployment and other times of separation, communication is more important than ever.

Find the method that works best for you and your loved ones.



www.youngdiggers.com.au

Your non-military, non-government, confidential volunteer help and support service



Australia

Veterans & Veterans Families Counselling Service (VWCS)

Phone: 1800 011 046 – 24 hrs, 7 days



New Zealand

Veterans' Affairs New Zealand (VANZ)

NZ Freephone: 0800 4 838372

International: +0011 64 7 859 7676

8am-5pm Monday to Friday (NZ time)

Keeping in touch

* Letters

Letters are inexpensive and always eagerly received and they can be re-read during times of loneliness. Write letters as if you are talking to your loved one. Let him or her know about daily activities and share family news. Send local newspaper articles of interest. Number your letters because delivery can be irregular. Send photographs of the children's artwork, which can be easily carried and proudly displayed. Photographs of family members doing everyday chores and activities can lessen the kilometres between you. Most of all, write often!

* Care packages

These are like sending a little bit of home to your loved one. Use sturdy containers and be careful about sending perishable goods—mail can take longer than expected. Safeguard your privacy—packages are often opened in front of others. Don't send anything that would embarrass you or your loved one in front of others. Items such as alcohol, tobacco, toxic or flammable items and aerosols/pressurised containers should not be sent. Note that all packages are x-rayed as a safeguard.

* CDs/DVDs/audio and videocassettes

Children and loved ones want to see where your diggers is, what things look like 'over there'. Your digger wants to know that everyone is happy and healthy. CDs/DVDs/audio and videocassettes are a great way to share thoughts and feelings, and can be replayed over and over again.

* Telephone calls

Please be aware there may be times due to circumstances out of your loved ones control when he or she is unable to be contacted. This may be for a variety of reasons: a large queue at the telephones; telephone system temporarily off (for operational reasons); specific operations; just busy and unable to make a call. You may have agreed on a set time arrangement and it may have been working really well between you, but remember if your digger is late making a call this should not be a cause for you to worry.

It may be better not to rely on mobiles for keeping in touch, because their use can be restricted due to security in certain areas. In addition, it may be difficult to get a signal and connections cannot be guaranteed. Any calls and texts are likely to be expensive. If you do use a mobile, remember they are not secure so be careful what you discuss.

If you experience any unusual, anonymous or nuisance telephone calls, be cautious. Always call national security or the police and report anything that has concerned you or is unusual. It's not likely, but this may be the work of a foreign intelligence agency, terrorist groups/individual or people acting inappropriately.

- Australian National Security Hotline dial 1800 123 400
Australian Police dial 000
- New Zealand National Security Intelligence Service dial 0800 747 224
New Zealand Police dial 111

* Email

Email facilities may be available on deployment or exercise for your digger to use.