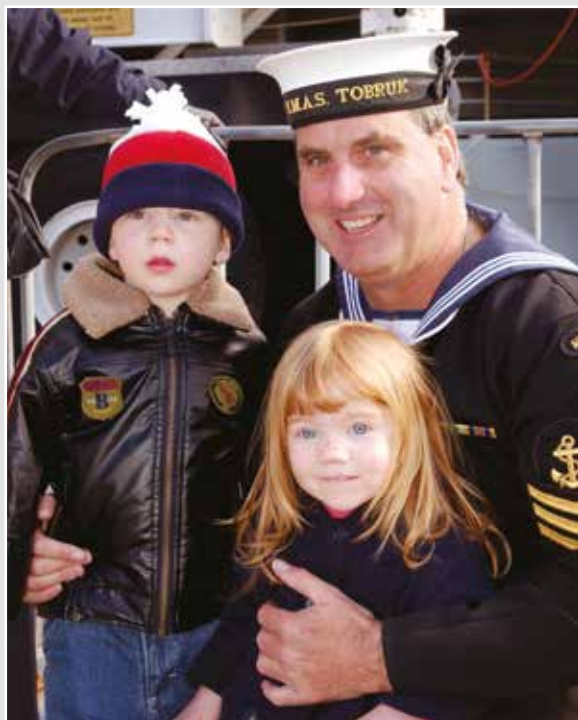




## OUR MISSION

To coordinate the provision of effective welfare support to families of all personnel away from their home location in order to assist in the maintenance of operational capability.



## IMPORTANT NUMBERS

Defence Family Helpline  
(Defence Community Organisation): **1800 624 608**

Defence Special Needs Support Group: **1800 037 674**

Defence Housing Authority: **13 93 42**

Toll Transitions: **1800 819 167**

Defence Families of Australia (DFA): **1800 100 509**

All Hours Mental Health Support: **1800 628 036**

Veterans Affairs: **13 32 54**

Defence Health: **1800 335 425**

Navy Health Benefits: **1300 306 289**

Kids Helpline (24 hour): **1800 551 800**

Translator Services: **13 14 50**

Life Line (24 hour): **13 11 14**

Sexual Assault, Family &  
Domestic Violence Line: **1800 737 732**

24 HOUR SERVICE

# 1800 801 026

NATIONAL WELFARE  
COORDINATION CENTRE

STD: +61 2 6128 4134

FAX: +61 2 6128 4144

E-mail: [nwcc.australia@defence.gov.au](mailto:nwcc.australia@defence.gov.au)

Website: [www.defence.gov.au/nwcc](http://www.defence.gov.au/nwcc)



## NATIONAL WELFARE COORDINATION CENTRE

SUPPORT AND INFORMATION  
FOR DEFENCE FAMILIES

## WHAT IS THE NATIONAL WELFARE COORDINATION CENTRE?

As part of the Headquarters Joint Operations Command, the National Welfare Coordination Centre (NWCC) provides a 24 hour support, referral and information service for families of Defence personnel away from their home location.

NWCC can be contacted 24/7 anytime on **1800 801 026**

## HOW DOES NWCC WORK?

The NWCC is staffed by trained operators who are all service personnel with extensive experience and have access to a range of contacts within the Australian Defence Force. Our operators provide you with a central point of contact within Defence and can assist you with:

- All hours referral to support agencies
- Passing urgent information to deployed personnel
- Mailing addresses and postal regulations for overseas deployments
- A friendly voice at any time

### When you call the NWCC call centre the operator will:

- Answer your questions OR
- Direct your query to the appropriate agency to assist you AND
- Where relevant, follow through to ensure that you have an answer to your query

All information is treated in the strictest of confidence.



## WHAT INFORMATION DO WE REQUIRE?

It is the ADF member's responsibility to nominate at least two emergency contacts. All deploying members are required to complete an AC989 Pre-deployment Emergency Contact Confirmation.

The NWCC needs correct address information for all emergency contacts. If your address information is not correct, please let us know so that we can arrange for the deployed member to update their record.

### What do we do with the information?

NWCC will use this information to:

- Send an Introductory Letter to everyone nominated as an Emergency Contact or Next of Kin. This letter provides an overview of the NWCC and the support we provide

### Special Considerations:

In the event of an incident, Defence may need contact you. To assist in this process, we need to know if there are any special considerations that may be relevant, such as:

- Vision or Hearing Impairments
- English not first language
- Specific needs (e.g. Medical condition, Elderly)
- Pregnancy



## HOW CAN YOU HELP US?

During the deployment period, if your details change or you are planning a holiday, weekend away or you move homes, please notify the call centre immediately to ensure our records are up to date.

