



# The Defence Family Helpline

## Defence Community Organisation

### All-hours support for Defence families

The Defence Family Helpline is the first port of call for Defence families seeking information or access to Defence Community Organisation's range of support services. If you need advice, support or connection with your local community call the all-hours Defence Family Helpline on 1800 624 608.

Defence Community Organisation, or DCO, offers a variety of programs to support Defence families. The Defence Family Helpline operates 24-7 and can be accessed at [DefenceFamilyHelpline@defence.gov.au](mailto:DefenceFamilyHelpline@defence.gov.au) or on **1800 624 608**.

The Helpline is staffed by qualified human services professionals including social workers and psychologists, who can provide you with assessment, assistance, advice or referral depending on your needs.

#### Why contact the Helpline?

The Helpline provides one convenient channel for Defence families to access a broad range of services and information, such as:

- support and advice for managing during deployment, posting and relocation,
- referral to your local DCO office or Regional Education Liaison Officer,
- support for partners' employment and education,
- assistance with children's education, childcare options and children with special needs,
- help during crisis and emergency,
- assistance for ADF members transitioning to civilian life,

- support for community groups and organisations, and
- connection to resources in the local community.

The Defence Family Helpline is for ADF members, their partners, children and relatives for whom the member has primary responsibility.

#### Families posted overseas

Australian Defence families who are living overseas can contact the Helpline free of charge by calling their country-specific Freecall number from a landline.

UK—08000512187

North America/Hawaii/Canada—  
18558093999

Malaysia—800816443

Papua New Guinea—000861004

The International Freecall service is initially offered as a six-month pilot program.

Families can contact the Helpline by email at [DefenceFamilyHelpline@defence.gov.au](mailto:DefenceFamilyHelpline@defence.gov.au) whether they are posted in Australia or overseas.





# The Defence Family Helpline

## Defence Community Organisation

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.

