



TE OPE KĀTUA O AOTEAROA
DEFENCE FORCE

Organisational
Development

A Practical Guide to Transitioning from Military to Civilian Life

Version 02.1



HEI MANA MŌ AOTEAROA
A FORCE FOR NEW ZEALAND

A PRACTICAL GUIDE TO TRANSITIONING FROM MILITARY TO CIVILIAN LIFE

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OD@nzdf.mil.nz

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A MESSAGE FROM CDF



This Transition Guide has been produced to help you plan for leaving the Regular Force of the New Zealand Defence Force.

Your service is greatly appreciated and we want to ensure that you feel well supported as you prepare to transition and take on new goals.

We know that it can be difficult to make major life changes like this, so we have pulled together this material, into one place, to help you and your family make a successful transition.

There's a lot more to it than simply "hanging up your uniform".

By doing some planning, organising and goal-setting for your future, as well as understanding wider aspects of your personal wellbeing, including identifying support options outside of the New Zealand Defence Force, it is likely you'll find the transition to civilian life easier.

We encourage you to actively drive your transition journey. The Defence Force fully supports you thinking about your future and getting prepared. The checklist in this guide will be a useful tool as you consider all the elements for a successful transition.

Finally, it is my hope as the Chief of Defence Force that you will remain connected with your Service and our Defence Force wherever your life journey takes you next.

We wish you a successful future.

A handwritten signature in black ink, appearing to read 'K.R. Short'.

K.R. Short

Air Marshal

Chief of Defence Force

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Section One

TRANSITION CHECKLIST



1















TO DO: AT DIFFERENT PHASES OF TRANSITION

Transition Checklist

Throughout your career:

- Engage with your local career transition coach for personalised support.
- Check out the Veterans' Affairs, We Served and RSA website to see what support services they offer.
- Make financial decisions around superannuation, insurance and savings. Check out the ILP or Google: 'Force Financial Hub'.
- Login to the NZQA website with your National Student Index number to view the civilian qualifications you hold. Contact NZDC to see what you are entitled to.
- View and update personal information on ESS.
- Consider who could be your referees; i.e., people who can speak positively about your skills and attributes. (See Section 10). Ask them to be one and keep in touch with them.
- Record the specific achievements, projects and skills you have utilised in your various roles at NZDF.
- Develop a wider identity in the civilian community through sports clubs, children's schools, or other hobby/interest groups.
- Consider skills that you can learn, apply, consolidate and be competent in within NZDF before you leave.
- Maintain a CV for civilian roles (See Section 9).
- Establish a professional network. Subscribe to professional associations and create a LinkedIn profile.
- Attend a Create an effective CV and Cover Letter Workshop.
- Craft a CV and tailor it to sectors and jobs of interest

Considering Transition (At least 18 months out)

-  Book in to talk to your local Career and Transition Coach
transitionunit@nzdf.mil.nz
-  Research your opportunities, your local Career & Transition Coach can help you with this.
-  Familiarise with the 'Departing the NZDF' tab on the HR Toolkit.
-  Attend the Career career transition workshops. See calendar.
-  Consider where your post-NZDF home location will be. Check out the HR Toolkit whether you might be eligible for resettlement expenses.
-  Start learning interview techniques and practice mock interviews. Check the My Career pages on the ILP for workshop and 1:1 interview coaching options (See Section 10).
-  Consider whether to join the Reserves (See Section 5).
-  Plan to maximise the use of your Annual Leave.
-  Work with your local coach to plan how to use your NZDF Resettlement Study Assistance (if eligible).
-  Read Section 2 to understand the possible psychological impact(s) of leaving NZDF.
-  Talk to your family about transition and how it will affect them. E.g., location/school changes, emotional support, financial and social implications.
-  Check whether you have a Return Of Service Obligation (ROSO)

Decided to leave

Complete a “Release from NZDF” request through ESS. Once the release is activated, HRSC will appoint you a Case Manager and you must complete the admin tasks [such as med and dent] noted below.

Complete the admin/HR checklist from your HRSC case manager.

Join ex-NZDF associations (See Section 11).

Review your options for insurances, income protection, superannuation and other investments. Refer to the ILP or Google ‘Force Financial Hub’.

If applicable; check out Veteran Pension options.

If you are dealing with a health issue, consider your health management plan after you leave. Consider speaking to your local Recovery Coordinator, Social Worker or Medical Officer.

Schedule release medical and dental examinations.

If you have had previous treatment or rehabilitation under ACC or a workplace injury, it is advisable that you contact the AEP unit (AEPU) to ensure that this is registered accurately prior to release. The AEPU can be contacted on 0800 334 772 (option 4) or by email on nzdfaep@nzdf.mil.nz

Register with a civilian GP and dentist. You can find a list of doctors on: <https://www.govt.nz/browse/health-system/gps-and-prescriptions/finda-doctor/>. You can find a registered dentist on: <https://www.dcnz.org.nz/practitioners>.

View and update personal information on the NZDF intranet site through ESS. In particular, check your forwarding email address is correct. Book any leave, release details and other admin.

Pay back any outstanding payments (for travel, advanced payments, education, etc) at your local DSSG centre.

Talk to your manager/commander about your farewell from your workplace or local mess.



Request your medical file from NZDF Medical Services and dental records. Forward this to your new practitioners or receive a hard copy.



Make a copy of your personnel records that are on ESS.



If applicable; Acquire appropriate wardrobe for new role.



Return work laptop and phone back to your work unit.

After leaving



You can reach back in to your local career & transition coach for up to 12 months after leaving



Connect with other agencies as required; e.g., RSA, We Served, Veterans' Affairs, ACC.



Stay connected with military friends and associations.

INTERNAL TRANSITION OPTIONS

Not all transitions need to involve leaving the NZDF. You can explore other options for both full-time and part-time work.

You don't have to "Get Out" of the NZDF to change your employment



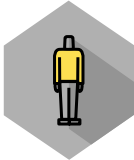
Corps
Change
or Branch
Change



Leave
Without Pay



*Special
Considerations
(If eligible)



NZDF
Civilian



Planned
Working Time
(Part Time)



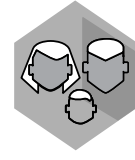
Formal Flexible
Working
Arrangements



Trade
Change



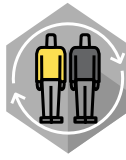
Study
Leave



Parental
Leave



Service
Change



Secondment

For more information

See the HR Toolkit on the intranet, a Defence Career Manager, or the NZDF civilian website page <http://defencecareers.mil.nz/civilian>

*Rank Reversion, Reserves (including STRFE's), Working Remotely and Resettlement Study Assistance.

GET THE MOST OUT OF TRANSITION

Transitioning from any job is a period of change and can be challenging, here's how to make it a positive experience:

- **Plan throughout your career:** Research, talk to people, set goals and start putting strategies in place now. Talk to your coach about how to research and make informed career decisions.
- **Market yourself:** Don't be afraid to highlight all your achievements. Ensure that you can talk about the skills you have to offer. Understand and use civilian terms for military roles and responsibilities.
- **Work at it:** Plan your transition like you would any other project: plan deadlines, anticipate obstacles and prepare contingencies. Set yourself a regular routine and stick to it.
- **Keep your family involved in the decision making about the future.**
- **Connect:** Get in touch with others you know who have already left – to build on your networks and learn about what they did to make the leaving experience positive.
- **Volunteer:** Get involved in voluntary work. This can help you get an idea of how your skills transfer to a civilian environment. It can also assist you in getting to know people in the community and help build networks.
- **Take opportunities to upskill:** As part of your transition, you may get the chance to take time off to upskill. Use these opportunities. Also, take any other chances to acquire skills, whether they are through the military or with other agencies.
- **Adapt to your surroundings:** Make the effort to adapt to your new environment or civilian organisation and live by your personal values.

Section Two

EMOTIONAL HEALTH

2



EMOTIONAL HEALTH

Even though everyone has to leave the NZDF one day, when it happens it can be a shock. Any change can be exciting, as well as potentially stressful. Leaving the military often means some big changes, especially if you have been with NZDF for a long time. This change will not only mean a change to your employment, but potentially a change to where you live, and your social contacts and networks.

The majority of people make the adjustment successfully, gaining employment and settling into life after NZDF; however, some may experience uncertainty and a loss of confidence. A lack of preparedness to leave and planning for the period ahead can lead to more difficulties adapting; failure to prepare is preparing to fail.

No matter what your circumstances, there is a significant amount of change associated with the transition experience. David Rock's SCARF model is useful in thinking about this.



S	Status (Our relative importance to others). Leaving the military may affect our “Status”, especially when we have been in roles where we’ve commanded respect through position and gained control over decision making.
C	Certainty refers to our need to know what will happen next. Leaving the military may mean potential job insecurity, new experiences or places, and meeting people we don’t know.
A	Autonomy refers to the need to feel that we have choices and some control over our environment and circumstances. We may have been in a role where we called the shots, or at least had an control/ input into decision making mentioned in Status and Autonomy into decision making. Autonomy can be threatened by micro-management, or by working in teams with very strict guidelines and policies, or inflexible rules.
R	Relatedness (How safe we feel with others). Working with a new team or without a team may be difficult, especially when the environment or ways of working are unfamiliar to you.
F	Fairness. Feelings of fairness can be triggered by expectations not being met, different rules or standards for different people, and inconsistency.

Stages of Change

Most people pass through a similar progression of stages when confronted with change. Having knowledge of these stages may help people cope and provide reassurance when they feel 'stuck'. Many accounts of change have 3 core stages as are shown in diagram 1.

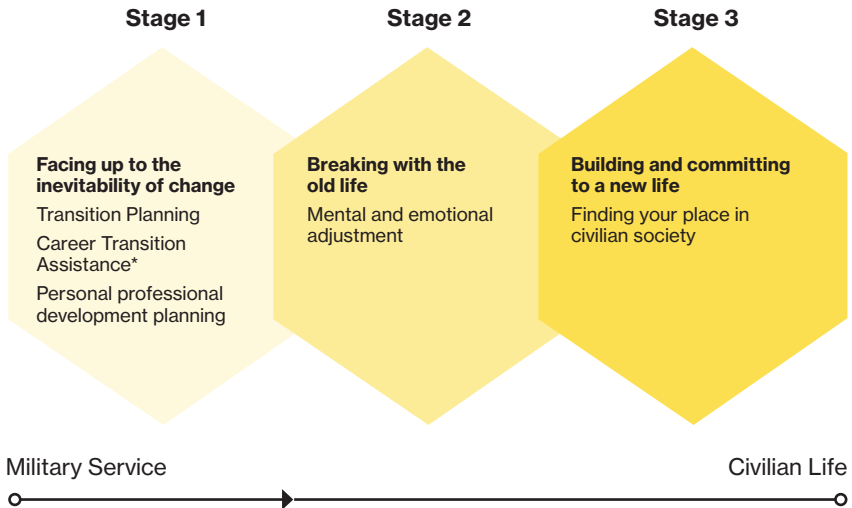


Diagram 1: "3 Stages of Change" showing the requirements for a smooth emotional transition from the military to civilian life. *NZDF Transition Seminar, Resettlement Study Assistance and Career Transition Management Scheme. Adapted from Information Sheet, British Army Welfare Support).

What can I expect?

Making the transition may take some time.

For many, making the transition from uniform to civilian is not just about leaving a job but leaving a way of life. The strong sense of purpose and belonging from serving in the NZDF can be greatly missed when beginning a new chapter in life. When you transition, there may be a sense of losing some part of you, or of no longer belonging. Some liken it to the grieving or change process where people can go through a period of shock and denial, before acceptance and adaptation.

Identity: who am I?

Your personal identity is shaped by many things, including your role as a member of the NZDF. When we join the NZDF, we join a military organisation, and begin to create our military identity. We learn military language, military law, and may become disconnected from our civilian lives and friends. These are some of the realities, or sacrifices, which joining the military entails. We can see ourselves as military first and foremost. When you make the transition from the NZDF, an important part of your identity may feel lost.

Family dynamics and relationships

While the military lifestyle has built adaptability in military families, families are transitioning too:

- Transition may mean a new place to live, new responsibilities and changes to schools, jobs and friends.
- Families usually feel immense pride for their member's service and may have even taken on some of the status of the military member. When a partner or other family member transitions, families can feel a sense of loss.
- Families may find relief in the decision, seeing opportunities for new beginnings and more time together now that the demanding military career has ended.
- There may be a need to redistribute and negotiate family responsibilities.

Communication at this time is extremely important.

Build your identity and social network beyond NZDF

As important as it is to maintain your existing friendships at the NZDF, make an effort to build other parts of your identity beyond the NZDF before you leave; eg, as a parent, partner, hobby enthusiast, friend or community member. Having a broad identity enhances your self-esteem and mental health while serving, then after you leave NZDF these hobbies, civilian friends, family, and passions are likely to help reduce any sense of loss.

Talk to someone

If you are worried about the transition, or need assistance with some of the practical aspects, talk to someone and seek advice – from your boss, a mate, a family member, your local HQ/camp/base chaplain, psychologist, social worker, recovery coordinator, Defence Community Facilitator/Coordinator, or a member of the Health support team. There's also a list of helplines and support resources you can go to at the end of this guide if you don't feel comfortable approaching the NZDF for help.

Find a mentor

Consider finding yourself a mentor, someone you respect for advice and feel comfortable talking to. This may be someone you know who has already made the transition from NZDF. They may be able to share some of the experiences they encountered and what was helpful. They may also have tips for things you can do to make your transition easier based on their experience, such as:

- Plan ahead but take things one day at a time. Take it slow and don't overlook the simple things. Break things down into manageable chunks.
- Stay active (with a good diet, exercise, sleep, social life).
- Be patient; the transition process.
- Get involved with the civilian community, and your new work colleagues.

Looking after your health

The transition experience involves significant changes for many. This can challenge our resilience and impact on our overall health. Sometimes it's not easy to recognise the signs that we are not tracking okay. The cumulative impact of events in our lives, our relationships, physical health, jobs and family wellbeing, can be challenging, and can erode mental health, even in circumstances where we previously thrived.

The Mental Health Continuum (Figure 2) is a useful tool for keeping an eye on how you are tracking and the potential impact transition may be having on your behavior, what you are thinking and how you are feeling. Common markers of mental health are grouped into themes: mood, performance, sleep patterns, physical health, social interaction and activities. You can see how problems increase and functioning decreases as we move towards the right of the continuum. Just as health can deteriorate over time in response to changing life circumstances, it is also possible to return to full functioning, particularly when issues are recognised early.

Healthy	Reacting	Injured	Ill
Normal mood fluctuations; Calm and takes things in stride	Irritable/Impatient; Nervous; Sadness/ overwhelmed	Anger; Anxiety; Pervasively sad/ hopeless	Angry outbursts/ aggression; Excessive anxiety/ panic attacks; Depressed/suicidal thoughts
Good sense of humour; Performing well; In control mentally	Displaced sarcasm; Procrastination; Forgetfulness	Negative attitude; Poor performance or workaholic; Poor concentration/ decisions	Overt insubordination; Can't perform duties, control behaviour or concentrate
Normal sleep patterns; Few sleep difficulties	Trouble sleeping; Intrusive thoughts; Nightmares	Restless disturbed sleep; Recurrent images/ nightmares	Can't fall asleep or stay asleep; Sleeping too much or too little
Physically well; Good energy level	Muscle tension/ headaches; Low energy	Increased aches and pains; Increased fatigue	Physical illnesses; Constant fatigue
Physically and socially active	Decreased activity/ socialising	Avoidance; withdrawal	Not going out or answering phone
No/limited drug and alcohol use/gambling	Regular but controlled drug and alcohol use/gambling	Increased drug and alcohol use/gambling – hard to control	Frequent drug and alcohol or gambling use – inability to control with severe consequences
Continue to strengthen resilience and build peak performance. The same tools we can use to buffer in times of challenge will also help us to thrive and perform to our potential everyday	Use self-management and support strategies to build mental health.		Talk to someone you trust and seek help from a mental health professional.
Maintain a positive attitude Focus on task in hand Break problems into manageable tasks Build support networks	Recognise limits, take breaks Get adequate rest, food and exercise Identify and resolve problems early	Make self care a priority Maintain social contacts Don't withdraw Talk to someone	Follow care recommendations; Know resources available and how to access them

Figure 2: NZDF Mental Health Continuum.



Do...

- Take time to reflect on the change, and talk with your family about the changes ahead.
- Accept that building a future is hard work so plan early and keep planning as you go.
- Remain flexible and open to change. You won't be able to control everything.
- Continue to believe in yourself and your abilities, and try and think of change as an opportunity for you and your family.
- Take advantage of the support that NZDF offers you and your family.
- Accept that new ways of thinking and behaving may be required, as well as new skills.
- Actively look after the health and wellbeing of you and your family.
- Recognise when you are “stuck” and don't be afraid to seek help.
- Reflect and consider how you successfully coped with stress before.
- Do not leave it too long to get assistance or advice.
- Make financial provision so you have access to funds around your release date.

(Adapted from Information Sheet, British Army Welfare Support)

The transition will be easier if you ask for help. Doing so is not a sign of weakness, but rather a positive step towards regaining and maintaining a sense of control in life.

The key to adapting to change is focusing on what you have control over and not trying to influence things you can't control. Don't try to do everything on your own; ask for support and involve other people. The NZDF Health website also provides a range of information and tools for maintaining your health: health.nzdf.mil.nz. A list of useful contacts and resources can be found in the Annexes (page 111-124).

Do not...

- Avoid planning change.
- Put off things until tomorrow.
- Stop talking – especially to family and friends.
- Hide or disguise your thoughts or feelings from yourself or your family.
- Underestimate the change that you will have to go through. Transition to civilian life tests most people.
- Think that your family will cope with change with no difficulty.
- Assume that everything will go to plan.
- Reject taking advice or learning from 'civvies'.
- Over-commit financially prior to release.

Contacts and helplines

Number to call	About
0800 NZDF4U (0800 693 348)	A confidential, 24/7 helpline and wellbeing support. You could call about anything from general stress/ depression/anxiety, relationship or financial worries, post-deployment problems, to transitioning out. Access to counseling support (up to 6 EAP sessions) is available to uniformed personnel.
0800 4 VETERAN	Supports eligible serving and ex-serving members of the NZDF
Healthline: 0800 611 116	Free health advice from trained registered nurses 24/7
Lifeline: 0800 543 354	Confidential counselling service
RSA: P: +64 4384 7994 E: enquiries@rsa.org.nz	Returned and Services' Association
No Duff: P: 022 307 1557 E: noduff.ngo@gmail.com	Peer-to-peer volunteer network

You could also talk to your local NZDF psychologist or social worker. See the Integrated Wellness tab within the HR Toolkit for more information.

Section Three

**RELEASE
ADMIN**

3



APPLYING FOR RELEASE

To initiate leaving NZDF you must apply for release. This section takes you through the online form and then what happens from there. Form MD717 is no longer in use. You must apply for release using the Employee Self Service (ESS) portal available on the NZDF Intranet (DIXS). To view the steps on how to do this go to the HR Toolkit under 'Departing the NZDF' > 'Release (Member Initiated)' > Military Release. Before you complete the release application, you must arrange the payment/waiver for your bond or ROSO if you have one owing (as you won't be able to submit the application).

Your release application will go through your CO to your Career Manager will approve the release. An automated notification is then sent to the Human Resource Service Centre (HRSC), who will assign you a case manager.

Under some circumstances, your release may be deferred (delayed for a period) these include:

- War or like emergency,
- Overseas service,
- Critical manning, or
- Disciplinary proceedings.

For more information

See *DFO3, Part 11*.

Field	What to enter or select
Employee name	This should be your name. If it is not your name, do not proceed.
Employee number	Your SAP Personnel Number. If you enlisted after 20 March 14 (SAP go-live) this will match your service number.
Release date	Your last day on duty, often called your 'terminal date'. It defaults to a day three months in the future, which is the shortest period of notice you can give as of right (Defence Act 1990 Section 52).

Field	What to enter or select
Requested release date	You may enter a date here to request release sooner than three months (or request a release date for more than three months).
Comments	An optional free-text area for you to use should you wish to justify a request for release at short notice.
Reason for requesting release	This field is used to gather release statistics. Open the dropdown menu and select the reason that best describes your circumstances.
I wish... Reserve Forces	Select 'yes' if you are interested in continuing to serve as a reservist/territorial.
Bond	If a figure appears here, you are subject to a bond. You may have to repay it on leaving NZDF. You can attach a submission request for it be waived using the 'Attachment' section at the bottom of the form.
ROSO	If a figure appears here, you are subject to a return of service obligation (ROSO). You are not eligible to take release until it has expired. You can attach a submission request it be waived using the 'Attachment' section at the bottom of the form. If a member has a ROSO/BOND and they select Yes for Requesting Waiver, then the attachment is MANDATORY.
Projected leave balance	This figure should be considered indicative only. Contact HRSC if an accurate figure is required.
Outstanding payroll debt	A figure here indicates that you have an outstanding overpayment or advance of pay. This may be deducted from your final pay.
Frozen entitlements	Used to list entitlements carried over from old employment agreements.
Form utilities	A facility for attaching a document, for use should you wish to attach a submission requesting waiver of a bond or ROSO.

ADMINISTRATIVE CONSIDERATIONS

HRSC Support

On receiving your release approval, you will be sent an email from the career transition team to touch base and one email from HRSC for administrative purposes containing:

- Their contact details, and
- A release booklet detailing:
 - Your current leave balance and terminal date.
 - Entitlements relevant to your release.
 - Points of contact for Veterans' Affairs, Personal Archives, medals, superannuation, and insurance.
 - Forms/checklist for completion (superannuation elections, final pay bank account, release address, and camp clearance).

Case managers also assist you by:

- Providing answers in relation to the release process
- Processing your final pay documentation and forwarding this to Payroll.
 - Raising a Record of Service and Certificate of Service on request (for those who have completed at least one years' service).
 - Record of Service will include (as applicable) service details, education and professional qualifications, medals, honours or awards, skills or capabilities, rank and trade records, and courses or training passed/attended.
 - A Certificate of Service is a one page document which certifies that you served in the NZDF and the time period you served.

Certificates and Record of Service (if requested) will be sent to unit COs for signature and presentation. If you have left before they can be presented, they will be sent to the release address you supplied.

Disposal of Leave

- Any annual leave (AL) or equivalent leave (EQL) owed to you on terminal date will be paid out as a Grant In Lieu of Leave (GILL). The grant is calculated: $1.4 \times \text{daily rate of pay} \times \text{days owing}$.
- Be aware that if you are taking leave at your own request, GILL applies to AL and EQL ONLY. You will forfeit (lose) any other leave you may have if you do not use it before your terminal date, including your stand-down balance.

For more information

See *DFO4, Chap 7*.

Be aware: if a terminal posting is approved, you will not be eligible to claim resettlement transfer expenses.

Superannuation

See finance section below.

Resettlement Transfer Expenses

If you have served more than 20 years, you may be entitled to:

- The packing and transport of your household,
- Conveyance of dependants, and
- One night's accommodation and meals (if required).

For more information

See *DFO5, Chap 4*.

NZDF Service Housing

If you live in NZDF Service Housing, you can contact your local Defence Shared Services Group (DSSG) Centre to ensure that your move out of service housing is a smooth one. The contact details for the DSSG centre on each base can be found on the NZDF website www.nzdf.mil.nz under Force 4 Families heading and clicking on 'New/Moving/Posting?' on left hand side.

Career Transition Assistance

You are eligible for CTMS to request Career Transition Assistance (a transition programme tailored by Hudson (NZ) Ltd) if:

- you have completed 20 years' service, and
- attained the rank of Col (E) or WODF or Service Command WO (Tier 2).

For more information

See *DFO 3, Part 11, Chapter 7, Career Transition Assistance.*



Resettlement Study Assistance

Resettlement Study Assistance is leave that improves your skills in preparation for life outside NZDF. You are eligible for Resettlement Study Assistance if:

- you have completed 16 years' service (15 working days), or
- you have completed 17 years' service (30 working days), or
- you have completed 18 years' service (45 working days).

Resettlement Study Assistance may be used:

- To attend education or training courses.
- To attend NZDF courses.
- To attend on-the-job training.

Contact your local coach to assist with planning and make the most of this opportunity.

For more information

See DFO 3, Part 11, Chapter 7, Career Transition Assistance and the HR Toolkit on the NZDF intranet (look under 'R').

Section Four

**PROFESSIONAL
DEVELOPMENT
OPPORTUNITIES**

4



ROYAL NEW ZEALAND
AIR FORCE



TRANSITION AS AN INTEGRAL PART OF PROFESSIONAL DEVELOPMENT

Transition should also be considered when you plan your professional development goals and actions. This will help you to be proactive about your long-term future, and help you to:

- Know what training and/or education is required.
- Develop and maintain currency in your field.
- Consider transition planning throughout your military career. This not only supports intellectual engagement with the NZDF, but promotes the importance of personal development, long-term planning, and acknowledges your value as a service person.
- Know what Defence Corporate Training School courses are available.
- Understand how Defence Qualifications and Defence Learning can support your professional goals.
- Know the key contacts in the industry.
- Plan for the future, to reduce uncertainty.

It's OK, in fact expected, to think about life after the military

- Ultimately, it's your responsibility to ensure you access information to enable you to make an informed decision.

NZDF TRANSITION SEMINARS

NZDF Transition Seminars are conducted by the Career Transition team up to four times, in various camps and bases. All eligible members (ie, those who have served up to 12 years, or those being released on medical grounds who have served more than 6 years) are encouraged to attend a transition seminar. It is recommended that members consider attending as soon as they become eligible, as well as during their final 12 months of service. The seminars provide valuable information about goal setting, competing in the job market, preparing for job interviews, personal branding, finance, release admin and wellbeing support.

DEFENCE QUALIFICATIONS

Defence Qualifications (DQual) develop and administer qualification programmes for NZDF personnel (military and civilian) that lead to nationally recognised civilian qualifications.

Benefits of completing a DQual qualification programme(s) include:

- Achieving nationally recognised and accredited qualifications on the job with little or no additional study involved.
- No financial cost to you or your unit.
- Supporting your entry to higher level study.
- Supporting your career progression within NZDF.
- Supporting your transition in to a civilian career by consolidating aspects of your NZDF career into a context that a new employer will easily understand.



DQual qualification programmes run alongside your NZDF career and draw evidence from your workplace training, skills and experience to help meet the qualification evidence requirements. Your supervisors, managers or relevant subject matter experts and registered workplace assessors will be engaged during the programme to verify and assess your workplace evidence and support your achievement of a qualification.

Gaining a qualification through the workplace takes time so don't wait until you are leaving to find out what qualifications you could have achieved. Once you leave the NZDF, you are ineligible to enrol in a DQual qualification programme.

To view your civilian qualifications and unit standards achieved to date, check out your Record of Achievement (ROA) through the NZQA website:
<https://secure.nzqa.govt.nz/for-learners/records/login.do>

Each qualification programme has a fixed enrolment duration and there are restrictions on utilising workplace evidence towards a qualification if it is more than two years old. Seize the opportunity when you become eligible to ensure you have recognised credentials for your CV when you transition into your civilian career.

As a general guide, if you have completed your junior and/or senior promotion course you may be eligible to apply for a qualification in leadership and management. These qualifications demonstrate your ability to lead/manage others in the workplace and are desirable when applying for a civilian role with staff management responsibilities. Trade specific qualifications are on par with civilian industries and gained as you progress through your trade training.

For further information about Defence Qualifications email us with your query at: NZDCqualifications@nzdf.mil.nz.

For advice regarding tertiary study with an external provider refer to Defence Learning on the following page.

DEFENCE LEARNING

Defence Learning (DLearn) provides academic support, education and study advice to NZDF personnel. DLearn are your education specialists with offices conveniently located in each camp and base.

Studying whilst working full time can be challenging and time-consuming, so it's important that you choose the right qualification to get you where you want to go.

Your chosen qualification should:

- Be interesting enough to keep you engaged and motivated over several years.
- Help you to progress in your NZDF career.
- Demonstrate to a future employer that you have the knowledge and skills required to succeed in the role you are applying for.

When you are considering undertaking further study, DLearn can provide advice on study options and how to access NZDF funding such as Voluntary Education Study Assistance (VESA). For more information about VESA contact your local Adult Learning Tutor or Defence Learning Staff on camp/base.

DLearn also offers study skills and essay writing workshops, and can provide you with literacy, numeracy and academic support during your studies.

Remember that most qualifications take several years to complete part-time, so don't leave your studies until you are thinking of leaving.

DEFENCE CORPORATE TRAINING SCHOOL

The Defence Corporate Training School (DCTS) provides courses and workshops for all NZDF personnel (military and civilian). These courses provide practical, best practice information, ideas and techniques to support individual professional development.

Courses are free and run at all camps and bases, with the results recorded on your personal records. Courses can be found on the Annual Plan or via the DCTS.

DCTS courses include:

- Management/Leadership Training (including coaching, conflict management, High Performance Teams, Lead Self and Lead Teams courses)
- Resilience Training
- Computer Training
- Customer Service/Presentation Skills
- Project Management Training
- Financial Capability Programme
- NZDF Transition Seminar
- Hazardous Substances Training
- Health and Safety Training

All NZDF personnel are encouraged to make the most of these DCTS courses as part of their professional development programme.

To enrol, click 'NZDF Course Plan – Find a course' under the 'Training and Education' tab on the ILP.

Section Five

RESERVES





RESERVES

When you leave the Regular Force of NZDF, regardless of your rank, trade, location, or service, you take with you some very unique experiences and skills.

Have you considered joining the Reserves? Continuing service in the Reserves can provide you with a sense of connection, financial security, and can reduce the loss of camaraderie and shared history. The Navy, Army and Air Force all have Reserves.

The Reserves consist of enthusiastic part-time professionals who train during their spare time, mainly in the weekends, and get the best of both civilian and military life. You would make a valuable addition to these units and would be able to keep the best aspects of the military as you transition into civilian life – as well as bringing a wealth of experience and knowledge to these units.

Reserves deploy and contribute to large-scale exercises around the world, so by remaining a part of the Reserves after your Regular Force (RF) service you too may get the same exciting opportunities. Paid at similar rates to the RF, Reserves also have the opportunity for full-time engagements to further their careers.

Becoming part of the Reserves and by keeping your security clearance up to date reduces re-enlistment time into the RF should you decide to return.

www.reserves.mil.nz

The Defence Act 1990 defines the Armed Forces of New Zealand to consist of Regular, Territorial and Reserve Forces.

Over time the term Reserves has evolved to mean those service personnel serving in a part-time non-regular capacity from both the Territorial and Reserve Forces

Royal New Zealand Naval Reserve

1 The process

- a. When you apply for release, indicate your interest in joining the RNZNR to your Career Manager – they can talk you through the process.
- b. Based on your skills and experience you may be offered a position in the RNZNR. If so, you will be given an Offer of Service.
- c. In the majority of cases you will retain all your Trade Qualifications, and be offered a rate of pay based on your current steps.
- d. You will be posted to a Reserve Division who will be your point of contact for administration and coordination purposes. These are located:
 - i. HMNZS NGAPONA – Devonport and Tauranga
 - ii. HMNZS OLPHERT – Petone
 - iii. HMNZS PEGASUS – Christchurch
 - iv. HMNZS TOROA – Dunedin
- e. If you are moving to another location you can still join the RNZNR as the Divisions are just there as a contact for you, and you won't ever have to physically attend any parades.

2 The ex-Regular Reserve programme

- a. As an RNZNR, your primary role is to supplement the Regular Force afloat or ashore, or provide your specialist skill to the NZDF.
- b. You can proactively approach the Reserves Career Manager (ratings) or Career Manager (officers) to ask for supplementation work at any stage, or they may contact you and ask for you to supplement.
- c. You can also apply for any of the standard deployments or vacancies advertised if you want – if you meet the criteria for the position, you are just as entitled to it as anyone else.
- d. You must remain Fit for Service (FFS), just like in the Regular Force.

3 Benefits

- a. Supplementary income: you get paid for travel time, remaining FFS, plus the work that you do.
- b. You can continue training and gaining experience in your trade, and time worked still counts towards promotion.
- c. You can pick and choose what you want to do, and for how long (as long as there is a billet available).
- d. You get to stay in the Navy community, retaining the comradeship it offers.
- e. You may be able to return to the Navy fulltime if you ever want return to Regular Force. This includes those who have been away from Navy for years, as their previous service and training is recognised.

4 **Naval Reserves** do not attend parades, they supplement ashore or at sea using their skills and experience gained during their Regular Force experience.

5 **Volunteer Reserves (VR)** are only Maritime Trade Operations (MTO) branch. Ex-Regular Force may seek to branch change to MTO if they wish and are accepted, but will lose their current trade quals in doing so. MTO parade at units, and may supplement the Regular Force ashore.

6 If members are in a location where there is no unit, they can still join the Reserves and supplement the regular Navy (the physical location of a unit is not a limiting factor). However, if someone wanted to be an MTO in the VR it would be harder as all the training is done at the physical location of the unit.

www.reserves.mil.nz/reserves/navy/default.htm

Army Reserves

There are two categories in the Reserves: the Ready Reserve and the Standby Reserve.

The **Ready Reserve** would see you engage on a consistent basis with your new reserve unit and conduct training part-time. You will have to maintain your fitness standards, weapon qualifications, and meet training requirements.

The **Standby Reserve** ensures that you remain in the system, keep your service number, and can be transferred into the Ready Reserve at the discretion of your unit commander. You will have to keep your security clearance current and remain in contact with the reserve unit you are attached to, but won't be required to meet minimum training requirements. Your reserve unit may still call upon you for input regarding certain experience or skills that you possess.

When you remain as part of the NZDF community you enable your valuable skills and experience to pass onto others.

How do I transfer to the Army Reserves?

If you are considering release and transfer to the Army Reserve then tick the 'Army Reserve transfer box' on the release request.

Once you have submitted your release request in ESS, the release request is then forwarded through your Command Chain to your Unit Commander and to the Directorate of Army Career Management (DACM) for final approval. Once this has been actioned by DACM, you will be contacted by email about transfer to the Army Reserve. The process is relatively simple and, provided your RF unit recommends your transfer to the Reserves, transfer can be actioned prior to your release.

www.reserves.mil.nz/reserves/army/default.htm



Air Force Reserves

The RNZAF utilises reservists to provide a wide variety of RNZAF and NZDF outputs across all bases and headquarters. Regular Force personnel releasing from the RNZAF, with an interest and ability to conduct reserve opportunities, should engage with their Career Manager within the Directorate of Career Management (DCM) prior to release. Personnel approved for further service will be transferred to the Standby Reserve, and be required to fulfil the obligations that entails. The period of engagement of the Standby Reserve is generally two years following release from the Regular Force; this may be extended by mutual agreement.

Where a unit identifies the requirement for reservist support, suitably qualified personnel will be transferred to the Active Reserve to complete specific outputs identified as part of the engagement process. Personnel will return to the Standby Reserve once their Active Reserve obligation ceases.

Further details may be obtained from the
RNZAF Active Reserve Coordinator, DCM.
Email: RNZAF.Active.Reserve@nzdf.mil.nz

www.reserves.mil.nz/reserves/air-force/default.htm

Find out about Reserves employment matters at **www.desc.govt.nz**

Section Six

MEDICAL AND DENTAL

6

MEDICAL &
DENTAL



MEDICAL AND DENTAL

Everyone will leave the Regular Force of NZDF at some stage so you are encouraged to be proactive about preparing for this transition. This means considering areas of health and wellness that may benefit from additional assistance. For example, smoking cessation, rehabilitation for injuries, or the completion of dental treatment. Health and wellbeing staff can help you to prepare for your future; this may include doctors, nurses, rehab PTIs, dentists, psychologists, social workers or recovery coordinators. Everyone is able to access the Defence Health website health.nzdf.mil.nz. It's a site that aims to provide health information together in one place for all NZDF members, their families and the wider Defence community.

Release Medical

All military personnel are required to attend release medical examinations. This final check ensures any NZDF-related injuries or illnesses are noted in case of issues later in life.

Get a General Practitioner

It is important that individuals register with a doctor before they leave NZDF so that their medical care is seamless. To choose a doctor in your area ask your civilian friends, ask Defence Health Centre staff, or find your District Health Board details on the internet. Not all doctors can take on new patients so be sure to find out if they have availability. Registering with a doctor gives you a lower subsidised fee than if you were seen as a casual patient. There may be an initial cost to register.

Swiftmed: A doctor on demand

There is now an option of seeing New Zealand doctors online from the privacy and comfort of your own home, and you can get prescriptions delivered to your doorstep. Appointments cost \$49.95, run via video consult. For more information, visit: www.swiftmed.co.nz

ManageMyHealth:

This app allows you to access your medical records, view medical conditions, see lab results, allergies and order prescriptions. It provides you with online tools to improve your health and track your progress online. See www.managemyhealth.co.nz for more information.

NZDF Medical Records

All personnel have the right to view their health records/information, or ask for a copy of their medical records or authorise the release of those records to their new GP. Allow time for these tasks to occur, particularly if the records also refer to third parties, contain a large volume of information or refer to sensitive information. To do this, individuals can complete an MD1206 Patient Record Request.

Release Dental

Release appointments (if required) need to be arranged as soon as individuals have commenced their release process. Schedule them early (at least three months before the end of engagements) to allow adequate time for any additional appointments prior to the release date. To arrange an appointment you should contact the Dental Centre for your region.

People should register with a dentist after leaving NZDF. NZDF dentists will be able to advise what the recommended dental recall is at the time of your release. For an up-to-date list of dental professionals in each area, visit the NZ Dental Council website: www.dcnz.org.nz



NZDF Dental Records

To obtain a copy of personal dental records or any additional information you should visit the Defence Dental Services website:

<http://orgs/sites/dental/default.aspx>

Post-deployment checks

If you have deployed on NZDF operations you should ensure that any outstanding post-deployment health and/or psychological assessments have been completed and ensure that any work-related injuries having occurred on deployment have been accurately captured on your records. Check with the Accredited Employer Programme Unit in HRSC on 0800 334 772 (option 4) or by email nzdfaep@nzdf.mil.nz

Accredited Employer Programme (AEP)/ACC

If individuals have a work related injury claim being managed by the AEP, then they will continue to manage that claim for 4-5 years from the injury date, even if the individual leaves the NZDF in that period. If a claim is still active after that period, the claim would be transferred to ACC for on-going management. The AEP may be contacted at 0800 334 772 (option 4) and nzdfaep@nzdf.mil.nz.

If an individual has a non-work related injury being managed by ACC, then that will continue unchanged.

Keeping fit and healthy

The period around release can be very busy as you prepare for your civilian life. Whilst there can be lots of challenges and uncertainties, it is important to continue to work on physical fitness. This can help to reduce stress levels, enhance energy levels, and contribute to self confidence. Healthy living, adequate sleep and good nutrition will also help promote resilience. Check out the NZDF Health website on <http://health.nzdf.mil.nz> for more information.

Insurance

See MIBP and Southern Cross Medical Insurance under the Finance section.

Veterans' Affairs New Zealand

See Section 11: Ongoing Support.

Other reasons for departure from NZDF:

All members of the NZDF will eventually return to civilian life, and some do so earlier than others, for a myriad of reasons.

Medical discharge

People being medically discharged (MD715) can visit their regional Recovery Coordinator, who will provide further information around this process and other supports. The Individual medical discharge processes may include rehab plans with a probable view to discharge, or adjustment of work hours or taskings. This process may vary in length. Transition of care and any ACC payments are easier if the service member has completed all necessary medical-related admin before they leave.

Defence-initiated discharge or release

Incidents that may lead to Defence-initiated discharge or release can be stressful. They can not only affect you, but may also have a significant impact on wider family, friends and the organisation. The Services Correctional Establishment (SCE) helps to organise a transition plan for individuals that are going through a CAT DF process or have been dismissed by court martial.

Section Seven

FINANCE

7



Having good money management can help reduce stress and uncertainty. This is especially important during the transition period. By taking advantage of NZDF's range of financial services and products members can develop better awareness, understanding and control of their finances.

Force Financial Hub

The Defence Force wants personnel and their families to make good financial decisions. The Force Financial Hub has been set up so you and your family can easily access all of the Defence Force's financial benefits, products, services, benefits and tools in one place.

Most of the Force Financial Hub products, services, benefits and tools are also available to your family, and you can continue to access these after you cease service with the Defence Force.

For further information: www.nzdf.mil.nz/families/financial-hub or Google **Force Financial Hub**.

New Zealand Defence Force KiwiSaver Scheme

This scheme has been set up to encourage members and their families to save for their retirement. Scheme funds can also be used to put towards the deposit of a first home.

You are able to join this scheme after you cease service with NZDF and if you already belong you are able to continue contributing in your new employment, or retirement.

If **you go to work for another employer**, your deductions to the New Zealand Defence Force KiwiSaver Scheme deductions are made via the new employer's payroll. You choose between 3%, 4% or 8% of your salary. From 1 April 2019, there is additional member rates of 6 and 10%. Your new employer must contribute at least 3%.

If **you are self-employed or between jobs** you are still able to contribute to the scheme. To obtain the Government's \$520 tax credits per year, you must contribute at least \$1040 p.a. Access to the tax credits ceases at age 65.

New Zealand Defence Force FlexiSaver Scheme

The New Zealand Defence Force FlexiSaver scheme is a savings option that is ideal for shorter-term savings goals. Funds can be withdrawn at any time.

It is open to NZDF members, family members and veterans, regardless of their age. You do not have to be a current NZDF member to join the scheme.

The purpose of the NZDF FlexiSaver Scheme is to help members achieve their savings goals, while retaining some flexibility (eg, access to funds determined by the member).

- Contributions may be made via internet banking or direct debit.
- You determine how much you wish to contribute and how frequently. Lump-sum saving contributions are also able to be made, via internet banking.
- There are fewer restrictions than apply in KiwiSaver Schemes on how much you may withdraw from the NZDF FlexiSaver Scheme or how frequently.



Defence Force Superannuation Scheme (DFSS)

If you are a member of the DFSS – Category A, B or C, you are able to continue contributing to the scheme after you have ceased service with NZDF.

If you are a member of the DFSS Category A or C, upon ceasing service you may access your funds, or alternatively, leave your funds in the scheme and draw down upon them as required.

Funds invested in the DFSS Category B are subject to the KiwiSaver Act 2006, and generally may only be withdrawn after the member has turned 65 years of age (and has had funds in the scheme for at least five years).

Funds from the DFSS Category A, B and C are able to be used for the purchase of a first home, or in certain circumstances, a second home, where the member meets the eligibility criteria.

Key features of the three NZDF schemes

- Benefits for the membership include a low-fee structure, reflecting that the NZDF has arranged the schemes for you, not to generate a profit.
- You choose how you wish to have your funds invested, from seven options; eg, Cash, Conservative, High Growth.
- Daily calculation of fund balances.
- The ability for NZDF members to continue contributing to the scheme after they leave NZDF.
- Eligibility across the five Schemes for monthly rewards of \$250 Prezzy cards and two larger rewards each year, to a total value of \$50,000 per year, provided by the scheme manager.
- The licensed manager and issuer is Mercer (NZ) Limited.

For more information

To find out more about the schemes, including withdrawal of funds for purchasing a home, contact fund manager, Mercer, on 0800 333 787, or email www.nzdf.superfacts.co.nz, or Google the Force Financial Hub.

Financial advice

The New Zealand Defence Force (NZDF) has appointed Milestone Direct Ltd (MDL) to be the official financial advice provider to all NZDF members, their families and the wider Defence Community. You and your family continue to have access to the MDL services even after you have left NZDF.

MDL provides a nationwide network of authorised and accredited financial advisers, trained to understand the needs of current and past NZDF members and their wider families. Some of their fees are paid by NZDF or the NZDF schemes. Some fees are paid directly by you but at discounted prices.

MDL also now provides a mortgage broker service for members of the Defence community, using authorised financial advisers. Authorised financial advisers are required to put the client's interests first. There is no charge to the user for the MDL mortgage broker service.

Milestone Direct Limited

Call: 0508 MILESTONE (0508 645 378)

Email: info@milestonedirect.co.nz

Website: www.milestonedirect.co.nz

Member Insurance Benefits Programme (MIBP)

Since 1 October 2014, the NZDF has had a staff insurance package for all members of the:

- Regular Forces
- Reserve Forces, and
- Civilian Staff (permanent and fixed term).

MIBP includes life insurance and income protection.

The MIBP significantly enhances benefits to NZDF members and reflects CDF's commitment to members and their families. The MIBP also impacts DFSS members and the current voluntary Group Life Insurance Plans (GLIPs).

You are able to continue accessing the MIBP, at NZDF discounted prices, after you leave NZDF. **As long as you contact MIBP broker, Aon, within 60 days of leaving NZDF you are able to continue with the MIBP cover without undergoing medical assessment. This means any pre-existing medical conditions/injuries will be covered.**

Your family members are also able to access MIBP, at NZDF discounted prices. However, they will be required to undergo medical assessment.

With effect from 1 July 2017, MIBP also includes the option of purchasing funeral insurance for you and your family.

To obtain a Tier 2 to 6 quote or obtain a certificate contact AON on 0800 642 748 or email nz.nzdf.enquiries@aon.com.

NZDF Medical Insurance Programme

Southern Cross provides a medical insurance programme for members of the NZDF and their families. You and your family are able to continue with coverage after you have left NZDF. If you are not already a member at the time you leave, you and your family are able to access the NZDF programme.

To find out more, phone Southern Cross on 0800 438 268 or email getcover@southerncross.co.nz.

Wills, power of attorney, enduring power of attorney

As we go through our life, it is very important to have a will, which is updated as personal circumstances change (eg, we acquire or lose partners or children). It is also important to consider a power of attorney covering both your finances and health, in event of serious illness or accident involving incapacity.

Under the Force Financial Hub, you and your family are able to access a Will and POA through Perpetual Guardian Footprint. To obtain the NZDF discounted price, it is important to identify yourself as a Defence community member. To find out more go to www.myfootprint.co.nz and enter code **AON105**. Or phone 0800-366-877.

Financial management tools

The Force Financial Hub also contains a range of tools aimed at helping you and your family make effective financial management decisions. Tools include a mortgage repayment calculator and a retirement calculator.

To locate these tools, Google **Force Financial Hub** and click on the “Tools” page.

Other contact details

Defence Force Superannuation Scheme: Categories A, B and C

Phone Mercer 0800 333 787 or www.nzdf.superfacts.co.nz

Government Superannuation Fund: Military and General Schemes

Phone the scheme administrator, Datacom, 0800 654-731
or gfsf@datacom.co.nz

State Sector Retirement Savings Scheme

AMP: 0800 275 267, workplaceadmin@amp.co.nz or www.amp.co.nz
ASB: 0800 272 738, retire@asb.co.nz or www.superscheme.asb.co.nz

Section Eight

CAREER QUESTIONS AND PLANNING



8



CAREER QUESTIONS AND PLANNING

At any stage of transition, planning for your future career is important. The questions in the below pages will help stimulate your thinking and encourage you to consider important details regarding career pathways external to the NZDF.



PREPARATION

- How prepared are you for life and work-life change?
- Do you know what motivates you to work?
- Do you know how your personal values will influence what work you uptake?
- What type of work environment do you prefer to work in?
- Do you know what you want to do when you leave your current position?
- When others speak of skills and abilities, do you know what yours are?
- Do you know how to express your military skills to a civilian employer?
- Do you know what pay rate or salary you should pitch for in the marketplace?
- Do you have a CV or a business plan that will get you an interview or market your products?
- Do you know how to succeed at an interview?
- Are jobs available in your location? Do I need to move?

Work style:

- Semi-retired
- Self-employed
- Employed by another organisation or company, under a full-time part-time fixed term or casual contract
- Studying, part-time or full-time
- Consulting or contracting
- Volunteer work
- Adult apprenticeships
- Turning hobbies into \$\$\$

Work style questions to consider

Retiring: Do you really want to retire, or are you going to have a break, or be semi-retired?

Self-employed: full/part-time, buy a franchise, create a business? Have you got the emotional, physical and financial ability, and commitment to do this?

What do you know about business?

What do you know about risk?

Are you good at making decisions?

Have you got the management skills to manage a company or even yourself?

Will you be able to avoid burn out?

Employed by another: What type of contract would you prefer?

Do you want to work for someone else?

How many hours per week do you want to work?

What sort of company do you want to work for?

Do you want to work in the private or public sector?

Is shift work required?

Study: Is now the right time to study for the qualification you've always wanted?

Can you afford to study full-time?

If not, do you qualify for a student loan and financial assistance? Can your partner, spouse or family member support you financially?

Have you got a career plan you will use this qualification for?

What institutions offer the qualification I want?

Can I study by distance?

Do I need to move cities to complete this qualification?

WORKPLACE LIKES AND DISLIKES

What motivates you to come to work?

It is important to understand what is important to you – as work can account for 1/3 of our life!

- Is it the people you work with?
- Is it close to home?
- Is it the salary?
- Is it the sense of security?
- Is work-life balance important to you? If so, will your future workplace support this?
- Do you need or want to work flexibly?
- Do you need to see the immediate reward or benefit in what you are doing to feel satisfied?
- Do you need a strong sense of autonomy? Or are you happy to work in a close knit team?

WORKPLACE MOTIVATORS

How much do the below factors motivate you in the workplace? Rate yourself on the 1-10 scale; 1 = highly unmotivating, 5 = neutral and 10 = highly motivating

Security

The position offers a great deal of security in terms of predictable salary, benefits, and future employment.



Lifestyle

The position allows ample time to pursue other important aspects of my lifestyle (family, leisure activities, etc.).



Variety

The position offers a great deal of variety in the nature of the work performed.



Affiliation

The position offers a setting with enjoyable colleagues, with whom I feel a sense of belonging.



Intellectual challenge

The position offers consistent intellectual challenge.



Leading People

The position offers the opportunity to manage and lead other people.



Prestige

The position is with an organisation that is prestigious in its field.



Autonomy

The position offers considerable autonomy and independence.



Career advancement

The position offers experience and access to people and opportunities that will position me well for my next career move.



Recognition

The position is in an environment where individual accomplishments are recognised with praise from peers and superiors.



Altruism

The position is customer-focused and offers the satisfaction of regularly helping others with their individual or business concerns.



Power and influence

The position offers the opportunity to exercise power and influence (to be an influential leader and decision-maker).



Financial gain

The position pays very well.



Your motivations today are likely to stay true for several years, so take them into account as you consider your career. However, pursuing a job or career that you don't really enjoy simply because you want the reward is a strategy likely to lead to dissatisfaction (and to you not being very successful as a result). It is also important to keep in mind that some motivations are unlikely to change over time, some are likely to change as you get older, and others may change with changes in life circumstances.

A job that comes with very little of this reward is unlikely to be satisfying for long. You may be able to suffer through it for a while, and it may be worth it to suffer a bit if it is clear that after the initial period there will be a definite change.

Also consider your personal values and how you would like these to align with your work.

- What are you passionate about?
- What things really annoy or energise you?
- What does this information tell you about what you value?

Personal Brand

Often referred to as your 'elevator pitch,' developing this requires deciphering who you really are (e.g., values, skills and personality), who you want to work for and how you differ from others.

This is basically your answer to the typical interview question "Tell me about yourself?"

Think about these three factors to help mould your personal brand:

1. Your outlook on the world; your outlook has led you to your chosen profession and has helped you develop your talents.
2. Your individual goals; what are your career goals? How do you want to make a difference to the world?
3. Your attributes and professional history; to identify your attributes. Think of three nouns that would describe you as a professional. Then develop some sentences that sum up your professional history in relation to those attributes.

Believe in yourself and have a positive attitude.

Confidently sell yourself through key achievement statements that demonstrate your expertise and suitability for the job. See a Career transition Coach for assistance.

JOB PREFERENCE

Identify the parts of your job that you like and dislike; eg, the people, the sense of belonging to an organisation you respect, the frustration of not getting things done quickly, the processes, the challenges, salary, etc. Then identify, from this list, the “must haves” for you to be happy in a role; if you don’t have them now you need to put them on the list; eg, security industry; minimum of \$70k per annum plus superannuation; work in a team.

Then identify the “**prefer to have**”; eg, responsibility and accountability; work nationally and potentially internationally; manage staff.

Then identify the “**don’t want**”; eg, extended absences from home; live south of the Bombay Hills; regular weekend work.

Likes	Dislikes	Must have	Prefer to have	Don’t want

JOB SEARCH

Advertising, recruitment firms, social media and your own network are all potential opportunities. It is important that you cover your bases and consider as many options as possible.

You need to think about:

- Where are the jobs these days?
- What are the industries providing the best opportunities?
- What types of jobs are available?
- Where are jobs located?
- What are salaries or remuneration packages like?
- What are employers' expectations of their staff?

Seek and Trademe are the most popular job seeking sites in NZ, however LinkedIn is also another method. You can sign up for updates on specific job boards, which allow you to be notified via email when relevant jobs appear.

EMPLOYERS

What are employers looking for?

- Candidates with a proven and stable background.
- Employers may be cautious about candidates who seem to have moved jobs regularly.
- Part-time, full-time, apprenticeships, casual, temporary, contractual workers.
- The value you bring to their organisation.
- Positive, proactive, can-do attitudes.

Organisational fit is now one of the criteria, often hidden, that employers look for.

If 'organisational fit' is not openly asked as a question, they may be looking for it another way. Make sure your values and ways of working align to the company.

SOCIAL MEDIA

Facebook:

Ensure that anything you do not want a prospective employer to see, is “private.” This may include photographs and posts.

LinkedIn:

Create a profile and ensure it is up to date. Unfortunately, most civilian employers these days will look at a candidates social media profile before making a selection decision.

Get your personal network involved by asking for assistance.

Consider people you know socially, through family and others from former civilian jobs.

Think about the opportunities each contact could lead to and about how you could approach them.

NETWORKING

The NZDF is one of the most comprehensive networks in New Zealand. Networking helps you:

- Tap the hidden job market
- Build professional contacts
- Learn about the market and the industry
- Market yourself

RECRUITMENT FIRMS

You have a set of skills they can market.

- Make an appointment and meet them.
- Wear what you would normally wear to an interview because this is, in effect, an interview.
- Follow their direction. If they tell you to change your CV, change your CV.
- Invest time and effort in yourself and they will do the same.
- You are not necessarily their client – unless you are paying them to assist you in job search.
- The employer normally pays for the best candidate.
- It is not the recruiters' job to search for you.
- Identify recruiters you feel comfortable with and who can demonstrate they know what they are talking about.
- Demonstrate you are prepared – research the company.

Questions you might ask a recruiter:

- What are the main qualifications or experience that the employer wants?
- How long has the job been open – and why?
- Salary/remuneration package?
- What is the process?
- What information do you have on the company?
- Where is the role located?

TAKING CHARGE

When it is time to leave, you need to take charge and commit to it:

- 1** Be clear about what you want to do, and understand yourself and what you can do.
- 2** Understand how to job search, research, and connect to employers of interest: recruiters, mentors, networks, recruiters, and career practitioners.
- 3** Get transition skills and a CV, with help from the above people, if necessary.
- 4** Be completely prepared; the best prepared candidate is often the most successful



Section Nine

CVs AND COVER LETTERS



9

Curriculum Vitae

Address, City, Province
Postal Code/Zip Code

PROFESSIONAL PROFIT

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-
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(completed after discussion
and exchange)



COVER LETTERS

Think of your cover letter as the “teaser” that gets the employer to read your CV. Reading your cover letter should make the employer want to meet you.

Include in your cover letter:

- Your contact details:
- Date:
- Dear (persons name):
- Ref: position name and reference number
- Opening paragraph, what and why. What job and why you are interested
- Your qualifications and knowledge, highlighting what you have that is beneficial to the role and the needs of the employer
- Your skills and experience with brief examples of how you developed these, connecting with the position description
- Conclusion which restates important themes, creatively tying everything together

CURRICULUM VITAE (CV)

A CV is a summary of your qualifications and experience. Its purpose is to convince a prospective employer that you should be invited for an interview.

It is like a personal advertising document that outlines your qualifications, knowledge, skills and abilities relevant for a role. Your CV should be tailored for each role you apply for.

Make your CV clear, easy to read and short.

Include in your CV:

- Contact details.
- Career professional profile, and career objectives.
- Key strengths, skills and competencies.
- Qualifications: relevant licences, academic qualifications, courses taken.
- **Roles held:** description of the job and its responsibilities.
- Short description of the company (optional).
- Achievements within the role.
- Memberships of professional associations.
- Hobbies, interests.
- Referees.

Don't:

- Make this a summary of your career in the forces
- Include a photo
- Include irrelevant information.
Ask yourself: Will an employer care? Only include information that could help land you an interview.

Writing the CV

Ensure that:

- The layout is clear; ie, reverse chronological or functional competency based.
- Language is common.
- Formatting is straight forward.
- Always remember the goal or mission of the CV: create a CV that speaks to the employer's needs and match the job requirements.
- Use action words (verbs) frequently.
- Highlight your strengths at the beginning of the document.
- Change military language to civilian language, including acronyms.
- Match job titles to their civilian equivalent.
- Obtain a copy of your NZQA Record of Achievement for a list of your relevant civilian qualifications to add. Only the relevant and/or recent ones to your CV:
<https://secure.nzqa.govt.nz/for-learners/records/login.do>
- Include relevant only training, courses and language.
- Write the CV yourself, and show it to your local Career Transition Coach.
- Do your research on the position and the company and understand what they need and are looking for in a candidate.
- Consider your achievements and training. Explain what your medal or commendation was for, rather than the title.
- Quantify your achievements. Describe what you achieved with numbers and percentages. Try to talk about tangible results, rather than what you were responsible for.

CV formatting tips

- Font/style easy to read, 11 Arial or Calibri.
- Bold for Headings not bold and underlined.
- Heading in 14 point, no bigger.
- If bullet pointing, use the same style all the way through.
- Number and name your pages – this is optional, but it looks professional.

Test your CV

- Does it look good?
- Will a reader want to go beyond page 1?
- Does it have a logical, easy-to-read structure?
- Does it have simple, non-military language?
- Do your strengths and value stand out to an employer?
- Do your responsibility and achievement statements: Describe what you did?
- Show a result or an outcome? Clearly show the value you have added?
- Are your responsibility and achievement statements targeted to the job you want?

Remember:

- This is an opportunity to sell yourself.
- Only relevant information should be in the document.
- It must be targeted to the role.
- Try to write your own CV – or, if not, use a proven, professional CV writer, not the guy in the office next door.
- Beware of using colour or having complicated layouts.

CHANGING DEFENCE LANGUAGE TO CIVILIAN LANGUAGE.

If you are applying for a civilian role, it is important to remember that at NZDF we tend to make use of military jargon and acronyms. Civilian employers are unlikely to know what these mean, therefore it is important to translate them into language they will understand. Below are some examples to get you thinking about what general, technical and rank terminology you may use in your day-to-day working life that you will need to translate when writing a cover letter, CV or in an interview.

For more information

See an example CV in the Annex.

Military term	Civilian term
Rank	Level of responsibility
Posted	Location and/or job change
Operation	Large task
Squad/Detail	Team
Recruit	Trainee
NCO's and Officer's	Leader, manager or supervisor
TOD (Tour Of Duty)	Short term job
HADR	Humanitarian Aid and Disaster Relief
OFT/BFT	Fitness testing
Barracks	Dormitory style accommodation

- Change military jargon into simple English. Convert military information in an application that civilian employees will understand immediately.
- Convert military job title into a civilian-friendly title. If you are an army candidate and you state that your title is a 'CPL SGT 8 PL C COY 6 RA', this is equivalent to speaking Swahili to a civilian. Ensure your civilian employer will understand your role title and be able to equate this to their working environment. For example; a sergeant could be communicated as a team leader.
- Translate military qualifications/ training into civilian terms. Sell the training that you've received at NZDF. Identify your transferable skills. List mil promotion courses/ management courses with a brief synopsis if it is related to the prospective role.
- Consider transferable skills. Behavioural competencies/people skills will transfer over well from a military to civilian environment. These are the skills required for human interaction including communication, motivating others, leading a team or coaching others. Namely, the softer skills that enable you to become more effective in your working role.

Competencies (skills and abilities) that are commonly sought by civilian employers:

- **Resilience:** Most sought after transferable add emotional intelligence.
- **Decision-making:** Identifying options, evaluating them, and then choosing the most appropriate course of action (Think Smart).
- **Problem-solving:** Identifying and using an appropriate method or technique to arrive at a solution (Think Smart).
- **Planning:** Working out how to schedule available resources and activities, in order to meet an objective (Mission Focus).
- **Oral communication:** Using speech to express ideas and give information or explanations effectively (Influence Others).
- **Written communication:** Producing grammatically correct, well-expressed, easily understood and interesting text, in an appropriate format (Influence Others).
- **Negotiating:** Holding discussions with people to reach a position of mutual satisfaction and agreement (Influence Others).
- **Adapting:** Changing or modifying your behaviour in response to the needs, wishes or demands of others (Think Smart/Influence Others).
- **Growth mindset:** Being open-minded to learning and developing.
- **Leadership:** Being able to lead and motivate, set direction, and win the commitment of others (All competencies).
- **Business awareness:** Interest in and knowledge of the commercial environment.
- **Researching information:** Finding information appropriate to an issue from a variety of sources.
- **Flexibility:** Being able to change plans and respond to new information and/or situations. (Develop Positive Culture).
- **Digital Literacy:** Understanding and being able to use a range of software.
- **Time management:** Ability to manage personal tasks effectively and to meet deadlines. (Mission Focus).
- **Emotional Intelligence:** Being self-aware, self-motivated, able to self regulate, empathise and having social skills.
- **Working well in a team:** Your ability to work effectively with others to achieve objectives. (Develop Teams/Influence Others).
- **Ability to prioritise:** Being able to decide priorities for achieving targets. (Mission Focus).

Why they matter

Recruiters/employers will ask for evidence of these skills and will examine your applications for evidence of having developed them. Being able to identify when, where, what and how you developed certain transferable skills and competencies will give you a head-start in terms of making effective applications and performing well at interview.

Employers want to employ staff who will fit well into their organisation, have a broad range of skills, areas of expertise or capability, and a proven track record of success. This needs to be expressed and supported by evidence in a way that they will understand.

PERSONAL QUALITIES

A personal quality may be described as a “way of being” or a person’s distinguishing characteristics or personality traits which can make them stand out in a crowd. Individuals often take these qualities for granted and do not appreciate the interest and value an employer places on them. Awareness of these personal qualities and their importance needs to be understood early in your military career so they can be developed and evidence recorded. Examples of some personal qualities which may describe yourself are listed in the table below:

<i>Calm</i>	<i>Self-confident</i>	<i>Perceptive</i>	<i>Determined</i>
<i>Goal Focussed</i>	<i>Intelligent</i>	<i>Versatile</i>	<i>Visionary</i>
<i>Persistent</i>	<i>Intuitive</i>	<i>Conscientious</i>	<i>Collaborative</i>
<i>Creative</i>	<i>Motivated</i>	<i>Adaptable</i>	<i>Committed</i>
<i>Energetic</i>	<i>Punctual</i>	<i>Articulate</i>	<i>Professional</i>
<i>Resourceful</i>	<i>Enterprising</i>	<i>Inspirational</i>	<i>Courageous</i>
<i>Confident</i>	<i>Self-disciplined</i>	<i>Practical</i>	<i>Trustworthy</i>
<i>Networked</i>	<i>Sincere</i>	<i>Quick Learner</i>	<i>Intellectual</i>
<i>Self-aware</i>	<i>Logical</i>	<i>Team Player</i>	<i>Dynamic</i>
<i>Decisive</i>	<i>Tenacious</i>	<i>Imaginative</i>	<i>Resilient</i>
<i>Flexible</i>	<i>Responsible</i>	<i>Balanced</i>	<i>Supportive</i>
<i>Risk-aware</i>	<i>Enthusiastic</i>	<i>Analytical</i>	<i>Hardworking</i>
<i>Sensitive</i>	<i>Loyal</i>	<i>Pragmatic</i>	
<i>Organised</i>	<i>Accountable</i>	<i>Reliable</i>	

Section Ten

INTERVIEWS/ PSYCH ASSESSMENTS

10



INTERVIEWS

The most common types of interviews are:

- Behavioural – one-on-one, or panel
- A Skype, phone or video phone or video conference
- Automated video interview

Behavioural interviewing – questions

Tell me about a time when you? ...

Describe a time or a situation where? ...

Give me an example of? ...

How would you? ...

What makes you? ...

Behavioural interviewing – advantages

- Focuses on skills and competencies
- Lessens misunderstanding by exploring the answers
- Enables measurement of your answers against each of the selection criteria
- Highlights your achievements

FINDING EVIDENCE OF YOUR SKILLS

Transferable skills are skills that have been acquired through learning or life and employment experiences, which can be applied to a wide range of different jobs or industries. These skills become a part of an individual's 'tool kit' that enables them to get things done and are highly valued by employers. They tend to be useful in contributing to a process rather than delivering a final product.

If presented well they can reinforce a candidate's suitability for a post. It might also inform a potential employer what added value an individual can bring to an organisation and indicate their full potential. Often these skills might be taken for granted, or their long-term value is understood (and is therefore neglected) by job seekers.

A useful technique to evidence your skills is by using the **CAR** acronym. This stands for:



Context: Describe the situation and setting the scene for a relevant example from your past work history. (If you cannot think of a relevant example from the work setting, state a personal example).



Action: what did you actually do? (Focus on what YOU did.)



Result: what was the result/outcome?

INTERVIEW PREPARATION

CAR = Context Action Result

Remember the selection criteria of the role.

For each of these competencies you should have at least 1 – 2 examples prepared so you can give to answer almost any interview questions they (the interviewers) ask you.

You need to demonstrate at the interview:

- Can do – skills and qualifications, experience, knowledge.
- Will do – attitude and aptitude to apply the skills.
- Will fit – personality, style, values, and culture.

Make sure you...

- Research and understand the job and the company (you can use the Job Description and the company website to discover this).
- Have prepared and practiced your CAR responses.
- Have a strong closing summary.
- Can state three reasons why you want the role.
- Prepare questions for the interviewers, such as training, promotion possibilities, type of person who was in the role, opportunities to improve processes (they will love that one).
- Be careful to be seen as someone who will learn the ropes first before wanting to change things.

End of the interview

Just before the interviewers finish and go into some mandatory information and questions about referees, you often get a chance to have one more shot at creating an impression.

The question could be something like: Is there anything else we haven't covered or you would like to add?

This is your opportunity to summarise your skills, show your enthusiasm, perhaps even relating one of the CARs you have learnt but they haven't asked about. Be brief and concise.

Additional interview information

- Know who is on the panel, the interview letter should tell you.
- The panel should be introduced to you.
- Dress to company/industry standards.
- Be aware of your body language.
- Make sure you know the Job Description well.
- Read any reports or articles about the organisation.
- Spend time reviewing your CV and your experience for the role.
- Refresh yourself on past roles.
- Maintain eye contact and a firm handshake.
- Speak clearly.
- Show your enthusiasm for the role.
- Smile more, pause before answering, and check your body language and the volume of your voice.
- Take notes in with you if you wish.

Rehearse!

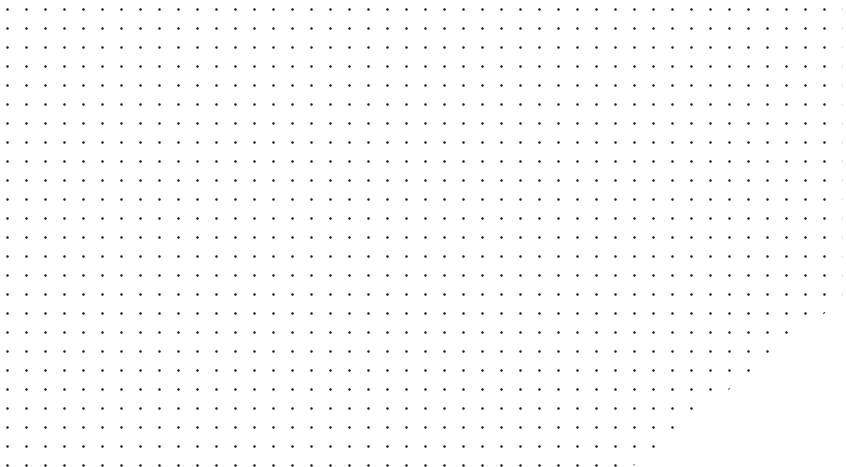
REFEREES

These can make or break you:

- Carefully select your referees.
- Always make sure you ask their permission.
- Have at least two work referees.
- Only provide these when asked.
- Prepare your referees fully.
- Provide referees with your application and the job description.
- Establish the best communication method for each referee.
- After they have been contacted, thank your referees and tell them what the outcome was.

Questions referees may be asked about:

- Their relationship with you.
- Your strengths and weaknesses.
- Their opinion of your personality and style.
- Their knowledge of how you would perform against the selection criteria/job.
- Your ability to succeed.



PSYCHOMETRIC ASSESSMENTS

Some employers may require you to complete some assessments as a part of the selection process. Some are designed to assess abilities, e.g., verbal/numerical and abstract reasoning, and others for personality. It will depend on the nature of the role and what skills, abilities and personality elements are important for success.

How do assessments help you?

- They enable you to demonstrate your strengths and style.
- They assist you in finding a role you are suitable for.
- You are entitled to feedback, which can be used as a basis for areas you may wish to develop.

Tips for handling assessments:

- Ensure you feel your best. Sleep, eat and rest well beforehand.
- Take a small break between each assessment.
- Ensure you are in a distraction-free environment with good lighting.
- Try to keep nerves at bay. It is important to remember that selection decisions are never made on assessment results alone.
- Read instructions carefully and be aware of any time limits.

Section Eleven

**ONGOING
SUPPORT**

11



ON GOING SUPPORT

Transition can be challenging for members and their families and it's good to know that there is help in our community if needed. Members who are exiting can get family support from NZDF and other agencies.



Force 4 Families: Connected families and whanāu

This internet website is for you, your friends and family who support serving military members and civilians.

The website has regularly updated resources. This includes parenting, budgeting, relationships, education, health and helpline contacts.

<http://www.nzdf.dixs.mil.nz/families/family-support-information/default.htm>

Sesame Street resources

Sesame Street for Military Families is a free website where families can find information and multi-media resources on the topics of transition, as well as military deployments, multiple deployments, homecomings, injuries, grief and self-expression: www.sesamestreetformilitaryfamilies.org

Disclaimer: this is an american site and therefore not all of the information will be relevant to NZ regular Force and families

There are other service providers in our communities who are able to support members who have transitioned out of NZDF.



Veterans' Affairs

Veterans' Affairs provides support, services, and entitlements to eligible serving and ex-serving members of NZ's Armed Forces. They're part of the NZDF, but the decisions they make are independent. Where they cannot provide help they will try and find another agency that can.

Both, when currently serving and when you leave NZDF

If you have Qualifying Service your details will be passed onto Veterans' Affairs. You can expect a short phone call where they:

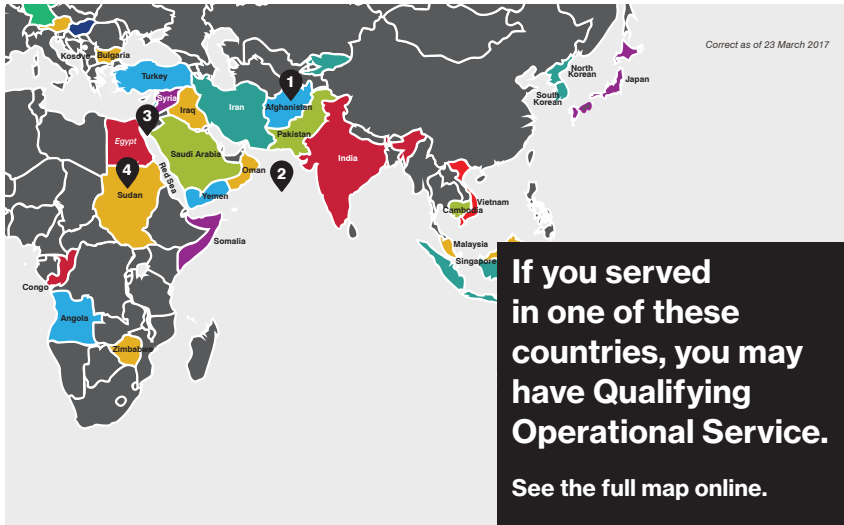
- confirm your civilian contact details
- set you up as a client on their system
- check with you to see how they can help with your transition.

Support later in life

While you may not need any support from Veterans' Affairs now, you might later on in life. You might be able to get support with your:

- health and wellbeing
- finance and independence
- employment
- family and whānau.

Veterans' Affairs also work to help you commemorate your service through remembrance activities.



Are you eligible for support from Veterans' Affairs?

You'll be eligible for support from Veterans' Affairs if you have Qualifying Service. This is defined by the Veterans' Support Act 2014.

You'll most likely have Qualifying Service if you served:

- before 1 April 1974—either in New Zealand or overseas
- on Qualifying Operational Service after 1 April 1974.

Qualifying Operational Service is particular service that's been declared by the Minister for Veterans to have exposed personnel to high threat environments. You may have Qualifying Service and not realise it—it's worth checking.

Contact Veterans' Affairs for more information

Get in touch with Veterans' Affairs to find out how they could support you.

Website: www.veteransaffairs.mil.nz

Phone: 0800 483 8372

Email: veterans@nzdf.mil.nz



No Duff

The No Duff Charitable Trust is an independent, nationwide, peer-to-peer volunteer network that assists current and former tri-service personnel (and their families) with a range of welfare and other support services. The trust also works closely alongside Veterans' Affairs New Zealand, and both local and national RSA welfare support services.

The No Duff Charitable Trust is:

- independent of the New Zealand Defence Force, Veterans' Affairs, and the RSA;
- governed by former JNCO and SNCO service personnel with a wide range of service and operational experience;
- supported by hundreds of volunteers across the country from a large variety of service and civilian backgrounds; and
- operational 24/7. The duty phone is staffed at all times and aims to provide effective response within two hours from contact.

No Duff's primary function is to provide a quick response capability to rapidly assist a service or ex-service person (or their families) who are in crisis. It utilises our network to direct the most appropriate volunteers (considering age, service background, or any other relevant factors) to assist the person in crisis with their immediate needs, be they physical, mental or emotional. For example, immediate material hardship, or those experiencing loneliness, depression, distress or suicidal feelings.

Once their immediate needs have been met, No Duff will then either continue to provide the longer-term support required, or will assist with transitioning the person to Veterans' Affairs or the local/national RSA welfare system.

No Duff also assists with wide range of non-urgent welfare or other support services, such as:

- linking people with a service or ex-service volunteer who has “been there” to talk and provide support or advice;
- providing advice and facilitating non-urgent or long-term welfare support;
- providing assistance with transition difficulties, such as further education and employment opportunities; and
- facilitating a closer network of former service people to help promote post-service camaraderie.

All assistance provided will remain strictly confidential. Information is only shared on a need-to-know basis internally within the Trust to maintain maximum confidentiality and privacy.

Phone: 022 307 1557

Email: noduff.ngo@gmail.com

Facebook: No Duff Charitable Trust

Web: www.noduff.co.nz



We Served

We Served offers a directory of services for veterans and current armed forces. These services include but are not limited to: mental, physical health, finance and housing, peer and family support.

Their website includes details of varying services and how to contact them.

Phone: 09 625 8310

Email: info@weserved.nz



Returned and Services' Association (RSA)

The RSA is there to support former and current service persons, their families and dependents in need, regardless of whether or not they have served overseas or are members of the RSA.

Support

The RSA supports service people, and their families, through the provision of non-government funded support, that assists individuals and families to maintain their quality of life (i.e. health and wellbeing). We can assist in the maintenance of performance and resilience, with a focus on prevention, for a range of physical and psychological injuries and illnesses bought on by their service. Our role includes;

- General grants for hardship, medical and education purposes, available to those who have been in the NZDF, their dependents and family.
- Post service financial and career transition support and advice – the RSA has links to post service employment programmes and organisations.
- The maintenance of beneficial relationships with government agencies and other NGO's, like No Duff and Veteran Affairs, to provide information, support and mentoring.
- Advocacy for post-service benefits. The rigors of domestic and overseas service can have effects on mental and physical health we can advocate on your behalf with ACC or VA for government recognition and health related assistance.
- Membership discounts for over 20 different goods and services. The RSA Club Card can be used at a number of retailers and businesses for discount deals.

Advocacy

Support Services advocates and advises on a large range of health and wellbeing issues that affect service people, and their families. At the national level the RSA National Office advocates with a wide range of government and private sector organisations including Veteran's Affairs, NZDF, NZ Police, ACC, MSD, Primary and Secondary health providers, and supports clients during the VA and ACC review and appeal processes. District Support Advisers (DSA) can organise assistance for any appeals raised in their district. They have a wealth of experience to draw upon and will work closely with local RSA Support Advisers (LSA) who assist clients through applying for assistance from VA, ACC, WINZ and other local support organisations.

Contact details

Royal New Zealand Returned and Services' Association (RNZRSA)
ANZAC House, 181 Willis Street, Wellington 6011

Phone: +64 4384 7994

Fax: +64 4385 3325

Email: enquiries@rsa.org.nz

Twitter: @RSA_National

Facebook: [facebook.com/RSANational](https://www.facebook.com/RSANational)

Website: <https://rsa.org.nz>

For local enquiries, local RSAs can be contacted via
"Find an RSA" on the website.

Section Twelve

**OTHER NZDF
BENEFITS**

12



OTHER NZDF BENEFITS

As service members remain part of the Defence Community they remain eligible to access the benefit of leave centres.

<http://www.nzdf.dixs.mil.nz/families/holiday-accommodation/default.htm>

Navy

The Navy has holiday accommodation in Taupo and Mt Maunganui. The lodges are located in renowned tourist areas, local to shops and the town centre, with parks, lake or beaches within walking distance. The whole family can experience a holiday in a great location at an affordable price.

To enquire about availability or category status, please call or email the RNZN Motel Office:

Phone: (09) 445 5131 / 445 5135

Fax: (09) 4455132

Email: navymotels@nzdf.mil.nz



Army Leave Centres

Former service members are able to access the Leave Centres if they meet the Category Two Criteria below:

Category Two	Customer description	Tariff per night (excluding Wellington)	Wellington Tariff
To be entitled to this category you must have completed a minimum of three years' service with the NZ Army. Bookings can be made up to six months in advance.	Ex-NZ Army Regular Force	\$60	All Wellington bookings incur a \$47 one-off levy in addition to the tariff. The tariff for Wellington is \$80.
	Ex-NZ Army Civilians	\$60	
	Ex-NZ Army Reserve Force	\$60	

Messines Defence Centre,
Somme Road,
Upper Hutt,
Private Bag 901,
Upper Hutt, 5104

Phone: +64 4 5275823,
Freephone: 0800 111 823,
Internal: (347) 7823
Website: www.nzdf.mil.nz

RNZAF

Continue RNZAF Welfare Membership

Personnel released from the RNZAF may, subject to the base commander's approval and a contribution of \$26.00 annually or a quarterly direct debit of \$6.50, remain members of the Base Welfare Fund, and use the Base Welfare Fund facilities, provided they are, and continue to be, associate members of their mess or club.

Continue Mess/Club Membership as an Associate Member

All personnel retiring from the regular Air Force, including Commonwealth Air Forces, may apply for associate membership of a convenient RNZAF Mess or Club.

RNZAF Trust Fund

The RNZAF Trust Fund can provide grants or loans to former RNZAF personnel (both military and civilian) or their dependants where other sources of assistance are not available. The RNZAF Trust Fund is administered through the New Zealand Returned and Services' Association.

RNZAF Holiday Homes

Ex RNZAF personnel (having served a minimum period of 10 years), who are not current contributory members of RNZAF Welfare, can book RNZAF Holiday Homes as Category Two eligibility (book two months in advance).

Bookings are made through Base Non-Public Fund offices:

Base Auckland: abdou.gohar@nzdf.mil.nz or (09) 417-7000 extn 7178

Base Ohakea: air.ohakea.npf@nzdf.mil.nz or (06) 351 5128

Base Woodbourne: wbnpf@nzdf.mil.nz or (03) 577-1154

FINAL WORD

Transitioning out of the service is a significant and challenging milestone in a member's life. Being prepared can minimise the stress involved, and make it a positive experience.

Remember:

- It's OK – in fact, you are expected – to think about life after the military.
- Leaving is not being disloyal or disrespectful. Your commitment and comradeship to NZDF is highly valued and appreciated.
- Being prepared will help ease the stress around 'getting out'.
- Having a positive transition can provide confidence for your new civilian life.
- You may remain in the Reserves and have the opportunity to return to the NZDF again in the future.

Staying connected

Dealing with the transition from the Regular Force or NZDF can be less stressful when we use social supports and share with others what we are doing or going through.

Comradeship and identity formed in the NZDF doesn't need to end when people leave the organisation. Stay connected through:

- NZDF-related Social Media pages.
- Service publications: subscribe to the Army News, Navy Today or Air Force News.
- Service/corps/unit associations: These continue your connection to the NZDF units you served in. They can also provide valuable resources for networking and connecting to people and opportunities. If there isn't one for your unit, consider setting one up.
- Reserves: see earlier information. www.defencecareers.mil.nz/
- Returned and Services' Association: see earlier information. <http://rsa.org.nz/>
- Veterans' Affairs: see earlier information. www.veteransaffairs.mil.nz
- Mentors in the military.
- Military sports clubs.

Check out the groups already set up for units and single services through 'Soldiers Sailors & Airmens' Association of NZ' (SAANZ) on their website <https://ssaanz.co.nz/>

SSANZ is a community support organisation started by ex-service people and staffed by veterans which is committed to improving the way Serving and Ex-service people interact, socialize and support each other.

Feedback

We would very much like to receive your feedback on this guide.

- Have we missed anything out?
- Have we got anything wrong?
- Have we done anything particularly well?

We look forward to hearing from you.

Email your feedback to OD@nzdf.mil.nz.

We wish you a successful transition.



ANNEXES

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Downloadable phone apps (free)



MYRIVR: seeks to connect people, with the right people to help them. It makes access to social service providers easy.



High Res: tools for managing daily stress and building resilience.



Living Well: practical resources and support and suggestions to support living a healthier lifestyle.



Resilient Coach (ResCo): Has a range of resilience tools designed to complement our NZDF resilience training.



Mindshift: aims to help teens and young adults cope with stress and anxiety.



PTSD Coach: designed for veterans and military service members who have, or may have, post-traumatic stress disorder (PTSD).



Mood tracker: tool for tracking emotional experiences over time. Comes with six pre-loaded issues: anxiety, depression, general wellbeing, head injury, post-traumatic stress, and stress.



Battle Buddy (US): tools and information needed to assist your buddy during a crisis.



Life Armour (US): tools for managing common mental health concerns.



Sesame St for Military Families (US): resources for children managing challenges of military life (including moving houses and deployments).



Calm: tools to meditate, sleep and relax.



CBT-I Coach: improving sleep habits and dealing with insomnia.



Operation Life (AUS): self-help tools for dealing with suicidal thoughts.

Useful websites

There are a range of useful apps and websites that have information and tools for helping you leave the NZDF. Some of these are listed below:

Defence Qualifications:

Find out what civilian qualifications you may be able to achieve through a combination of new learning and/or alignments with military training, skills and experience email: **NZDCqualifications@nzdf.mil.nz**

Also visit your local Defence Learning office for additional qualification and study advice: **http://orgs/sites/hqnzdf-nzdc/page/teams_dte_dl.aspx**

There are a range of useful websites and career support organisations you can access for support, many of which are free:

Consider your post-NZDF employment options: **www.careers.govt.nz**

My Career on the ILP: **<http://orgs/sites/NZDFCPO/MyCareer/CAJST.aspx>** has a range of useful resources, advice and contacts to assist with all aspects of your career transition.

Seek gives basic advice about NZ CVs:

<https://www.seek.co.nz/career-advice/resume-cv>

Financial Advice

Google '**Force Financial Hub**' to help aid your decision making around superannuation and insurances once you leave NZDF.

NZ's Commission for Financial Capability – with a range of financial advice and information: **www.cffc.org.nz**

Sorted: **<https://www.sorted.org.nz/>** is a free website with a range of information, tools, financial guides, and links to additional resources.

Families and relationships:

www.nzdf.mil.nz/families/ – information and resource site for family members (Force4Families site).

www.supportingfamilies.org.nz – support, information and resources for those supporting family members with mental illness.

www.areyouok.org.nz - support for family violence

www.sparx.org.nz – online tool for young people sponsored by MoH.

www.headspace.com – website for when life gets stressful.

www.militaryonesource.mil – support for the military community (US), especially the “Military separation & retirement” pages.

<http://reachout.com> – Australian youth mental health information service that includes a variety of apps and tools for young people.

General Health

health.nzdf.mil.nz – has a great range of resources covering; mind – te taha hinegaro, body – te taha tinana, spirit – te taha wairua and whanau – family.

www.mentalhealth.org.nz – Mental Health Foundation, information, stories, tools and support.

www.Theardown.co.nz – information, stories, and interactive site designed for young people

www.health.govt.nz - The Ministry of health website. Useful resources for both mental and physical health.

www.hpa.org.nz/ Health Promotion Agency – range of health information for NZers

www.calm.auckland.ac.nz – A mindfulness and mental health resource which features Computer Assisted Learning for the Mind (University of Auckland)

www.livingwell.org.au – Sexual abuse support and practical resources for men

www.lifeline.org.nz - Lifeline Aotearoa is a 24/7 helpline manned by qualified counsellors and volunteers

https://thiswayup.org.au – online self help courses and resources to manage mental health (Australia).

www.depression.org.nz – information, resources and support for both anxiety and depression.

www.beyondblue.org.au – Support for suicide prevention, anxiety and depression.

www.skylight.org.nz – offers services to those facing tough times of change, loss, trauma and grief - whatever the cause, and age.

www.likeminds.org.nz – aims to address stigma and discrimination sometimes associated with mental illness, contains resources, help options and stories from people with mental illness.

www.alcohol.org.nz – information, advice, research and resources to help prevent & reduce alcohol-related harm.

www.choicenotchance.org.nz – Support for problematic gambling.

http://www.leva.co.nz/ – health and wellbeing resources, tools, information and support for Pasifika people.

http://teraumatatini.com/– information about Māori workforce training, education and capability-building solutions.

health.nzdf.mil.nz. Defence Health website – health information in one place for all NZDF members, their families and the wider Defence community.

NZDF Connections

<http://www.defencecareers.mil.nz/reserves> – information about joining the Reserves.

<http://www.defencecareers.mil.nz/reenlist-overseas> – information about re-enlisting.

www.defencecareers.mil.nz/civilian/current-vacancies – information about NZDF civilian vacancies.

<http://www.nzdf.mil.nz/personnel-records/nzdf-archives/> – how to apply for military records and medals.

<http://www.nzdf.mil.nz/news/> – keeping connected with what is happening in the NZDF.

<http://fallenheroes.org.nz/about/> – a trust set up to fund projects that make a real difference to the lives of NZDF Fallen Heroes and their families. This trust aims to help those with physical or mental injuries as a result of their deployed service and their dependents, to help them thrive, despite their adversity and loss.

<https://ssaanz.co.nz/> – Creating a community and platform for serving and ex-serving personnel to socialize in the outdoors of our amazing country whilst also enjoying the benefits to our physical and mental wellbeing from such activity.

Social support services

<http://www.cab.org.nz/Pages/home.aspx> – information and advice, community directory.

<http://www.workandincome.govt.nz/about-work-and-income/contact-us/> – social support services and entitlements.

Transition Support

Trans-Civ (Transition to Civilian – www.transciv.com.au) is an organisation that has developed a Defence Transition Video Program to help all exiting Defence members understand the cultural change required for non-NZDF roles. They also share information about how to engage with employers, including how to demonstrate your full commercial value proposition. This program, offered to NZDF staff for \$49.00 (AUD), provides two months' access to information and advice through videos, plus written guidance with templates and checklists that have proven to help many ex-Defence people obtain new employment. To access this special price, apply the promotion code "NZDF" at the checkout page.

www.maketheconnection.net is a United States Army website that provides useful videos from personnel who have transitioned.

<http://taskandpurpose.com/category/transition/> – US Veterans site for transition and career information

Veteran Support

www.veteransaffairs.mil.nz – support for veterans and their families (if eligible)

www.rsa.org.nz/support – support services to current and former service personnel of all ages, and their dependents.

www.noduff.co.nz – assists current and former tri-service personnel (and their families) with a range of welfare and other support services.

<http://at-ease.dva.gov.au> – An AU mental health awareness website for veterans (Aus)

<http://maketheconnection.net> – A US website that details veterans real-life stories and poor mental health symptoms.

Superannuation or Veteran's Pension options:

<http://www.workandincome.govt.nz/eligibility/seniors/superannuation/index.html>

Your Full Name
Street Address
City, Post Code
Cell Phone Number & Email Address
Date

Dear (Contact Person),
RE: Position Name and Reference Number

Opening Paragraph: What and Why?

- State the position you are applying for and how you heard about it.
- Talk about why you are interest in this position (Try to demonstrate a genuine interest in the industry and organisation/work/clients).
- Show that you've researched the organisation by incorporating information such as their mission values or specialties.
- Mention any links you might have with the organisation already.

Second Paragraph: Your Qualifications and Knowledge

- Highlight your qualifications and knowledge you have gained through study/ previous jobs and how it would be beneficial in this role and meet the needs of this employer.

Third Paragraph/Fourth Paragraph: Your Skills and Experience

- Briefly acknowledge the skills required for the position and how you meet these requirements. Provide brief examples of how and where you have developed these skills.
- Discuss the skills, strengths and experience you could bring to the job, being sure to connect them to the person criteria listed in the position description.

Closing Paragraph: Conclusion

- Restate any important themes, creatively tying them together into a cohesive sales pitch.
- Refer to any other attached documents, such as your CV.
- If applicable, state that you look forward to meeting them and discussing your application further at an interview.
- Yours sincerely (if addressed to a specific person) or faithfully (if you don't have a specific contact name).

Your Name



