

# CONTACT US

## Naval Community Organisation

HMNZ Naval Base

Private Bag 32-901

Auckland 0744

**Tollfree: 0800 NAVY HELP**

**Phone:** 64 9 445 5915 (Akl)

**Fax:** 64 9 445 5408

**Email:** [nco@nzdf.mil.nz](mailto:nco@nzdf.mil.nz)



Feb 2017



## INFORMATION BOOKLET

(ISSUE 6 - 2015)

## INTRODUCTION

Welcome to the Naval Community Organisation, this organisation was established to meet the growing needs of the Naval personnel and their families. Our 'Mission' is to provide support, services and advice to all serving personnel, their families and civil staff employed by the Navy.

The Naval Community Organisation is led by an experienced Manager and supported by specially trained personnel whose goal is to provide you with the best service and support it can, within the financial constraints of the Navy budget. These services include the provision of information through the 0800 NavyHelp line, counselling by Social Workers, assistance in the home, Library services, equipment and motel hire services (amenities), resettlement study assistance, financial assistance and budgetary advice, information on childcare centres, special school holiday programme discounts and timely information to make it easier for our community.

This booklet has been designed to assist you in accessing these services and provide you with the necessary information to make life as a service person, civil staff member, parent or Naval family easier.

We hope you find this book useful and of assistance as you continue your association with the Royal New Zealand Navy.

## MISSION STATEMENT

"The Naval Community Organisation is committed to provide services, support and advice to the Naval community (Service persons, families and civilian staff) and so contribute to the Navy's effectiveness in reaching its goals"

(Bringing our Naval Community together)

## USEFUL INFORMATION

### USEFUL PHONE NUMBERS

#### EMERGENCY DENTISTS

White Cross Dental (09) 444-5040  
Glenfield  
Mon-Sun 8.30am-7pm

#### EMERGENCY PHARMACY

Devonport 7 Day Pharmacy (09) 445-4000  
Mon-Fri 8am-8pm, Sat 9am-6pm, Sun 10am-6pm

Shorecare Pharmacy (09) 488-0880  
Smales Farm  
Mon-Fri 8.30am-11pm, Sat-Sun 8am-11pm

#### TRANSPORT

Auckland Transport for info on Bus/ Train/ Ferry timetables (09) 366-6400  
Auckland Transport general enquiries (09) 355-3553  
North Harbour Taxis 0800 262-772  
North Shore Taxis (09) 488-8000  
North Shore Shuttles 0800 262-772 / (09) 480-0248

#### OTHER SERVICES

Auckland Council enquiries 24/7 (09) 301-0101  
Watercare (water & waste water) (09) 442-2222

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## IMPORTANT NUMBERS

<u>Telephone Exchange Naval Base</u>	<u>(09) 445-5999</u>
<u>0800 NAVY HELP</u>	<u>0800 6289 4357</u>
<u>Naval Community Organisation Reception</u>	<u>(09) 445-5915</u>
<u>Naval Community Organisation Fax</u>	<u>(09) 445-5408</u>
<u>Social Workers Reception</u>	<u>(09) 445-5534</u>
<u>Motels and Amenities Office</u>	<u>(09) 445-5131</u>
<u>Motels and Amenities Manager</u>	<u>(09) 445-5135</u>
<u>Base Library</u>	<u>(09) 445-5137</u>
<u>Chaplaincy Reception</u>	<u>(09) 445-5325</u>
<u>Naval Health Unit (Reception / Enquiries)</u>	<u>(09) 445-5923</u>
<u>Housing Tenancy Officer</u>	<u>(09) 445-5323</u>
<u>Housing Customer Support Agent</u>	<u>(09) 445-5703</u>
<u>Navy Childcare Centre – Calliope House (over 2s)</u>	<u>(09) 445-2608</u>
<u>Navy Childcare Centre – Tamariki House (under 2s)</u>	<u>(09) 445-2484</u>

## USEFUL INFORMATION

### TRANSPORT

A regular bus service runs between Devonport and Takapuna and is timed to coincide with the ferry arrivals and departures. The ferry service runs half hourly during the day and takes approximately 11 minutes to reach Auckland City. Taxis are usually available in Devonport outside the Esplanade Hotel or can be ordered on 0800 479-1300 (North Harbour Taxis) or 09 488-8000 (North Shore Taxis). North Shore Shuttles operate a door to door service direct to and from Auckland Airport – 0800 262-772, 09 480-0248.

### USEFUL PHONE NUMBERS

#### URGENT ASSISTANCE

Emergencies 24/7 111

#### POLICE

Devonport Community Constable (8am-4pm)	(09) 488-6200
Takapuna Police Station	(09) 488-6200

#### HOSPITALS

North Shore Hospital	(09) 486-8930
North Shore Hospital – General enquiries	(09) 486-8900
Starship Children's Hospital	(09) 307-4949

#### EMERGENCY MEDICAL CLINICS

Shorecare Accident & Medical Centre Smales Farm, 24/7	(09) 486-7777
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White Cross Accident & Medical Centre Glenfield, 8am-10pm (hours may differ on Public holidays)	(09) 444-4244
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## **WELFARE**

### **WILLS**

The absence of a Will often causes considerable hardship to dependants. It could be very important to you and your children that a Will exists and you should encourage your partner to also take this simple precaution. Please note, that you should review your Will when you have a big life change, like the birth of a child, marriage or separation. A Will can be drawn up by using the following options – a Trustee Corporation, a Lawyer, a Commercial online Will service, using the Public Trusts simple Will service or do it yourself. Each option has pros and cons, more information about Wills can be found online, or by contacting your local Citizens Advice Bureau.

When you have completed a Will you should enter this information and its location into your personnel profile on SAP HCM.

### **INFORMATION FOR FAMILIES VISITING AUCKLAND**

#### **ACCOMMODATION**

There is a wide range of accommodation available to suit all budgets and preference on the North Shore, from five star hotels, self-contained motels, and B & B's. Please contact the Visitor Information Centre Takapuna on 09 486-8670 or the Devonport Centre on 09 446-0677.

#### **RESTAURANTS**

Restaurants on the North Shore are numerous and popular. The choices range from a quick bite to eat to an elegant meal. You can experience North Shore dining and cuisine at a bar, restaurant, café or a fast food takeaway. The North Shore enjoys a wide variety of fresh produce, both from land and sea.

#### **SHOPPING**

There is only one supermarket in Devonport – New World, but nearby Takapuna, East Coast Bays and Glenfield offer a wider choice. Most small shops in Devonport are quite upmarket and aimed at the tourist trade; but there are several shopping malls scattered around the North Shore and these provide plenty of choice.

## **NAVAL COMMUNITY ORGANISATION (NCO)**

The primary function of the NCO is to provide a readily accessible information service to Naval personnel and their families, on matters of everyday interest or concern.

This information is available in absolute confidence and free of charge.

The NCO is able to supply information on a wide range of issues including childcare arrangements, naval housing, resettlement entitlements / opportunities, budgetary advice etc. The information will be supplied verbally or in copy form via email, letter or facsimile. The range of services available can expand and develop to 'stay in tune' with the needs of our community and all members of the Naval Community are encouraged to offer ideas on how our services can be improved.

The NCO is staffed between 8:00am and 4:00pm (NZ time) Monday to Friday. Outside these hours, including weekends and public holidays, an answering machine will take your message and your call will be returned promptly on the next working day.

The Navy Help Line will also provide information, including regularly updated ship's programme and contact details.

Calling from the Auckland area:	(09) 445-5915
Outside Auckland area:	0800 NAVY HELP (0800 6289-4357)
Fax:	(09) 445-5408
E-mail address:	<a href="mailto:nco@nzdf.mil.nz">nco@nzdf.mil.nz</a>
Internet address:	<a href="http://www.navy.mil.nz">www.navy.mil.nz</a>
Facebook:	Naval Community Organisation

## **BENEFITS**

### **ACCESS TO NCO ACTIVITIES AND EVENTS**

In keeping with the NCO policy of “Bringing our Naval Community together” and in order to ensure NCO activities are provided appropriately, the following entitlement categories apply.

#### **Category A**

RNZN personnel (uniform and civilian) and their immediate dependants, NZ Army and RNZAF personnel, personnel on loan or exchange from foreign forces, who are employed by the RNZN and their immediate dependants.

#### **Category B**

Primary NOK (ie parents) of serving RNZN and RNZNVR personnel; and their immediate dependants.

#### **Category C**

Other Defence Force Personnel.

#### **Category D**

Those who have attended the activity before.

#### **Notes:**

- Not all events and activities will be open to all categories.
- In general, category A personnel will have priority over category B, C and D personnel.
- For some events, category B and C personnel will have the same priority as category A, but may not qualify for the same rate of subsidy. Category D personnel will only be considered if a vacancy exists.
- Priority, regardless of category, may apply depending on attendance rate.
- The above categories are different to the RNZN Motels eligibility criteria.

## **WELFARE**

### **FAMILY LIAISON OFFICER**

The Family Liaison Officer (FLO) is employed Monday to Friday to provide advice, assistance and support to Naval Families.

The FLO has extensive knowledge of community networks and experience with working with young children.

They can provide respite care to parents of preschool children all over Auckland, with priority given to families with a service member who is deployed or posted away from home. The FLO can also visit new families in Auckland and provide assistance in settling in to the local community.

Contact the NCO on 0800 NAVY HELP (0800-6289-94357) to arrange a booking with the FLO.

### **NEXT OF KIN DETAILS**

All serving military personnel must provide up to date details of their Primary next of kin (PNOK) – including a full residential address (not a PO Box number), email addresses; and home, work and mobile phone numbers. The defence human resources system (SAP HCM) is able to record Alternate Next of Kin(s) along with a Casualty Next of Kin (the person to be notified in the event of a serious accident if you do not want your PNOK informed). The importance of this information being correct cannot be overstressed.

**It is vital that ALL NZDF personnel, both military and civilian, keep their NOK records up to date at all times, particularly on posting and change of address/contact phone numbers.**

Dependants can be registered in SAP HCM by providing proof of Birth/Adoption Certificate.

### **POWER OF ATTORNEY**

Often, when partners are away, the need arises to sign a document on your partner's behalf. A Power of Attorney is a simple document, which gives you that authority. Drawn up by a Solicitor, this document usually costs about \$200.00, it can save a lot of hassle, and so it is an important matter to discuss before your partner deploys.

## **WELFARE**

Social Workers can help by providing the following services:

- A case work service to Navy personnel, Civilian staff and their family.
- Support in times of crisis.
- Counselling for personal, marital or family problems.
- Assistance and support to families with young children particularly those whose spouses are at sea or who are with out family support.
- Referrals, where necessary, to appropriate service and agencies.
- Liaise with community welfare bodies, programmes and with other support agencies relevant to the well being of Navy personnel and their families.
- Counselling for the misuse of alcohol, drugs and gambling.
- Sending important information to service personnel on ships at sea on behalf of their families.

Social Workers are available after hours for urgent situations.

Social Workers aim to empower their clients to achieve resolutions to the issues they may face. They assist clients to resolve underlying issues as well as those which often present. They provide a fresh perspective and/or additional information to help plan effective action. This may sometimes involve a broader community outlook.

The Social Workers will not provide case details to another person without the knowledge/consent of their client. If you wish to speak with a Social Worker, contact their reception through the 0800 NAVY HELP line.

The Social Workers services are provided with utmost privacy and discretion.

## **BENEFITS**

### **NCO ACTIVITIES AND EVENTS**

The NCO organises a wide range of activities for the enjoyment, education and entertainment of the Naval Community. These will generally be advertised as widely as possible through many types of media, most notably, the NCO's monthly newsletter "Community Connection". These events include the Children's Christmas Party, Family Winter Camp and Children's Camp, etc. The NCO also arranges a variety of seminars that are of special interest to Naval personnel and their families. These seminars are either low cost, or in most cases free.

In order to ensure the events and activities are accessible to as many Naval personnel and their families as possible, a significant number of events are subsidised.

### **NCO EVENTS REFUND POLICY**

- |  |      |
|--|------|
| • Prior to 1 month before the event  | 100% |
| • Prior to when rations are ordered or finalised bookings are made<br>(Generally 10 working days before the event) | 50%  |
| • Once rations are ordered, or finalised bookings are made   | 0%   |

### **NCO PUBLICATIONS / DISCOUNT BOOKLET**

As well as the NCO monthly newsletter – the "Community Connection", the NCO publishes a discount booklet that is available to Naval personnel and their families.

The RNZN Discount Booklet: Many companies provide discounts or concession to Naval personnel. The discounts are usually only available on production of the NZDF Identity Card or an authorised Dependant Pass.

## **BENEFITS**

### **INDULGENCE FLIGHTS / TRAVEL**

It is sometimes possible for dependants to travel both within New Zealand and overseas on Air Force flights when seats are available (Indulgence Flights).

An advantage of Indulgence Flights is that they are usually cheaper (free within New Zealand), but there are also limitations, apart from regular Monday and Friday scheduled services. They are infrequent, often with limited warning of flight dates and time, and there is no guarantee of a return flight being available. If there is no return flight available, a commercial flight at your own cost will need to be used.

Before Indulgence Flights can be booked, it is important for all Naval personnel to ensure that spouses, de-facto partners and dependants are recorded correctly on your ESS profile and that the information is kept up to date. The process of how to do this can be found at the NZDF HR Toolkit.

Also NZDF personnel and their immediate dependants can take advantage of negotiated rates for a wide variety of travel related expenses. Further information can be found at the Defence Shared Services (DSS) webpage or on 09 445-5149 or [dsstraveldev@nzdf.mil.nz](mailto:dsstraveldev@nzdf.mil.nz).

### **LEAVE**

Service personnel will accrue annual leave at the rate of 25 days per annum. Where possible all personnel are to be given the opportunity to take at least one continuous period of leave of not less than 14 days in each leave year. That period may include annual leave, statutory leave and weekends.

Additional types of leave are also available and are explained in Defence Force Order 3, Part 8.

These include:

Statutory Holidays, Special Leave, Leave Without Pay, End of Posting Leave, Compassionate Leave, Sick Leave, Clinical Leave, Household Removal Leave, Witness Leave, Jury Service Leave, Stand Down Leave, Special Parental Leave, Parental Leave and Bereavement Leave.

## **WELFARE**

### **CHAPLAINS**

Chaplains are ordained priests/ministers employed by the Navy to provide both spiritual guidance and pastoral care to all Naval personnel, military and civilian and their families.

They are trained in 'first aid' counselling, and can advise on referrals to other professional agencies. They can also assist with both personal and service related problems and issues; and are committed to working confidentially with all personnel.

At times Chaplains are posted aboard Naval vessels and on Peacekeeping operations. Any person can arrange to see a Chaplain in the office at the Naval Base during work hours. However, in times of crisis, illness or bereavement, Chaplains will also visit service personnel, or their family members, in hospital or at home.

A regular Chapel Service is held in the Naval Memorial Chapel of St Christopher every Sunday at 10.00am. All serving and ex-serving military and civilian personnel and their families are welcome to attend. They also conduct special services for family occasions such as weddings, baptisms or funerals.

In an emergency, or in the event of a crisis, the Chaplains are available outside or working hours (including weekends). Contact can be made via the Duty Watch for the Duty Chaplains number.

Contact details:

Free Phone	0800 769-624
Phone	(09) 445-5325
Fax	(09) 445-5329
After Hours (Duty Watch)	(09) 445-5120

### **SOCIAL WORKERS**

The Naval Community Organisation employs two Social Workers. Whilst many of the life experiences and problems confronting the Service family are similar to those of other New Zealand families, there are certain issues that can arise from the unique demands or service lifestyle. The Social Workers are registered and belong to a practising body to ensure they can competently work with individuals, families, groups, communities and base management to assist with resolution of these issues.



## FACILITIES

### SPORT AND ACTIVITIES

The following provides an overview of the sporting facilities available for use.

Facility	Point of Contact	Location	Time available	Equipment
Fitness Centre	Fleet Sports Coordinator (FSC)	South Yard	Mon-Fri 0600-2200 Sat/Sun/ Public Holidays 0700-2200	Treadmills, Bikes, Cross trainers, Rowers
Fleet Swimming Pool	FSC	South Yard	Mon-Fri 0600-0745 and 1600-2200 Sat/Sun/ Public Holidays 0700-2200	
Tennis Courts	FSC	South Yard*, NHU*, NSC	Daylight hours	
Ngataranga Sports Complex (NSC)	FSC or Fleet Gym CPOPTI	North Yard	Daylight hours	Sports Fields  The NSC Sauna is available with permission from the Sports Club Manager
Fleet Gym	Fleet Gym CPOPTI	North Yard	Daily 0530-2200 BBT 1800-2200	Free weights, Treadmills, Bikes, Cross trainers, Rowers etc...
Narrowneck Gym	FSC	Narrowneck	Booked for use through the FSC	

**Please note:** the above times are not available to dependants.

## BENEFITS

### PASSPORTS

Should you be contemplating overseas travel and do not hold an in date passport, you should commence the application process sooner rather than later. The Department of Internal Affairs, Wellington, issues passports. A correctly completed application for a passport will take 10 working days plus courier delivery time. An urgent service is available but this will incur additional costs. Phone 0800 22 50 50, or visit [www.dia.govt.nz](http://www.dia.govt.nz) to obtain an application form.

### REMOVAL EXPENSES AND DISTURBANCE GRANT

When posted on a permanent posting to a new locality, the Navy will normally assist you to move as a family unit. Expenses met include:

- Accommodation / travel expenses associated with the move.
- Fares of the family.
- A Disturbance Grant or Overseas Transfer Grant.
- Packing and transport of furniture and effects.

No two moves are alike. The service person should contact DSS on 09 445-5149 or [dsstraveldev@nzdf.mil.nz](mailto:dsstraveldev@nzdf.mil.nz) to ascertain their full entitlements, and receive advice on how to make a claim.

## **BENEFITS**

### **RNZN BENEVOLENT FUND**

#### **Objectives**

- To provide amenities or benefits for ratings of the RNZN which have the effect of promoting the efficiency of the Navy.
- To financially assist rating or the dependants of ratings with loans or grants.

Loans can be provided by the RNZN Benevolent Fund to ratings as follows:

- **Hardship Grants**  
A Social Worker is required to investigate and apply on your behalf to the benevolent fund trustees. Amount determined by the Trustees.
- **Emergency Grants**  
Available to Service personnel to cover, for example, power, food etc. Social Worker involvement is required.
- **Hardship Loans**  
Max \$5,000

These loans are all subject to review.

#### **Suspension of Lending:**

Periodically Trustees of the Benevolent Fund may suspend lending. This is normally advised by signal.

#### **Eligibility Criteria:**

Personnel will only be entitled to apply for a loan after completing 18 months service.

## **FACILITIES**

### **RNZN MARAE**

The RNZN Marae, Te Taua Moana Marae, is located adjacent to the Ngataranga Sports field and is based upon the concept of whanau which exists in the RNZN. The Navy is a family bound together by the ethic of service, military professionalism, traditions and common values.

The Hau Kainga of the marae are Iwi Heremana, serving personnel and civilian members of the RNZN drawn from all parts of New Zealand representing all, waka, iwi and hapu. The kawa of the marae is therefore sympathetic to the protocols and needs of all iwi and particularly Iwi Heremana.

The marae may be used for many activities including whanaungatanga (the embrace of our extended family) matauranga (education) tangihanga (mourning ceremonies) and kapa haka (performing arts). It is a non-conflicting environment where all are equal.

For further information and booking details contact the Marae Manager on (09) 445 5646 or the Events Centre on (09) 445 553.

### **SPORT AND ACTIVITIES**

The Navy also has a wide range of sports clubs with membership open to all Naval personnel and their families. Most clubs are also open to non-RNZN persons. Contact telephone numbers and addresses of these clubs are available through the Fleet Sports Officer (FSpO) on (09) 445 5152.

The Ngataranga Sports Complex may be hired for private functions at very competitive rates. For more information contact the Ngataranga Sports Complex Manager.

If you have any questions, please use the following contact numbers:

- |  |                             |
|--|-----------------------------|
| - Fleet Sports Co-ordinator (FSC)          | (09) 445-5154 / 5256        |
| - Fleet Gymnasium, CPOPTI                  | (09) 445-5554 / 5153        |
| - Narrowneck Gymnasium (FSC)               | (09) 445-5256               |
| - Ngataranga Sports Complex Manager (NSCM) | (09) 445-5237 / 5238 / 5239 |

## **FACILITIES**

### **NAVY MUSEUM**

National Museum of the Royal New Zealand Navy – Te Waka Huia o Te Taua Moana o Aotearoa. The museum is located at Torpedo Bay, on the shores of the Waitemata Harbour in Devonport.

The museum provides a multi experiential, contemporary naval culture and heritage experience that showcases the story of the Navy's contribution to the development of New Zealand's identity through the lens of the Navy's core values – commitment, courage and comradeship.

You can enjoy a relaxing break in the museum café, then browse the museum shop for art, books, gifts and unique souvenirs. In addition the museum has a conference facility and education space. The museum can also provide venue hire from 10 to 150 people.

Admission is free to all visitors.

Hours:

10am – 5pm, 7 days a week.

Closed on Good Friday, Christmas Day and Boxing Day.

Free guided museum tours are available, for groups larger than 10, bookings are essential.

64 King Edward Parade  
Torpedo Bay  
Devonport  
Auckland, New Zealand

Ph (09) 445-5186

Fax (09) 445-5046

E-mail [info@navymuseum.co.nz](mailto:info@navymuseum.co.nz)

Website [navymuseum.co.nz](http://navymuseum.co.nz)

## **BENEFITS**

### **MANDATORY BENEFITS**

Mandatory grants will be made payable to the recognised next of kin in the following circumstances:

- \$4,000 on the death of a Service person, on the death of his / her recognised partner, or on the death of a parent wholly dependant upon a Service person.
- \$2,000 on the death of a Service person's dependant child.
- \$4,000 on the death of a civilian employee.
- \$1,500 on the death of a serving Reserve Member.

For further information, contact the Naval Community Organisation.

### **RNZN OFFICERS BENEVOLENT FUND**

#### **Objectives**

- To provide amenities or benefits for Officers of the RNZN which have effect of promoting the efficiency of the Navy.
- To relieve poverty among officers of the RNZN or their dependants.
- To provide educational scholarships or bursaries to officers of the RNZN.
- To help officers re-establishing in civil life or otherwise.

Grants and loans, similar in character to those described in the RNZN Benevolent fund are available. Contact the NCO for criteria and full details on how you can apply.

## **COMMUNICATION**

### **INTERNET / E-MAIL**

For those living in the Auckland area, the Base Library has internet terminals available for families to use during working hours.

All members have an NZDF e-mail address for work related purposes, which can also be used for personal messages (including personnel on ships).

The format is as follows:

first name, followed by a full stop, then their last name and @nzdf.mil.nz

e.g. [ivan.smiley@nzdf.mil.nz](mailto:ivan.smiley@nzdf.mil.nz)

Occasionally there may be technical problems, which prevent e-mail being received by the ship. If this happens phone the Navy Helpline 0800 NAVYHELP (0800 6289 4357) and we will investigate the problem.

### **MAIL ARRANGEMENTS**

The addresses for serving Naval personnel, in both shore establishments and sea going vessels is as follows:

Rank Initials Surname of Service person

HMNZS (Ship's name)

Devonport Naval Base

Private Bag 32901

Devonport

Auckland 0744

Always remember to affix a standard NZ stamp on the letters, whether they are in NZ waters, or overseas.

Parcels should have a green customs declaration sticker attached. This can be obtained from your local Post Shop (for overseas parcels only). Parcels to deployed ships is limited to shoe-box size and max weight of 2kg.

Mail to and from ships is processed as soon as possible, but delays can be expected when ships are at sea.

## **FACILITIES**

### **NAVAL HEALTH UNIT (NHU)**

The Naval Health Unit is the Navy's healthcare facility located at Devonport Naval Base. It provides primary healthcare to military personnel in order to ensure that they are prepared for operational outputs. All surgery and specialist care is outsourced and provided either by a private health care facility or through the public health care system.

The Naval Health Unit is also a training unit: although their academic training is at the Defence Health School at Burnham Military Camp in Christchurch, Medics gain 'on-the-job' training here. When Navy Medics are ashore, they are usually assigned to medical duties at the Naval Health Unit. They perform various medical duties that range from working in the outpatient department to providing medical cover to the Training Leadership Centre.

The entrance to the NHU from inside the Naval Base is located at the top of Monowai Hill. The outside entrance is beyond the Wardroom Gate at 91 Calliope Road, Devonport.

If your partner is a serving member and becomes sick at home, refer the matter to the NHU and they will arrange for his/her treatment. Please let the ship or work unit know that he/she will not be at work.

NHU working hours are Monday to Friday, 0800-1600.

Ph (09) 445-5922

Fax (09) 445-5941

E-mail [NHUReception@nzdf.mil.nz](mailto:NHUReception@nzdf.mil.nz)

## **FACILITIES**

### **NAVY HOUSING**

On Auckland's North Shore the Navy have a number of houses and flats available for serving regular force personnel.

The houses are administered in a collaborative relationship between the Defence Shared Services (DSS) Housing Officer (HO) and the Base Commander (CO PHL).

Service housing is allocated in the following priority order:

1. Members of the Regular Force (with dependants), who are returning from an overseas posting,
2. Members of the Regular Forces with dependants,
3. Other members of the Regular Forces seconded to Devonport Naval Base.

All enquiries regarding housing can be directed to:

#### **DSS Housing Officer - Devonport**

Ph (09) 445-5323  
E-mail [dsstraveldev@nzdf.mil.nz](mailto:dsstraveldev@nzdf.mil.nz)

#### **Housing Maintenance**

For all housing maintenance, repair and reporting damages contact:

PAE Services  
Ph (24 hours) (09) 445-0052  
E-mail [servicedesk@pae.co.nz](mailto:servicedesk@pae.co.nz)

#### **Transit Accommodation**

There are nine fully furnished transit flats located on Calliope Road, Devonport. This accommodation is available for rent by eligible RNZN personnel and their extended families. Application to utilise the transit flats is made to the Housing Officer (HO). The HO will allocate a suitable flat if one is available.

## **COMMUNICATION**

### **SHIPS PROGRAMMES**

Ships Programmes are prepared by Joint Force Headquarters at Trentham to implement Government policy and meet operational requirements of the Defence Force. All requirements are considered.

The overseas elements of the programme have to be given "Diplomatic Clearance", which is obtained by the Government of New Zealand through its accredited representatives overseas. Until the approval of the country concerned for a New Zealand warship to call at one of its ports is received, no action can be taken to either publish the visit, or to make any arrangements. Consequently there can be a delay in the release of programme information.

Changes to planned programmes mainly occur as a consequence of two circumstances, either events outside New Zealand, such as the cancellation of an overseas exercise, or as a result of a material defect in a ship. In the latter circumstance it is sometimes necessary for one ship to take over the programme of another ship. There are occasions when ships programmes are altered to meet changing political requirements. This may be short notice and it is not always possible, for security reasons, to provide immediate notice of these changes. In those circumstances information of possible Naval involvement in a situation resulting in a programme change may be reported by the news media, often before Naval participation is confirmed and families informed. The RNZN recognises the need for families to have accurate and confirmed information about Ships programmes, as security policies allow, and every endeavour is made to keep families informed through the medium of newsletters, info line, etc...

If there are any concerns from the families the Naval Community Organisation can provide the latest information.

## **COMMUNICATION**

### **TELEPHONE**

To contact personnel working at the Devonport Naval Base, phone the Naval Base exchange on 09 445-5999.

### **For ships alongside at Devonport Naval Base**

HMNZS Endeavour	(09) 446-1426 / 1429
HMNZS Te Kaha	(09) 446-1512 / 1513
HMNZS Te Mana	(09) 446-1402 / 1403
HMNZS Canterbury	(09) 446-1418 / 1419
HMNZS Wellington	(09) 446-1410 / 1411
HMNZS Otago	(09) 446-1455 / 1456
HMNZS Taupo	(09) 446-1490 / 1491
HMNZS Rotoiti	(09) 446-1436 / 1437
HMNZS Hawea	(09) 446-1440 / 1444
HMNZS Pukaki	(09) 446-1469
HMNZS Manawanui	(09) 446-1464

These numbers may be subject to change – if there is a problem, phone the Naval Base exchange (09) 445-5999.

### **For Ships in Overseas Ports**

Phone 0800 NAVYHELP. It is important to note that ships have to be berthed alongside in a port before phone numbers can be advised.

## **FACILITIES**

### **New Zealand Police Welfare Fund Homes:**

The New Zealand Police have holiday homes available for hire in Paihia, Auckland, Stanmore Bay, Ohope, Whangamata, Mt Maunganui, Rotorua, Taupo, Turangi, Napier, Greytown, Paraparaumu, Wellington, Nelson, Christchurch, Hanmer, Tekapo, Wanaka, Cromwell, Queenstown, Te Anau and Dunedin. They have a reciprocal agreement available to serving personnel only.

For further information contact 0800 500-122.

### **Australian Defence Holiday Facilities**

For further information and locations on these facilities, enquiries are to be made directly with the complex administration.

[www.armyholidays.com.au](http://www.armyholidays.com.au)

[www.navycateens.com.au](http://www.navycateens.com.au)

[www.raafholidays.com.au](http://www.raafholidays.com.au)

## FACILITIES

### **Army Leave Centres (ALC)**

The NZ Army have a number of units at popular holiday destinations throughout New Zealand. They are owned and administered by the Army. Bed linen and towels are not supplied during your stay. Units are available for use by service personnel and their families as well as Civilian employees. Applications and full details are obtainable by contacting:

Ph (04) 527-5823  
Toll-free 0800 111 823  
E-mail [army.leave.centre@nzdf.mil.nz](mailto:army.leave.centre@nzdf.mil.nz)

### **Air Force Holiday Homes**

The RNZAF also have several holiday homes at various locations throughout New Zealand. Navy personnel are eligible but first preference goes to RNZAF. For applications and full details contact the nearest Air Force Holiday Home contact:

#### **Ngunguru – Astra Lodge Mt Maunganui – The Pacific**

RNZAF Base Auckland  
Non Public Funds  
Private Bag  
Whenuapai  
Waitakere 0618  
Ph (09) 417-7000 – Ext 7178/7179

#### **Kenepuru Sound Lake Rotoiti Hanmer Spring**

RNZAF Base Woodbourne  
Non Public Funds  
Blenheim 7206  
Ph (03) 577 1154 – Ext 7154

#### **Turangi – Lake Taupo Havelock North**

RNZAF Base Ohakea  
Non Public Funds  
Private Bag 11033  
Palmerston North  
Ph (06) 351 5127 – Ext 7127

## COMMUNICATION

### **Trainees – Recruit Training Squadron**

The aim of Basic Training is to introduce young men and women to service life, and to prepare them for the next step in their naval career. Nearing the completion of their first three weeks the trainees are beginning to adjust to their new environment and are encountering new challenges every day. Contact with friends and family is deliberately limited at this stage as experience shows that this is the best way for the trainees to adapt to their new environment and overcome the normal feelings of homesickness that many experience. In support of this, we adopt a policy of limited access to cell phones. To encourage bonding with their new class mates, we do not allow cell phones to be used at all for the first five weeks of training. Thereafter, trainees are allowed their cell phones within strict rules similar to those that they will encounter when they are posted to ships. Although cell phone contact between parents and children is available during this time, we would prefer that significant family events, particularly any that involve distressing news, are not initially discussed directly with trainees.

For emergencies or urgent messages please contact the staff at the Recruit Training Squadron:

Recruit Training Squadron Coxswain (09) 446-3621

Recruit Training Squadron Instructor's Office (09) 445-5355

### **URGENT WELFARE MATTERS**

For matters of an urgent nature, e.g. in the event of a serious illness or death in the family, an Official Naval Message is used to communicate directly with the Commanding Officer of your partner, son or daughter. These types of messages are handled in a prudent and confidential matter.

To take advantage of this service during normal working hours, contact the Naval Community Organisation, on 09 445-5915 or 0800 NAVYHELP. Request to speak to a Social Worker as soon as possible. The Social Worker will require specific details pertaining to the nature of the case involved and a decision to forward an official message to the appropriate ship will depend on the outcome of this discussion.

If you need to contact a Social Worker outside of normal working hours call 0800 NAVYHELP for the recorded contact phone number for the duty Social Worker.

## **FACILITIES**

### **NAVY AMENITIES HIRE POOL**

A wide range of equipment is available for hire by all RNZN personnel.

Items available for hire include house maintenance equipment and recreational items. There are also a range of trailers including furniture, caged and vehicle trailer.

Baby and toddler equipment such as car restraints from birth, bassinets and high chairs are also available.

The hire rates are very reasonable and cash / cheque or EFTPOS payment is accepted.

A full list of equipment and hire prices is available on request.

Motels and Amenities Office  
HMNZS Philomel  
Private Bag 32901  
NORTH SHORE CITY, 0744

Ph: 09 445-5131  
Fax: 09 445-5132  
E-mail: [navyamenities@nzdf.mil.nz](mailto:navyamenities@nzdf.mil.nz)

## **FACILITIES**

### **Navy Alpine and Ski Club Lodge – Ohakune:**

The RNZN Alpine and Ski Club have a lodge based in Ohakune. Use of the lodge is only open to financial members of the Club. Membership is open to current serving RNZN uniformed and civilian personnel by application to the Committee. The lodge consists of two buildings, the front lodge sleeping up to 43 people (eight rooms, each with a single bunk set and another set with a double on the bottom) and the rear (Clyde Lodge) has five rooms capable of sleeping 20 people. Blankets and pillows are provided but sheets, pillowcases, towels and other goods have to be taken (there is a Countdown in central Ohakune) Kitchens are fully equipped and there are drying rooms and recreational spaces.

The Ski Club Lodge is located approximately 360km from Auckland, allow four to five hours by road from Auckland. The Lodge is situated at 44 Thames Street, Ohakune (opposite the Ohakune Railway Station), this location is at the bottom of the Turoa Ski Field (part of Mt Ruapehu in the centre of the North Island). It is a beautiful holiday spot for both summer and winter and activities include bush walking, hiking, climbing, skiing, fishing, golf or just relaxing away from the city.

Enquiries for membership are to be directed to:

RNZNASC Inc  
The Membership Secretary  
PO Box 32-414  
Devonport  
NORTH SHORE CITY

E-mail: [rnznasc.membership@gmail.com](mailto:rnznasc.membership@gmail.com)

Website: [www.rnznasc.org.nz](http://www.rnznasc.org.nz)



## FACILITIES

To ensure your safety you must obey all warning signs and directions and not enter any areas on the list below:

- Accommodation areas,
- Messes or clubs,
- Sub (power) stations,
- Notified RESTRICTED PLACE,
- Ships, Dry Dock or Synchrolift,
- Any NZDF operated workshops,
- The Fitness Centre HMNZS Philomel or the Fleet Gymnasium – children are only permitted if they are accompanied and supervised by a caregiver – they must not be left unattended.

**Please note:** Children are not allowed in any workplace during working hours, accompanied or unaccompanied.

## **HOLIDAY ACCOMMODATION (NAVY MOTELS)**

The Navy manages two sets of motels in **Taupo** and **Mount Maunganui** for use as holiday accommodation by RNZN personnel at very reasonable rates. There are also other leave centres located throughout New Zealand available for hire that are managed by the NZ Army and Air Force.

To make a booking or to enquire about your eligibility please contact:

Motels and Amenities Office  
HMNZS Philomel  
Private Bag 32901  
NORTH SHORE CITY 0744

Ph 09 445-5131

Fax 09 445-5132

E-mail [navymotels@nzdf.mil.nz](mailto:navymotels@nzdf.mil.nz)

## FACILITIES

### NAVYAMENITIES LOCATION



## FACILITIES

### BASE LIBRARY

The facilities of this Library are available to all Navy personnel, the wider NZDF community and their families. The Base Library has an excellent adult fiction and non-fiction collection. It also holds reference books plus a selection of professional periodicals. The librarian is available to help with any enquiries.

Internet computers are available to all users of the library at no charge,

If you wish to make use of the Library lending service you must be in possession of a NZDF Identity Card or a Navy Dependant Pass.

Hours of opening: Monday – Friday, 8:00am – 1:00pm & 2:00pm – 4.15pm.

On rare occasions, the Library may be closed for staff training or other reasons.

To confirm the opening times please call 09 445-5137.

### CHILDCARE FACILITIES

Two fully licensed Childcare Centres have been established for the children of Naval and Civilian personnel. Both Centres are run by the Naval Community Childcare Centres Association (Incorporated). Parents, as elected members of the Management Committee, are responsible for the overall management of the Centres. The Naval Community Organisation Manager (NCOM) liaises between the Centres and the Navy.

#### Calliope House

This Centre is available to children from 2 years to 5 years. Meals are provided (morning tea, lunch, afternoon tea and a late snack). The opening hours are 7:00am to 5:00pm, Monday to Friday.

Care is available on either a full time, full day or a morning or afternoon basis. A full educational programme is conducted by staff who are qualified in, or training for, a Diploma of Teaching in Early Childhood Education (ECE).

## FACILITIES

Motels & Amenities	8:00am –4:00pm Normal working days. Closed on Public Holidays and Weekends	Access to Amenities to pick up / drop off hire items after hours is restricted between 4:30pm – 7:00am weekdays and weekends. After hours access is via proximity card or by contacting the NBOOD with valid in- voice.  The partner of the person holding the FIDC will be responsible for hire items as per T&Cs.
Chaplaincy	8:00am –4:00pm Normal working days.	Chaplains are available outside these hours, please phone for an appointment on 09 445-5325.
Social Workers	8:00am –4:00pm Normal working days.	Social Workers are available outside these hours, please phone for an appointment on 09 445-5915.

### **Safety Warning:**

Within the Devonport Naval base there are many hazards that are potentially dangerous, particularly for children. Children are never to be left unattended and are to be carefully controlled. In the event of an accident, dial extension 7111 from any telephone.

## FACILITIES

### Areas and facilities permitted to access with Navy Dependant Pass

Facility	Times Available	Notes
Library	8:00am – 1:00pm & 2:00pm – 4:15pm  Normal working days.  Closed on Public Holidays and Weekends.	The sponsor will be responsible for lost books and subsequent cost.
Tennis / Netball Courts	4:00pm—8:00pm All year round	Mandatory court booking through the Fitness Centre with keys uplifted from the Philomel Command Centre.
Swimming Pool	6:00am – 7:45am and 4:00pm – 10:00pm Normal working days  6:00am – 10:00pm Public Holidays and Weekends	Children under the age of 15 years are to be accompanied by an adult who can swim.
Gymnasium—Organised Fitness Sessions	Contact the Gymnasium for details  Ph 09 445-5153	Visitors are to familiarise themselves with escape routes in case of emergency.
Gymnasium – General use	6:00am – 7:45am and 4:00pm – 10:00pm Normal working days  6:00am – 4:00pm Public Holidays and Weekends	Visitors are to familiarise themselves with escape routes in case of emergency.

## FACILITIES

### Tamariki House

This centre is available to children from 6 months to 2 years, with serving and civilian personnel returning to work from a minimum of 14 weeks authorised parental leave having priority. Meals are provided, parents provide nappies and formula. The opening hours are 7:30am to 4:30pm, Monday to Friday.

Care is available on a full time or part time basis with a full educational programme conducted by trained staff.

The Centres are closed over the Christmas / New Year for three weeks, on all statutory holidays and for two teacher only days each year.

Fees are moderate and available on request.

The Naval Community Childcare Centre – Tamariki House

59 Calliope Road

Devonport

Ph: 09 445-2484

Fax: 09 445-2684

E-mail: [navytam@xtra.co.nz](mailto:navytam@xtra.co.nz)

The Naval Community Childcare Centre – Calliope House

65 Calliope Road

Devonport

Ph: 09 445-2608

Fax: 09 445-2684

E-mail: [navycc@xtra.co.nz](mailto:navycc@xtra.co.nz)

## **FACILITIES**

### **NAVAL COMMUNITY HOUSE**

Situated at 55 Calliope Road, Devonport, the Community House is available for all personnel and their families to use.

The Community House can be used for activities, such as Children's Birthday Parties, Parent Groups, Yoga Classes etc. Any requests to use the Community House should be directed through the Naval Community Organisation.

### **DEPENDANT'S PASS**

A dependant's Pass has been introduced to simplify access to the Devonport Naval Base for partners of Regular Force and Civilian serving personnel.

Please note the following:

- The card is only available to recognised partners of NZDF personnel (includes permanent members of the civilian staff).
- It is not available to any other dependant's or family members.
- Initially issued for a period of two years – on expiry cardholders will need to reapply.
- The card is to be returned to Defence Shared Services (DSS) upon release / retirement / resignation from the NZDF as part of the discharge routine.
- The card is to be returned in the event of a relationship ceasing to exist.
- Loss of the card is to be reported by the applicant to DSS at the earliest opportunity. A replacement card can be purchased.
- If the card is being used improperly, the Base Commander can recall it.
- Eligible dependants can be recorded on the pass.
- Details used are taken from the SAP HCM system. If personal details are incorrect, an application cannot be processed until the information is correctly recorded.

## **FACILITIES**

If you would like to obtain a Dependant Pass, contact Defence Shared Services.

Defence Shared Services Customer Support: (09) 445-5703

### **Conditions of Use:**

The following conditions of use are to be adhered to by cardholders. Failure to do so could result in the withdrawal of the card.

The Navy Dependant Pass is an official document and great care is to be taken to ensure it is not lost.

- The card permits access for accompanying children but cannot be used as authority for the access of any other person.
- The card permits access to the facilities detailed over page.
- Access is not permitted to any other area, facility, building or vessel within the Devonport Naval Base, nor to any other Defence establishment.
- The card is to be shown to gate security staff on every occasion of entry and exit and at any other time when requested by authorised personnel.
- The card permits the cardholder to use the facilities detailed within the time frames stated. Service requirements and Service personnel do however, have priority of use and from time to time facilities may not be available. Time frames of availability of facilities may change at short notice. The card does not permit access to any other area other than those identified. Specifically the pass does not provide access to messes, clubs, accommodation areas or ships.