

DEFENCE COMMUNITY ORGANISATION

*The Defence Community Organisation
Defence capability by delivering family
services, information and programs to
commanders of the Australian Defence*



DCO supports ADF families in peace and war

WELCOME TO CAIRNS



Australian Government

Department of Defence

Welcome to Cairns

This Welcome Book has been prepared by the Defence Community Organisation (DCO) for Defence personnel and their families posting to the Cairns region.

The book captures a wide range of general and local information to assist you to settle into your new location. Cairns and the surrounding region have a lot to offer you, making this a posting with many exciting opportunities.

We have endeavoured to include as much information as possible in this guide; however, if you have specific needs or require further information, please feel free to contact us. A list of essential services and useful contact numbers is included at the back of the book.

Your local DCO team hopes you enjoy your posting and we look forward to being of assistance to you.

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Defence Support Services



Defence Community Organisation (DCO)

On behalf of Command, DCO delivers a broad range of targeted programs and services to support Australian Defence Force (ADF) personnel and their families to balance the demands of military service with personal and family commitments.

Your local DCO team is staffed by Social Workers, Military Support Officers, Regional Education Liaison Officers, Family Liaison Officers and administrative staff who are available to assist you and your family through the provision of:

- support in time of crisis
- information on Defence matters in general
- advice on community, recreational and interest groups
- deployment support
- mobility support
- professional counselling for personal, relationship and family problems
- various courses, information sessions and support groups

- specialist education advice and assistance
- special needs recognition and review
- employment assistance
- child care assistance.

Upon your arrival, please contact our staff if you would like further information not covered in this publication, or if you would like to be linked to local Defence and community activities and support groups.

Where To Find Us

3 Jensen St, Manoora

Tel: (07) 4053 9300

Fax: (07) 4032 1340

Email: dco.cairns@defence.gov.au

DCO Website

The DCO website (Internet: www.defence.gov.au/dco) provides Defence families with ready access to information on a broad range of ADF member and family topics.

After Hours Emergency Support

The DCO office is open from 8.30 am to 5.00 pm, Monday to Friday. All requests for emergency DCO assistance outside these hours and on public holidays should be directed to the National Welfare Coordination Centre (NWCC) on Tel: **1800 801 026**.

NWCC will not transfer callers directly to DCO but, where necessary, will pass a request for assistance to a DCO Duty Officer who will return the call. DCO assistance out of hours is available in emergency situations only. Any non-emergency cases are referred for follow-up assistance during normal business hours.

Defence



Cairns is host to two integral ADF establishments. These establishments are HMAS Cairns and 51st Battalion Far North Queensland Regiment (51 FNQR).

Location of HMAS Cairns

HMAS Cairns Switchboard
Tel: (07) 4042 0311

HMAS Cairns is located on the eastern perimeter of the industrial suburb of Portsmouth in Draper Street, which is on the western shore of Trinity Inlet in Cairns. The base is situated 2 km south of the Cairns GPO, which is approximately five minutes from the Cairns city centre.

Overview of HMAS Cairns

HMAS Cairns is an operational support establishment serving in direct support of Cairns Based Fleet Units (CBFUs). HMAS Cairns comprises all Royal Australian Navy (RAN) elements, units and facilities in the Far North Queensland region, with a responsibility extending from Rockhampton to Thursday Island. The RAN population in northern Queensland, including personnel posted to

CBFUs, averages about 800, and approximately 400 Defence families. HMAS Cairns provides base support facilities to two major fleet units and 12 minor war vessels.

The fleet units comprise:

Landing Craft Heavy (LCH)

- HMAS *Brunei*
- HMAS *Labuan*
- HMAS *Tarakan*
- HMAS *Wewak*

Survey Motor Launches (SMLs)

- HMAS *Benalla*
- HMAS *Shepparton*
- HMAS *Mermaid*
- HMAS *Paluma*

Leeuwin Class Hydrographic Ships

- HMAS *Leeuwin*
- HMAS *Melville*

Armidale Class Patrol Boats (ACPBs)

- HMAS *Bundaberg*
- HMAS *Wollongong*
- HMAS *Childers*
- HMAS *Launceston*

HMAS Cairns consists of a central Command element, and a number of enabling groups and resident units. The overarching mission of all groups and units, whether directly or indirectly, is to provide optimal support and services to fleet units, to maximise capability for the ADF. HMAS Cairns currently comprises the following Command elements and lodger units:

- Base Command Element
- Fleet Logistic Support Element – Cairns
- Fleet Support Unit – Cairns
- Laser Airborne Depth Sounder Flight (LADS)
- Defence Communication Station – Cairns
- Patrol Boat Systems Program Office
- Amphibious Afloat Systems Program Office
- Hydrographic Ship Systems Program Office
- Minor War Vessel Sea Training Group

HMAS *Cairns* also includes an oil fuel installation, ancillary buildings and workshops, an undercover berth, and the wharf. On-base facilities include a 10-metre pool, fitness centre, outdoor covered court, Navy clothing store, health centre, canteen, Australian Defence Credit Union and barbecue.

Cairns Based Fleet Units Sea Time

The ACPBs operate on a multi-crewing system, with the Cairns-based crews known as Ardent Divisions 1 to 6. The six crews rotate between the four Boats. This allows for two crews to be rotated to an off-watch period. The Hydrographic Ships operate with three crews rotating between two Ships. The dedicated off-watch periods of between four to eight weeks at Cairns provides for the Navy people working in these vessels to undertake leave and career training. This period is the recommended time for families to plan leave and significant family activities. LCHs normally spend approximately 40 per cent of the year away from their home port of Cairns and SMLs spend approximately eight weeks away and then four to six weeks alongside. It is important to note though, due to the nature of the operations that all Cairns vessels undertake, they are prone to frequent program changes.

51st Battalion, Far North Queensland Regiment

51st Battalion, The Far North Queensland Regiment (51 FNQR) is one of the ADF's three Regional Force Surveillance Units (RFSUs), tasked with the responsibility to conduct reconnaissance and surveillance across Australia's far north. The Battalion's Area of Responsibility covers a lot of territory; from Cardwell in north Queensland, north to the Torres Strait, inclusive of Cape York and the Gulf country and west to the Northern Territory border, some 640,000 square kilometres. The unit conducts land-based and littoral surveillance and reconnaissance in support of national surveillance and ADF operations.

51 FNQR boasts a strength of approximately 460 personnel, comprising both Australian Regular Army (ARA) full-time (FT) and General Reserve (GRES) part-time (PT) officers and soldiers. The FT members, approximately 70 in number and ranging in rank from Private to Lieutenant Colonel, hold a number of appointments throughout the Battalion in a range of trades and specialties. The trades and specialties found in 51 FNQR are not dissimilar to those found in most light infantry battalions.

51 FNQR consists of Battalion Headquarters, four surveillance companies and an operational support company.



Battalion Headquarters, A Company Headquarters and the Operational Support Company are located in Cairns (in the suburb of Edmonton).

51st Battalion Duty Room

Tel: (07) 4045 9359

B Company is based in Weipa.

Tel: (07) 4030 9301

C Company is based on Thursday Island.

Tel: (07) 4069 0530

D Company is based in Mount Isa.

Tel: (07) 4740 1201

The unit conducts its own recruitment and induction courses for Reserve members. The unit also runs all the courses required to qualify unit personnel as patrolmen, patrol commanders, patrol 2ICs, patrol signalmen, combat medics, regional force surveillance vehicle drivers and small craft handlers. Unit courses play an integral role in increasing and maintaining the skills of the unit personnel and the capability of the unit as a whole.

Entitlements

Leave and Leave Travel

In addition to normal leave entitlements, service ashore in the Cairns area also earns entitlement to Remote Locality Leave (two days a year). Seagoing leave or on-occurrence seagoing leave accrues for other entitled personnel.

In addition to normal leave travel entitlements, Remote Locality Leave Travel (RLLT) may be granted to accompanied members who are posted to Cairns for an expected duration of two years. The member and family will be entitled to return economy air travel to Brisbane biennially, at departmental expense.

A further entitlement accrues on each subsequent biennial anniversary of their arrival in Cairns, i.e. a member posted to the Cairns area has one entitlement to RLLT for every two years completed in the area.

An accompanied member may offset the cost of an RLLT entitlement against the cost of travel to another destination for the member, spouse, member and spouse, member and family, or family alone. The reimbursement for such travel is to be limited to the cost of the return Qantas Defence contract rate airfare to Brisbane. An unaccompanied member will retain their current entitlement to leave travel. Alternatively, the member may elect to travel to Brisbane instead of their home location once every two years in accordance with the ADF Pay and Conditions Manual (PACMAN), Vol. 2, Ch. 9, Part 4, Div. 4.

Uniforms and Clothing

Summer uniform is worn all year round and a clothing store is located at HMAS *Cairns*. CBFU personnel will require winter uniforms in the event of southern port visits, as will any other personnel who may be required to go south on duty during winter.

Climatic conditions dictate less formal civilian dress than that worn in the southern climates. Heavy clothing is rarely needed, although it is wise for personnel to bring some light jumpers and slacks for the cooler evenings during the dry season. It is not wise to choose clothing made from materials that include a high percentage of synthetic fibres, as these are generally unsuitable for the more humid conditions of the wet season and can lead to prickly heat, dermatitis and similar disorders for people with sensitive skin.

Travel by a Dependant to Obtain Specialist Medical or Dental Treatment

If a dependant of a member who is serving in a remote locality in Australia is obliged to travel from that locality to another locality to obtain specialist medical or dental treatment, the member may be reimbursed the cost associated with the travel – provided a medical or dental practitioner in the remote locality certifies that the specialist treatment is necessary and the treatment required is not available at the remote locality.

If a carer is required to accompany a child, their travel costs may also be reimbursed.

Reimbursement may include reasonable costs associated with accommodation and meals.

This assistance does not apply if the dependant or carer can access a community scheme such as the Patient Transit Scheme (PTS). However, expenses incurred in excess of the community benefit may be reimbursed. Contact the local hospital for details of the PTS.

Pay and Allowances

Personnel posted to Cairns are eligible for Zone B Taxation Concession under section 79A of the *Income Tax Assessment Act 1936* (ITA Act). The ITA Act defines a resident as a person who resides in the area for more than half of the year of income, or a person who has actually been in that area, whether continuously or not, for more than half of the year of income.

District allowance is also payable because of the remote location and high cost of living. District allowance is paid to all members in the Cairns locality; or daily to Category Member Without Dependents or Member With Dependents members posted to a patrol boat for the period actually spent alongside in Cairns.

Education

Regional Education Liaison Officer

The Regional Education Liaison Officer (REDLO) can provide you with information and advice about the education system in your posting locality, and the Education Assistance Scheme available through the Department of Defence.

The DCO booklet, *Education – Queensland*, is available from the REDLO and contains information about preschool, primary, secondary and tertiary education in Queensland. It also covers services available for children with special needs, information on changing schools and details of the Education Assistance Scheme.

REDLO North Queensland

Tel: (07) 4753 6532

Email: redlo.nthqld@defence.gov.au

Defence School Transition Aide Program

Defence funds Defence School Transition Aides (DSTAs) and Defence Transition Mentors (DTMs) in a number of schools in Queensland. DSTAs (Primary) and DTMS (Secondary) are employed to assist families as they relocate to a new school.

They may:

- organise activities which welcome and farewell ADF families and help them settle into the new school community
- assist the school to understand the needs of ADF parents and their children
- inform the school and support families if ADF members are deployed
- help families with special needs

- assist families to collect work portfolios and academic records or reports for the new school
- act as a point of contact for ADF families in the new school.

The DSTA/DTM helps all Defence children at the school should they seek or require assistance. It is not intended that the DSTA/DTM work with one child on a long-term basis.

Defence funds DSTA positions in two Cairns schools:

Redlynch State School

Tel: (07) 4039 9222

Internet: www.redlynchsc.eq.edu.au

St Andrew's Catholic College

Tel: (07) 4039 5200

Internet: www.standrewscc.qld.edu.au

Contact the REDLO for further information.

Further details on schools and the education system can be accessed at the following:

Education Queensland

Tel: (07) 4046 5222

Internet: www.education.qld.gov.au

Diocesan Education Services

Tel: (07) 4050 9700

Internet: www.ceo.cairns.catholic.edu.au

Independent Schools Queensland

Tel: (07) 3228 1515

Internet: www.aisq.qld.edu.au

Employment

The Partner Education and Employment Program (PEEP)

Take a PEEP at your future

If you are a recognised partner of an ADF member, DCO's Partner Education and Employment Program, or PEEP, may be able to help you manage your career development.

PEEP Tier 1 provides an education and employment allowance of \$12,000 for a 10-year period to assist recognised ADF partners to better position themselves for employment through a range of initiatives when posted with the ADF member. Tier 1 is capped at \$6,000 per posting locality for assistance with: superannuation setup; professional employment assistance; child care, education and training; personalised resume preparation; and professional re-registration expense payments.

PEEP Tier 2 is an in-financial year 'one-off' payment of up to \$3,000 to be used for vocational courses, up to and including first-time undergraduate courses.

PEEP Tier 2 will be available for the next three years and is aimed at the partners of the more junior officer and enlisted ranks. Applications will be open to the partners of Private to Sergeant ranks (and their equivalents) and to the partners of Lieutenant to Captain ranks (and equivalents).

Tertiary studies assistance under PEEP

Partners are encouraged to undertake tertiary studies through Open Universities Australia (OUA). This allows partners to continue their education wherever they may be posted, whether in Australia or overseas. OUA offers the following benefits to Defence partners:

- access to an online enrolment facility and unique client code
- access to a priority corporate support team through a dedicated email contact point
- a dedicated 1300 number supported by a team to assist partners in making the right choice about higher education and government loan options
- a flexible international higher education study offer for clients no matter what their location
- financial support to each student who enrolls using the code for the purchase of text books for the first five units
- extended online tutorial support.

Looking for a job? Try Jobsearch

ADF partners when seeking employment are encouraged to use Jobsearch – Australia's largest free online jobs website:

Internet: www.jobsearch.com.au

Want a peep at PEEP?

For more information on PEEP initiatives, including eligibility criteria and application forms, please visit the DCO website:

Internet: www.defence.gov.au/dco/PEEP

Children's Services

Defence Child Care Program

The purpose of the Defence Child Care Program is to aid mobility by facilitating priority of access to child care for Defence families where the local community is unable to meet the demand for child care places. Accordingly, the program is focused on ensuring mobile Defence families can access some form of child care on arrival in the gaining locality. This is achieved through a variety of centre and non-centre-based child care. Defence does not directly subsidise the cost of any form of child care for Defence families, nor is child care an entitlement.

Defence Child Care Centres

There are currently 21 Defence/corporate child care centres across Australia that participate in the National Childcare Accreditation Council Quality Improvement Program. These centres are managed by B4Kids and are required to meet the State/Territory Child Care Regulations for licensing and the requirements for the Child Care Benefit (CCB). The centres provide priority of access to Defence families in accordance with Defence's Priority of Access (POA) guidelines.

A full list of the centres and the Defence POA guidelines are available on the DCO website. Unfortunately, there are no Centres available in the Cairns area.

National Enrolment Call Centre

B4Kids operates a national booking/contact number (Tel: 1300 265 600), for families to access placements in Defence/corporate child care centres. Further information on B4Kids centres can be found at Internet: www.b4kids.com.au.

Contact B4Kids to:

- book child care in the preferred location in advance of relocating to that area
- receive information on other centres in the general line of travel between work and home, if child care is not available in the family's preferred centre
- receive information regarding employment in Defence/corporate child care centres.

Family Day Care

Family day care is home-based child care by a qualified, monitored family day care provider. You can contact the schemes in your area through Family Day Care Australia on 1800 621 218.

Handy Contacts

Defence Community Organisation

Internet: www.defence.gov.au/dco/childcare.htm

B4Kids Pty Ltd

Internet: www.b4kids.com.au

Tel: 1300 265 600 or (07) 3326 5600

Child Care Access Hotline

– provides up-to-date information about child care options and locations

Tel: 1800 670 305

Department of Education, Employment and Workplace Relations (DEEWR)

– Office of Early Childhood Education and Child Care

Internet: www.mychild.gov.au

MyChild Hotline

Tel: 13 36 84

The National Childcare Accreditation Council (NCAC)

Internet: www.ncac.gov.au

Family Day Care Australia

Tel: (02) 4320 1100 or 1800 621 218

Internet: www.familydaycare.com.au

Children's Services

There can be some difficulty locating a child care position in the Cairns region, particularly in the under-15-month age group and also in some private kindergartens (for children turning four years of age). We advise booking a child care or kindergarten place as early as possible. A list of child care centres and private kindergartens can be obtained from the DCO Cairns office or by visiting the government's MyChild website.

Tel: (07) 4053 9300 (during business hours)

Internet: <http://www.mychild.gov.au/pages/home.aspx>

Contact your nearest family day care office for information on available child care (see below), or if you wish to become a provider. Remember that the DCO spouse employment/child care initiative can reimburse initial set-up costs if you choose to become a day care provider. Contact your local DCO office for further information.

Cairns Central

108 Collins St, Edge Hill

Tel: (07) 4032 1259

Marlin Coast

Shop 1/8 Maisel Close, Smithfield

Tel: (07) 4057 9977

Internet: www.marlincoastfdc.com.au

Cairns South

27 Windara St, Woree

Tel: (07) 4033 0498

Occasional Child Care

Water Street Occasional Child Care

Cnr Water & Upward Sts, Cairns

Tel: (07) 4031 2983

Outside School Hours Care

Outside school hours care (OSHC) is available at most primary schools or long day care centres for primary school children before and/or after school, on pupil-free days and during school holidays. Contact the local schools in your area if OSHC is not available at your primary school. Long day care centres, the Police Citizens Youth Club and organisations such as the Cairns Art Gallery, Tanks Art Centre and local community centres also provide workshops or programs for school-aged children during the holidays.

Special Needs

When Defence families with special needs are posted, they may have difficulties accessing the services they require. The problems families experience are due to the different eligibility criteria for accessing services, such as therapy (speech and occupational therapy) and respite, due to the lengthy waiting lists and, in some instances, the lack of service providers. When relocating, some families require housing modifications and specific accommodation which caters for the additional requirements of the family member with special needs.

In order to address some of these difficulties Defence has a policy (PACMAN Ch 8 Part 6) that provides a range of assistance measures that can be accessed by ADF families who are formally recognised as having a dependant with special needs. The Dependants with Special Needs Program includes:

- a process whereby families have their status as a member with a special needs dependant formally recognised
- a process whereby families have the assistance required by the special needs dependant reviewed prior to relocating
- a special needs pre-posting visit
- assistance to access specialised equipment in the new locality
- assistance to access therapy services in the new locality
- assistance to access respite services in the new locality
- assistance with identifying appropriate housing and transit accommodation.

Contact your local DCO office for more information or request a CD ROM that explains the process for applying for recognition or, at the time of posting, to undertake an assessment of assistance required by the special needs dependant.

Children with Special Needs

The decision on where to enrol a student, and with what level of support, will depend on a number of factors, including the student's educational needs, the expressed desires of parents and caregivers, the capacity of the education system to provide the level of support services required at a particular location, and the availability of appropriate support services at alternative locations.

It is important that parents of children with special needs contact the REDLO as soon as notification of posting is given to facilitate the appropriate placement, so that the support required is available for the student from the time of arrival at the new school.

Relocations and Housing

Defence Relocations and Housing Managers

Defence Relocations and Housing Managers (DRHMs) are employed to assist ADF members and their families by liaising with Defence Housing Australia (DHA), Toll Transitions and the Defence Community Organisation in each region, to make their relocation easier for them and their families. If you have an enquiry regarding your housing, maintenance, allocation and/or relocation services, or if you are dissatisfied with the service provider or decision made by DHA or Toll, your local DRHM listed below, can assist you to address and resolve your concerns.

| Area | |
|----------------|----------------|
| Cairns | |
| Names | |
| Merv Diction | Mandy Elliot |
| Telephone | |
| (07) 4411 7922 | (07) 4411 7831 |
| Mobile | |
| 0408 457 468 | |
| Fax | |
| (07) 4411 7967 | (07) 4411 7967 |

Defence Housing Australia



DHA was established in 1988 with the aim of improving the quality and selection of housing for Defence members and their families. DHA manages approximately 17,300 residences around Australia and provides a range of services to help ease the pressure on Defence families – we will support you and your family throughout your tenancy, from moving in, to living in, and then moving out of your home.

If you need support throughout your tenancy, then our staff can assist you. You can phone our information line **139 DHA (139 342)** for advice or visit our website (www.dha.gov.au).

DHA also has Housing Management Centres and local offices located near major Defence establishments to provide effective support for you and your family wherever you need it.

Internet: www.dha.gov.au

Tel: 139 DHA (139 342)

Toll Transitions



Toll Transitions provide Defence members and their families with a total relocation service.

Your Toll Transitions case manager will assist you with your relocation requirements including travel, temporary accommodation, removal, storage and payment of your relocation allowances and entitlements.

You will receive a "Your Defence Relocation Guide", from Toll Transitions giving you detailed information to assist you with your relocation. You are also able to download this guide from the Toll Transitions website.

You can complete your Pre-AFR, AFR and inventory online at the Toll Transitions website www.tolltransitions.com.au/defence and "Your Defence Relocation Guide" explains the simple steps required to do this. You are able to maintain multiple inventory details online, giving you a current record of your goods and their whereabouts at any point in time. You can use these saved inventories should you move again.

After your move, in the unfortunate event of loss or damage, you can submit your notice of Loss or Damage online direct to Toll Transitions' Warrant Management Centre (WMC).

For 24-hour relocation enquiries and assistance, contact Toll Transitions on Tel: **1800 819 167**.

Single Accommodation

HMAS *Cairns* is a non-victualled establishment. Single and unaccompanied personnel posted to HMAS *Cairns* and Cairns-based fleet units are accommodated in two Defence-owned, motel-style complexes: the Northern Heritage for officers/senior sailors, and the Las Palmas Village for junior sailors.

Family Accommodation

The allocation of family housing and regional assistance is provided through Defence Housing Australia (DHA). The contract is managed by Defence Corporate Services Group.

There are approximately 250 Service residences in Cairns. The majority of houses are situated in the Cairns suburbs of Brinsmead, Forest Gardens/Mount Sheridan, Edmonton, Kanimbla, Caravonica and Redlynch. The majority of the homes are low-set, with double garages. The newer homes have air conditioning in most of the bedrooms and living areas, with very few homes left remaining with no air conditioning in the living rooms. Upgrades are currently underway to many properties in respect to additional air conditioning. Ceiling fans are fitted internally throughout all homes. All houses are fitted with security screens.

Service residences in Cairns are of a high standard and always in strong demand. There is a mixture of three- and four-bedroom properties available.

More than 23 per cent of Defence families own their own homes in Cairns, given the posting stability of Hydrographic personnel.

Cairns has a local DHA office at 10 Grove Street, Cairns, and is managed from the North Queensland Housing Management Centre (HMC) Regional Office in Townsville.

Health

ADF Family Health Trial

The Australian Government is pleased to be supporting Australian Defence Force (ADF) members and their families through the ADF Family Health Trial.

The trial is scheduled to conclude on 30 June 2012; by this time the future direction of health care to ADF dependants will be known.

The ADF Family Health Trial is available to recognised ADF dependants residing in the following locations:

- **Western Australia** – Derby, Broome, Kununurra, Karratha, Port Hedland, Carnarvon, Tom Price, Newman and Exmouth.
- **Northern Territory** – Darwin, Nhulunbuy, Katherine and Alice Springs.
- **Queensland** – Cairns, Weipa, Mt Isa, Thursday Island, Tully and Townsville.
- **New South Wales** – Singleton.
- **Victoria** – Sale and Puckapunyal.

Medical

The ADF Family Health Trial provides reimbursement direct to your bank account for gap expenses when ADF dependants visit a general practitioner (GP).

Gap expenses are the difference between what the GP charges and what you get back from Medicare. For example, if your GP charges \$60 and the Medicare Rebate is \$35, we will give you \$25.

Eligible dependants are expected to pay the normal GP fee up-front, and claim the Medicare Rebate before submitting a manual claim to ADF Family Health for reimbursement.

Eligible dependants are able to visit any general practice of their choice—including when on holidays away from home.

Allied Health

ADF Family Health also provides \$330 per dependant, per calendar year, to use towards the following allied health services:

- Dental
- Physiotherapy
- Optical
- Chiropractic/
Osteopathy
- Dietician
- Speech Therapy
- Psychology
- Podiatry/Chiropody
- Audiology

Most claims can be processed electronically at the same time as the services by using the ADF Family Health card provided. In the event that electronic processing is not available, the dependant is expected to pay the account and claim the reimbursement manually.

Private Health Insurance

If you have private health insurance, the trial benefit can be used in addition to your private health benefit.

Nil Cost

This is a government-sponsored initiative. However, please be aware that the services accessed are considered a Fringe Benefit.

More Information

Internet: www.defence.gov.au/health/dependant_healthcare/i-healthcare.htm

Contact

Email: Adf.dependanthealth@defence.gov.au
or Tel: (02) 6266 3547.

Other Health Information

Pests and Insects

Green ants, cockroaches, sandflies and spiders are predominant in the Cairns area. A unique feature of tropical life is the presence of geckos (small lizards), which can be seen at night. Geckos are harmless creatures that make distinctive clicking noises and hunt for insects.

Mosquitoes and sandflies make outdoor living difficult during the wetter months. The use of insect repellents, particularly for children, is considered a normal prelude to any outdoor activities.

Tropical Ear

Children and adults may suffer from ear infections soon after arrival in Cairns, often after swimming in pools. This infection, which inflames the ear canal, is caused by water trapped behind wax deposits, allowing bacterial or fungal infections to develop. Pharmacies sell several types of preventative eardrops.

Cane Toads

The toad has secretion on its skin which is poisonous. Young children and pets can become quite sick if they touch and then eat the secretion.

Marine Stingers

The stinger season is from October to April, although they can be present all year round. Usually, stingers are found in shallow water, are more numerous after rain, and prefer calm seas. If stung, do not rub the stung area – flood with vinegar instead. Use resuscitation where necessary, and call for medical assistance. Special stinger suits or pantyhose will provide protection to the areas they cover. Stinger suits may be purchased or hired from dive shops. During the stinger period, only swim in the stinger net enclosures when at the beach.

Mosquito Control

Dengue fever is a viral disease transmitted by the mosquito *Aedes aegypti*. This mosquito breeds around the home, rarely flies more than 200 metres from its breeding site and is present during the day. It is a small mosquito with distinct black-and-white-banded legs. Confirmed cases of dengue fever should be reported to council immediately.

Tel: (07) 4044 3044

Ross River virus causes a disease known as epidemic polyarthritis and is transmitted by both salt-marsh and freshwater mosquitoes. The best way to minimise the risk of infection is to protect yourself from these mosquitoes. The local health authorities are responsible for removing mosquito breeding grounds from public places but you are responsible for your own property. When outdoors, particularly in the late afternoon and evening, apply personal mosquito repellent and wear loose-fitting, long-sleeved shirts and long trousers or slacks. You can prevent mosquitoes from breeding by removing pools of waste water from around the home, as mosquitoes breed in water.

The best way to combat potential breeding sites is by following these steps:

- Inspect your house and yard for pools of accumulated water.
- Dispose of all tins, jars, tyres and other rubbish items in your yard that may hold water.
- Fill pot plant bases with sand to absorb the water in the tray – for outdoor pot plants you could remove the tray altogether.
- Empty all flower vases, birdbaths, pet water bowls and other water receptacles at least once a week. Wipe inside these containers with a cloth to remove mosquito eggs. Drill holes in tyres used for swings and garden surrounds, to allow water to drain.

Ticks

Paralysis ticks are prevalent in Cairns, especially during the wet season. There are preparations available from pet shops and veterinary clinics that help to discourage ticks. Regular checks of your pet are advisable. If a tick is discovered, apply methylated spirits and gently remove. It is always prudent to seek medical or veterinary advice.

Crocodiles

Signs are erected at access points to rivers, creeks, swamps and billabongs throughout northern Queensland, where there is a danger of estuarine crocodiles. The absence of a warning sign does not mean there are no crocodiles in the area. If in doubt, obtain local advice.

Heat Rash

Many children suffer from heat rash in our tropical climate, especially infants still in nappies. Medications are available from the pharmacy (or, in severe cases, the doctor) to ease the symptoms. It is important to dress children in light, loose-fitting clothing and keep them cool (via sprinklers, splash pool, fans and air-conditioned shopping centres).

Skin Cancer

Australia has the highest rate of skin cancer in the world. Currently, two out of every three Australians develop some form of skin cancer during their lifetime, and each year about 1,000 people die from it. Ultraviolet radiation levels in Queensland remain in the high to extreme category all year round; therefore, we have to be wise after sunrise – every day. The good news is that being sun smart is easy! All you have to do is develop the habit of protecting yourself before you go outside:

- limit your exposure
- remember that ultraviolet (UV) radiation is strongest between 10.00 am and 3.00 pm

- make use of shade
- wear clothing that covers as much of the skin as possible
- wear a hat with a broad brim of at least 8 cm, which protects your face, neck and ears
- wear good-quality wraparound sunglasses – those which comply with the Australian Standard AS1067 are best
- use SPF30+ broad-spectrum, water-resistant sunscreen.

Contacts

■ Cairns Base Hospital

Esplanade, Cairns
Tel: (07) 4050 6333

■ Cairns Private Hospital

1 Upward St, Cairns
Tel: (07) 4052 5200

■ Community Health Centres

Westcourt: (07) 4052 9333
Cairns: (07) 4050 3500
Smithfield: (07) 4038 9900
Edmonton: (07) 4045 9900

■ Community Mental Health

165 Sheridan St, Cairns
Tel: (07) 4050 3100

■ Cairns Child and Youth Mental Health Service

165 Sheridan St, Cairns
Tel: (07) 4050 3134

For information on Cairns medical services
Internet: www.cairnshealthonline.com

Ambulance Service

In an emergency, phone 000.

Residents of Queensland are automatically covered for ambulance.

Defence Community Groups



Defence Special Needs Support Group

The Defence Special Needs Support Group (DSNSG) is a national volunteer organisation established to provide support, information and assistance to Defence families who care for someone with a disability or special need. Membership is free. Services provided include local support groups, respite programs, posting plans, specialised support for adults with special needs, Computers 4 Kids, access to grants, a national newsletter, social skill programs for children and much more. For more information contact the National Office.

National Coordinator

Margaret Fisk

Tel: 1800 037 674

Email: national.coordinator@dsnsg.org.au

Internet: www.dsnsg.org.au



Defence Families of Australia

Defence Families of Australia (DFA) has been representing the views of Defence families for 25 years. DFA is a voluntary group of energetic and dedicated Defence partners appointed by the Minister for Defence, Science and Personnel. DFA has the unique opportunity of having direct access to: the Minister and Chief of Defence Force; senior Defence leaders; and key organisations which are directly involved with the families of our Defence Force.

DFA's aim is to improve the quality of life for Defence families by providing a recognised forum for the views of the family, and by reporting, making recommendations and influencing policy that directly affects families. The DFA Executive attracts volunteers from all services and ranks, who are living the unique lifestyle which stems from living with a Defence member, ensuring a broad coverage of experiences and understanding of the Defence lifestyle. DFA recognises that families today are very diverse and the composition of the family unit results in different challenges.

Geographically, DFA volunteers are located all around Australia, representing families at a local, regional and a national level. National Delegates are situated in each state and it is preferable to have a Local Family Representative in each Defence location, unit and base. Quality feedback is reliant on good communication between the Executive and family members in each region. When issues are raised, they are taken to the appropriate stakeholder at a local level or, if necessary, raised to a national level.

DFA is currently consulting with Defence and stakeholders on a range of issues including:

- ensuring Deployment Support is appropriate and available to all families
- enhancing the Partner Education and Employment Program funding
- shifting the focus on mental health to the entire Defence family unit in order to adequately support the ADF member
- providing feedback to Toll on relocations administration procedures
- working with the ADF Financial Services Consumer Council to develop useful education on financial management for Defence families
- monitoring the introduction of the National Defence Families Identification Card.

Join DFA today free!

By joining DFA as a member, you are supporting its aim to represent the needs of all Defence families. Please take a few minutes to enter your details on the website www.dfa.org.au/user/register/

When you become a DFA member you will receive quarterly eNewsletters and email alerts, and access to the DFA website which

will provide you with access to a wealth of resources:

- My Home and My Calendar with local news and events in your posting location
- timely updates on information and changes affecting Defence families
- advice and tips from other partners in the areas of Moving, Absence from Home, Education, Health, Employment and Money
- an opportunity to provide Defence and Government with your feedback and suggestions for improvements in My Voice.

How can you be involved in DFA?

If you are interested in learning more about DFA or becoming a volunteer in your area, please contact your local National Delegate (details on the DFA website).

Visit www.dfa.org.au or call the DFA Infoline 1800 100 509.

Defence Community Recreation Centre

The Defence Community Recreation Centre (DCRC) management committee manages and coordinates various programs that provide Defence families with the opportunity for support and companionship. The centre receives funding through the DCO-administrated Family Support Funding Program, and through local fundraising efforts. Management meetings are held monthly and new members are always welcome. The DCRC facilities are designed to provide a safe and welcoming environment for Defence spouses and their children. The following programs are offered at the centre: playgroup, new mums and mums-to-be group, craft group and regular social events. Check out the website, Internet: www.dcrc-cairns.com, for current activities and the electronic newsletter, *Tropic Topics*.

For further information, contact the DCRC Coordinator on Tel: (07) 4053 9305.

Playgroup

Cairns Coral Kids Playgroup is held every Wednesday and Friday from 9.30 am to 12.00 pm at the DCRC. The cost is \$4 per family. Parents bring along morning tea for all to share and all jobs are done on a roster basis. The children do craft and there are lots of high-quality toys to keep them amused. For more information, phone the DCRC Coordinator on Tel: (07) 4053 9305.

Tuesday Craft & Chat

A variety of workshops are held throughout the year. Anything – from car maintenance to yoga, beading or sushi-making – is included. Everyone is welcome to attend. For more information, phone the DCRC Coordinator on Tel: (07) 4053 9305.

Locality Information

Geography and Climate

The Cairns region covers more than 1,750 square kilometres and includes several major National Parks and the state's highest mountain peak, Mt Bartle Frere, near Babinda in the south. Cairns is the gateway to two of the world's greatest natural treasures – the reef and the rainforest – both of which are World Heritage listed. Mountains, beaches, tidal wetlands, freshwater lakes, mud flats, mangrove swamps, bays, rivers and rich coastal plains are the dominant features of the tropical environment.

Latest statistics show that the greater Cairns area has a population of more than 160,000. The population is mostly concentrated in the main communities of Cairns City and its suburbs, along the Marlin Coast to the north, and the growth corridors of the south, including White Rock, Centenary Heights and Edmonton. Along the Marlin Coast, the northern beach communities include Holloways Beach, Yorkeys Knob, Trinity Beach, Kewarra Beach, Clifton Beach, Palm Cove and Ellis Beach.

Cairns is generally perceived to be a tropical paradise, but living in the tropics can have its challenges. After September, the temperature and humidity soar to very high levels, with cyclones a potential threat until the following May. Swimming in the sea risks stings from deadly jellyfish from November to May. Swimming within stinger net enclosures is essential. The following beaches have nets: Ellis, Kewarra, Holloways, Trinity, Palm Cove, Clifton and Yorkeys Knob.

The climate in Cairns is tropical, with two main seasons, wet and dry. The dry season, which runs from about May to September, has mostly cloudless skies and a temperature of approximately 27 °C during the day, cooling to 15–19 °C at night. Rainfall is lower during this time of the year.

The wet season, which usually starts in October, has temperatures of up to 36 °C during the day, sometimes cooling to 24–26 °C at night, a very high humidity of up to 90 per cent and heavy rainfalls. During the wet season, tropical depressions and cyclones may bring high winds and very heavy rain.

Cairns Esplanade and Foreshore

The Cairns foreshore precinct is an exciting recreational facility accessible to both local residents and visitors to the area. There is a saltwater swimming lagoon, harbour walk, bike paths, landscaped gardens, skate park, barbecue facilities and 'Muddy's Playground' for children. Free activities are available to the public (e.g. exercise programs). Information is at Internet: www.cairns.qld.gov.au or contact Cairns City Council on Tel: (07) 4044 3044.



Shopping and Entertainment

Cairns has very good shopping facilities, with three major shopping centres at Cairns Central, Earlville and Smithfield. A Direct Factory Outlet (DFO) opened at Westcourt in June 2009. Smaller centres can be found at Redlynch, Edmonton, Mount Sheridan and Raintrees. The shopping centres have large chain stores such as Myer, Kmart, Target and Harvey Norman. All nature of commercial business is adequately covered. Supermarkets include Coles, Woolworths and IGA. Local produce, such as fruit and vegetables, can be obtained from the numerous markets in and around Cairns (particularly Rusty's on Grafton Street). Fast food outlets are also available.

Cinemas, video stores and entertainment facilities in general are very good in Cairns. There are several very good public libraries in the City, Smithfield, Earlville and Edmonton; live theatre groups in Cairns; and most sports are catered for, depending on the season. Cairns is also well regarded for its range and quality of restaurants.

Local Laws

Council Local Law Officers can investigate complaints regarding abandoned vehicles, illegal camping, illegal burning, animals and poultry. Vermin control, council areas, public health, safety, conveniences and other topics are covered. Local laws are available for public viewing at the Cairns City Council Administration Centre, 119–145 Spence St, Cairns.

Markets

Markets abound in Cairns and Far North Queensland, giving a unique local flavour to shopping.

Some of the regular market days in Cairns and the surrounding area are:

■ Rusty's Markets

Grafton St
Friday, Saturday and Sunday

■ Esplanade Markets

Fogarty Park
Saturday, 8.00 am to 4.00 pm

■ Night Markets

The Esplanade & Abbott St
Every day, 4.30 pm to 11.30 pm

■ Smithfield Shopping Centre

First and third Sunday of each month, 9.00 am to 3.00 pm

■ Kuranda Markets

Therwine St
Wednesday to Sunday, 9.00 am to 3.00 pm

■ Kuranda Heritage Markets

Every day, 9.00 am to 3.00 pm

■ Yungaburra

Fourth Saturday of each month, 7.30 am to 12.30 pm

(except December when it is held on the Sunday before Christmas)

■ Port Douglas

Anzac Park
Sunday, 8.30 am to 2.00 pm

Parks and Gardens

The Cairns region boasts a number of parks and gardens. Flecker Botanic Gardens are the only gardens of their kind in Australia's wet tropics. The gardens' interpretive officer conducts guided walks, and group bookings can be made. The Botanic Gardens Cafe is fully licensed and open daily from 9.30 am to 4.30 pm.

Centenary Lakes include barbecues, picnic tables and playgrounds.

General Services

Banking

Cairns has a variety of banking groups, societies and smaller financial institutions. Please refer to the phonebook for current branch details. Australian Defence Credit Union is located at HMAS *Cairns* on Draper Street, Portsmith.

Newspapers

The *Cairns Post* is the local newspaper and is available Monday to Saturday. *The Sun* is a free community newspaper delivered to your home once a week.

Community Centres

Local community centres provide educational and support programs for all members of the community.

■ **Marlin Coast Neighbourhood Centre**

45 Cumberland Ave, Smithfield
Tel: (07) 4038 1644
Internet: www.mcnc.org.au

■ **Hambledon House**

177 Bruce Hwy, Edmonton
Tel: (07) 4045 0222

Disability Services

A detailed list of disability services is held at the local DCO office and can be accessed by contacting the DCO on Tel: (07) 4053 9300.

Child Development Unit

Early intervention program for children with special needs from birth to six years.

277 Mulgrave Rd, Westcourt
Tel: (07) 4052 9323

Religious Facilities

The Cairns local community has a comprehensive range of religious facilities and houses of worship. These facilities ensure that the full range of normally expected church functions and activities are readily available to members and their families.

To view a list of places of worship in Cairns please visit the following website:

Internet: <http://www.cairns-australia.com/cairns-religion.html>

Electoral

To put your name on the electoral roll for local, state and federal elections, contact the Australian Electoral Commission, 2nd Floor, 104 Grafton St, Cairns. Cairns falls into the federal electorate of Leichhardt and consists of the state seats of Cairns, Barron River and Mulgrave.

Essential Services

Local Council

Local council provides a range of services such as water usage, pet regulations and registrations, parking areas, garbage collection days, libraries and transport. The main Cairns City Council office is located at 119–145 Spence St, Cairns.

Tel: (07) 4044 3044

Internet: www.cairns.qld.gov.au

Electricity

Power is supplied by Ergon Energy.

Customer service

Tel: 13 10 46

Emergency and faults

Tel: 13 22 96 (24 hours)

Regional Office

109 Lake St, Cairns

To have power connected to your home, call Ergon. They offer same-day connection but require at least 24 hours notice for final readings and disconnection. A connection fee is charged to your first bill and is reimbursed when you vacate the home.

Gas

Only a few areas in Cairns have a gas line.

Some houses have gas bottles connected to the outside of the home.

Elgas

Cnr Buchan & Comport Sts

Tel: 13 11 61 or (07) 4035 3582

Origin Energy

Enquiries and LP gas orders

Tel: 13 24 62

Telephone

Telephone connection can be arranged over the telephone.

Telstra Customer Service

Tel: 13 22 00

Optus Customer Service

Tel: 1300 301 937

Deltacom

Tel: (07) 4035 0600

AAPT

Tel: 13 88 38

Transport

Defence Driving Licence Scheme

With the exception of Victoria and Northern Territory, Commonwealth, state and territory authorities have agreed to the implementation of a Defence Driving Licence Scheme (DDLS) for ADF personnel and eligible members of their families. Under the DDLS, the driving licences of both personnel and their families are recognised throughout Australia, and thus there is no requirement to change a driving licence solely because of a transfer interstate. However, on expiry, licences need to be renewed in the current state or territory of residence.

Defence Force personnel are not required to register their motor vehicles immediately upon entry to Queensland, and are allowed to retain interstate registration until the registration expires. However, once the interstate registration expires, vehicles are to be re-registered in Queensland.

Note: It is advised that you check your third-party eligibility with your current compulsory third-party insurer if you wish to retain your interstate registration.

Registration Requirements

■ Cars and Motorcycles

In order to have your motor vehicle registered, you must have the following:

- completed application
- certificate of roadworthiness from an approved inspection station (most garages)
- compulsory third party insurance for a period of 6 or 12 months
- proof of ownership (previous registration certificate)
- personal identification – please visit the Transport and Main Roads website <http://www.tmr.qld.gov.au/> or call 132 380 for information on accepted forms of identification.
- gas certificate must not be more than 30 days old for vehicles fitted with gas.

You must present your vehicle at the Department of Transport, Kenny St, Portsmith, for inspection. Proof of current interstate registration is required. Registration costs are determined by the number of cylinders (for most vehicles).

■ Trailers/Caravans/Boats

No compulsory third-party insurance is required if towed by a vehicle currently registered in Queensland. A vehicle registered in another state, unless compulsory third-party insurance is obtained, should not tow a trailer registered in Queensland. All caravans and trailers over 750 kg require a roadworthy certificate.

Trailers are to be presented to the Department of Transport, Kenny St office, for inspection. Lights, indicators and a numberplate light must be attached and in working order.

To register your boat:

- complete a registration application form, available from a Queensland Transport Customer Service Centre (QT CSC) that handles marine business.
- have appropriate identification with you (your driver's licence, birth certificate or passport).
- take boat details with you, such as: length, manufacturer, model, engine serial number, engine manufacturer and engine horsepower/kilowatt power.

To transfer an interstate registration to Queensland registration, complete the Application for Registration form available at a QT CSC (or call Tel: 13 23 80 to have a form sent to you); take the completed form to a QT CSC with your interstate registration certificate, proof of ownership and appropriate identification; and pay the appropriate registration fee.

■ Boat Licences

Boat licences and registrations are obtained from the Queensland Transport Department, Kenny St, Portsmith, or 96 Abbott St, Cairns. Queensland Transport has moved to a virtual licence for boats.

■ Driver's Licence

To change over to a Queensland driver's licence, produce identification including name, address and signature. Membership cards are not accepted for licensing purposes. If your licence has expired, Queensland Transport must obtain traffic history and licence details from the issuing state.

Items suitable for identification are:

- birth certificate (documentation is required if name has changed, e.g. through marriage)
- current interstate driver's licence
- signature, e.g. keycard
- proof of residency, e.g. electricity or telephone account or electoral enrolment advice.

Queensland Transport Department

82-86 Kenny Street Portsmith

Shop 18 Bentley Village Shopping Centre
96 McLaughlin Rd Bentley Park

Note: Bentley Park CSC conducts all licensing and only light vehicle (cars/motorcycles/self-assessed trailers) registrations.

Tel: 13 23 80

Tel: (07) 3834 2011 (interstate callers)

Opening hours:

Monday, Tuesday, Thursday and Friday,
8.30 am to 4.30 pm

Wednesday, 9.30 am to 4.30 pm

Public Transport

The city has limited public transport, provided by Sunbus, which includes day and night services to most areas of the city and suburbs. Information on timetables and route details can be obtained by contacting Sunbus.

Tel: (07) 4057 7411

Internet: www.sunbus.com.au/tt_cairns.php

A taxi company operates more than 130 vehicles. There are numerous coach and limousine hire companies.

Regular shuttle services operate between the city and Cairns International Airport, which is the nation's sixth busiest in terms of domestic and international passenger movement.

Bicycle/Walking Guide

Cairns City Council has published a *Cycling and Walking Guide* booklet available from the council, or visit the website, Internet: www.cairns.qld.gov.au.

Pet Care

Proper care for your pets in the tropics is essential. Ensure that your pet has enough drinking water each day and that the water is changed to prevent the spread of dengue fever. Your pet can develop 'hot spots' in the hotter months, and veterinary care is recommended for treating the condition.

Veterinary surgeons recommend that you vaccinate your dog each year and provide heartworm prevention medicine. For cats, vaccinate for feline enteritis and cat flu.

The cane toad is particularly nasty. Dogs and children have been known to attack or play with cane toads; please discourage such actions. The toad will defend itself by secreting a poisonous milky fluid from the back of its head. This poison can be lethal to dogs and cats, and can cause sickness in children.

If poisoning does occur, seek medical advice immediately.

Applications for registering dogs are available at the cashier counter of the council.

Registration tags are to be worn by dogs at all times. There is a maximum of two dogs per property to be kept in a residential area.

Local Emergency Information

Tropical Cyclones

Cyclones are a very real threat in north Queensland. Forward planning will help to ensure your own safety and that of your family, loved ones, pets and assets. Cairns Regional Council (Internet: www.cairns.qld.gov.au/cairns/council/services/cyclone) provides a cyclone booklet that can be viewed or downloaded. The local community organisation (State Emergency Service – SES) has cyclone disaster plans in place.

■ **Understanding Cyclone Advice**

The Cyclone Warning Centre in Brisbane uses radar, satellites, weather stations and sophisticated computer modelling to monitor cyclone activity. Depending on when a cyclone could potentially reach the coast, a Tropical Cyclone Watch or Tropical Cyclone Warning is issued by the Bureau of Meteorology. According to the bureau, the best source of information is the radio and on the internet at Internet: www.bom.gov.au.

You cannot stop a cyclone, and you cannot wait until it hits to learn what to do. It is vital that you make sure your whole family is prepared.

Points to remember:

- cyclones do not always give hours of warning
- do not trust your own weather observations
- follow official warnings

- beware of the ‘eye’ – you may feel reassured, but soon the wind will be back in full force, from the opposite direction
- stay protected
- do not go outdoors.

■ **Random Paths**

Cyclones can change course, mark time, or even loop-the-loop. Keep listening to your radio after the cyclone has passed, as it may double back. Keep listening to your radio after the Cyclone Warning has been issued.

■ **Cyclone Storm Surge and Storm Tide**

Storm surge is caused by a combination of low pressure and cyclone winds piling seawater up against a sloping coastal shelf to produce a storm tide (above predicted tide). The rising water floods inland over low-lying areas, normally above tidal influences. Fortunately, storm surge and tides do not happen very often, but you must always be ready. When they do occur, they can be more life-threatening than strong winds.

■ **Emergency/Evacuation Kits**

It is best to prepare a waterproof emergency kit before a cyclone is present, as there is often panic-buying and batteries, radios, torches etc. soon become scarce.

The kit should contain:

- portable radio with spare batteries
- tins of food and a can opener
- water and water containers
- torches and spare batteries

- candles, fuel or gas lamp
- matches
- spare clothes and sturdy, protective footwear
- self-contained cooking gear
- first aid kit
- essential medication.

Power will usually go out during a cyclone and may be disconnected for some days. Ensure you make suitable plans for this, especially having a phone in the house that does not require electricity. Water supply may also be interrupted.

Defence Members' Responsibilities

Defence members are required to return to work on declaration of a Tropical Cyclone Watch. On declaration of a Tropical Cyclone Warning, all Cairns-based fleet units will either put to sea or shelter in the upper reaches of Trinity Inlet. In order to minimise the impact of a cyclone, Defence families are expected to prepare themselves well in advance of the cyclone season. Defence families need to prepare by undertaking some simple procedures that are well-documented in brochures available from the council and emergency services.

■ Before the cyclone season:

- ensure an emergency kit is prepared and in good working order
- clear property of loose items that could cause damage by being blown around in a high wind
- in case of storm tide warning, know your nearest safe high-area.

■ Upon a cyclone warning:

- listen to your radio and TV for further warnings
- board up or tape windows
- store loose articles inside the house
- lock up pets
- fill water containers, including the bathtub
- fuel car and place under cover
- get some cash out of the bank.

■ On warning of a local evacuation:

- switch off electricity, gas etc.
- collect emergency evacuation kit
- follow instructions.

■ When the cyclone comes:

- stay inside
- shelter in the strongest part of the house
- protect yourself with a mattress, blankets etc.
- anchor yourself to strong fixtures (such as water pipes) or get under a strong table
- beware of the calm 'eye' of the storm – remain indoors until advised that the cyclone has passed.

■ After the cyclone:

- do not go outside until advised officially, or you are positive the cyclone has passed
- listen to your radio
- if you have to evacuate, do not go home until advised.

Important Numbers

Defence Services

■ DCO Cairns Reception

Tel: (07) 4053 9300

■ REDLO North Queensland

Tel: (07) 4753 6532

■ DHA Reception

Tel: (07) 4040 2400

■ 24-hour DHA Maintenance Line

Tel: 1300 366 615

■ Chaplains

Navy

Tel: (07) 4042 0245

Army

Tel: 0408 756 364

■ HMAS Cairns Officer of the Day

Tel: 0409 637 174

■ 51 FNQR Duty Officer

Tel: 0407 279 389

Other Services

■ Family Information Network for Defence (FIND)

Tel: 1800 020 031

■ Defence Health

Tel: 1800 335 425

■ Credit Union

Tel: (07) 4035 8345

■ All-hours Support Line

Tel: 1800 628 036

■ National Welfare Coordination Centre (NWCC)

Tel: 1800 801 026

■ Defence Equity Advice

Tel: 1800 644 247

Handy Phone Numbers

■ Ambulance enquiries

Tel: (07) 4039 8244

■ Car registration/Driver's licence

Tel: 13 23 80

■ Centrelink

Employer Hotline

Tel: 13 11 58

Appointments

Tel: 13 10 21

■ Cairns City Council

Tel: (07) 4044 3044

■ Dog Registration

Tel: (07) 4044 3044

■ Electoral Enrolment

Tel: 1800 801 665

■ Ergon Energy

Tel: 13 22 96

■ Gas

Tel: (07) 4051 6955

■ **Hospital**

Cairns Base/Emergency
Tel: (07) 4050 6333

Cairns Private
Tel: (07) 4052 5200

■ **24-hour Medical Centre**

Tel: (07) 4052 1119

■ **Medicare**

Tel: 13 20 11

■ **Police**

Tel: (07) 4030 7000

■ **RACQ**

Earlville
Tel: (07) 4033 6433

Road Report
Tel: 1300 130 595

■ **State Emergency Service**

Tel: (07) 4044 8300

■ **Taxis**

Tel: 13 10 08

Notes



Australian Government
Department of Defence