

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 CANBERRA



Australian Government

Department of Defence

Welcome to Canberra

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

The book captures a wide range of general and local information, to assist you to settle into your new location. Canberra 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
- support to special needs families
- 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

Ground Floor
8 Thesiger Court
Deakin ACT 2600
Tel: (02) 6265 8777
Fax: (02) 6265 8887
Email: dco.canberra@defence.gov.au

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.



Chaplains

Chaplaincy support is provided so that Defence members and their families may receive pastoral and spiritual care. Chaplains provide this support as they consult with unit Commanders on spiritual, pastoral, welfare, moral and morale issues. Baptisms, marriages and other services can be arranged with the chaplains.

Chaplains are located at the Australian Defence Force Academy, Royal Military College Duntroon (RMC-D), HMAS *Harman* and Russell Offices.

Chapel services are conducted on Sundays at RMC Duntroon:

Anglican – 9.30 am

Anglican/Protestant – 5.00 pm

Catholic – 5.00 pm

Defence

Defence Bases

The Department of Defence is the major employer in the region. Defence headquarters is widely spread, but centred mainly at Russell Offices and Campbell Park Offices, located in the suburb of Campbell – approximately 5 km from the city centre. There is also a Defence presence at the Brindabella Business Park near the Canberra Airport, and other locations including Barton, Deakin, Fyshwick, Tuggeranong, Bruce and Bungendore.

The Royal Military College Duntroon (RMC-D) is situated approximately five minutes from the centre of Canberra. The college prepares cadets and other selected candidates for careers as officers in the Army.

RMC-D conducts a number of parades and activities throughout the year, which are open to the public. Among the historic buildings located within the grounds is the Changi Chapel, now erected as a memorial, and Duntroon House. There has been a major construction of service housing undertaken at Duntroon over the last few years, which accommodates those working at Duntroon and some cadets with families.

The Australian Defence Force Academy (ADFA) is situated approximately 5 km from the centre of Canberra. The academy is the primary training establishment for officers of the ADF. It provides undergraduate tertiary education within the University of New South Wales.

The Australian Defence College Weston Creek is situated approximately 10 km from the centre of Canberra. Two courses operate from this location: the Defence Strategic Studies Course and the Australian Command and Staff Course.

HMAS *Harman* is approximately 10 km from the centre of Canberra. It is the administrative base for all Royal Australian Navy personnel located in the Australian Capital Territory (ACT) region. There are still a few service residences on the base.

Defence Establishment Fairbairn is located approximately 8 km from the centre of Canberra and is the home to No. 34 Squadron.

Headquarters Joint Operations Command (HQJOC) is located on the King's Highway, midway between Queanbeyan and Bungendore. The King's Highway is the primary link between Canberra and the South Coast.

On-base Facilities

The Duntroon Community Centre is located within the grounds of the RMC, and other facilities such as the pool and cafe are available to staff and their families. The RMC Golf Club is open to the public on weekdays and after 3.00 pm on competition days.

HMAS *Harman* hosts a range of clubs including Australian Rules football, rugby and cricket, and has a range of sporting facilities including a gym and pool. HMAS *Harman* also has messes for all ranks, and Defence personnel and their families are encouraged to use them. Programs are available from mess secretaries.

Credit union facilities are available at Duntroon, Russell Offices and Campbell Park Offices.

Golf courses are located at Fairbairn and Duntroon for use by Defence members and their families.

Clothing Stores

The majority of clothing store services are provided by the ACT Defence Clothing Store located at the ADFA.

This store provides retail clothing, kit issues and public (protective) clothing.

Tel: (02) 6268 8423

The ACT Shopfront Clothing Store located at Duntroon provides disruptive pattern camouflage uniform (DPCU) and field equipment.

Tel: (02) 6265 9489



Education

Regional Education Liaison Officer (REDLO)

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

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

Defence School Transition Aide Program

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

They may:

- organise activities that 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.

Contact the REDLO for further information.

REDLO ACT

Tel: (02) 6265 8777

Email: redlo.act@defence.gov.au

Handy Contacts

Department of Education and Training
Internet: www.det.act.gov.au

Education Network Australia
Internet: www.edna.edu.au

Guide to New South Wales (NSW)
Secondary Schools
Internet: www.schoolchoice.com.au

Public Schools NSW
Internet: www.schools.nsw.edu.au

Archdiocese of Canberra and Goulburn
Catholic Education Office
Internet: www.ceo.cg.catholic.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 child care centres across Australia that participate in the National Childcare Accreditation Council Quality Improvement Program. These centres are managed by B4Kids Pty Ltd 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.

National Enrolment Call Centre

The B4Kids Enrolment Call Centre can be contacted on Tel: 1300 265 600, for Defence families to:

- access placements in Defence child care centres
- 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 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

Australian Capital Territory Playgroups Association

Tel: (02) 6251 9918

Fax: (02) 6251 9887

Parentline

Telephone counselling, 9.00 am to 9.00 pm, Monday to Friday.

Tel: (02) 6287 3833

Kids Helpline

Tel: 1800 551 800 (24 hours)

Internet: www.kidshelp.com.au

Playschools ACT

Tel: (02) 6207 1114

Day Care Services ACT

Tel: (02) 6207 1114

YMCA

Tel: (02) 6230 6224

Internet: www.canberra.ymca.org.au

Infant Restraint Loan Service and Kidsafe Centre

Tel: (02) 6290 2244

Noah's Ark Centre (toy library and playgroups)

Tel: (02) 6287 1117

Gungahlin Regional Community Services

Tel: (02) 6242 4811

Child care can be very difficult to find in the ACT/Queanbeyan region. When posted to this area it is advisable to source your options as soon as possible. The ACT Government produces a booklet, *A Guide to Children's Services in the ACT*, available from the Family Liaison Officers or online at Internet: www.det.act.gov.au – follow the links to the Office for Children, Youth and Family Support. For further information, you may wish to contact:

Family and Community Services

Child Care Access Hotline

Tel: 1800 670 305

It is advisable to register on a waiting list as soon as you receive a posting. Although some waiting lists are quite long, you need to be registered in order to be offered a place. Please remember that departments other than Defence post staff in and out of Canberra and waiting times can vary greatly.

The Family Liaison Officers have a comprehensive list of all child care facilities in the ACT/Queanbeyan area, including occasional care, family day care, after school care and home-based care.

Cadets

The ADF Cadets is a community-based organisation made up of 21,500 youth and 2,063 adult staff in more than 461 units throughout Australia. To see if there is a unit in your locality, visit the Cadets' website.

Internet: www.cadetnet.gov.au

Playgroups

The Duntroon Community Centre is located in the grounds of the Royal Military College at Duntroon. For those families with children 0–4 years old, come along to Playgroup. The playgroup has lots of toys, craft and other activities for everyone (including tea and coffee for the parent/carers). The playgroups operate from 9:30 am to 12.00 pm on various days of the week. For more information regarding playgroup days, please contact the coordinator of the centre.

Tel: (02) 6265 9411

Internet: www.duntrooncommunitycentre.org.au

The Bungendore Play Group is held at the Bungendore Community Centre, Majara Street, twice a week for children 0–5 years old age. The cost is \$3 per session. The sessions are held on Monday from 9.30 am to 11.30 am during school term only and Thursdays from 10.30 am to 12.30 pm during school terms and school holidays.

Tel: (02) 62380895 or (02) 62381415

More information can be found on page 19.

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 Manager

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	
Canberra	
Names	
Anton Pecovnik	Treena Stone
Telephone	
(02) 6265 8808	(02) 62650 8809
Mobile	
0404 823 766	0404 823 765
Fax	
(02) 6265 8814	(02) 6265 8814

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' Warranty Management Centre (WMC).

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

Health

Doctors

Canberra and Queanbeyan are well-served by doctors practising in most suburbs. Details can be obtained from the Yellow Pages under 'Medical Practitioners'.

Not all specialist medical services are available in this locality. Please consult your existing practitioner to organise appropriate referrals.

Ambulance

It is important to note that ambulance cover is a 'user pays' service in the ACT. If you should need ambulance transport, even a short ride could be expensive. The cost of ambulance services is not covered by Medicare, nor is it covered if you are holding a Health Care card, Pharmaceutical or Pensioner Benefit Card.

For insurance against these fees, coverage can be provided through private health insurers. A full listing is located in the Yellow Pages.

Canberra
Tel: (02) 6207 9900

For non-urgent ambulance bookings:

Queanbeyan
Tel: 13 12 33

Hospitals

The Canberra Hospital

Yamba Dr, Garran
Tel: (02) 6244 2222

Calvary Public Hospital

Haydon Dr, Bruce
Tel: (02) 6201 6111

Calvary John James Memorial Hospital

Strickland Cres, Deakin
Tel: (02) 6281 8100

National Capital Private Hospital

Gilmore Cres, Garran
Tel: (02) 6222 6666

Queanbeyan District Hospital

Collet St, Queanbeyan
Tel: (02) 6298 9211

Defence Medical/Dental Facilities

Duntroon Health Centre

RMC Duntroon
Tel: (02) 6265 9419

Russell Offices Health Centre

Russell Offices
Tel: (02) 6265 5979

Russell Offices Dental Unit

Russell Offices
Tel: (02) 6265 4462

1800 IM SICK (1800 467 425)

An innovative, free, after-hours telephone health advisory service is available to all permanent ADF personnel serving or on leave in Australia. The advice will focus on where to go for medical treatment in their current location, such as local medical officers, hospitals and pharmacies.

Personnel are able to ring after hours and speak to ADF health staff about immediate health issues and receive information on what they need to do.

Health Direct

Tel: 1800 022 222

A 24-hour service. Fast and simple expert advice about any health issue and what to do next.

Community Health Centres

Community health centres are the initial point of contact for people who need access to any health service. The centres are located in Belconnen, Phillip, Kippax, Dickson and Tuggeranong (ACT) and Queanbeyan and Karabar (NSW).

Tel: (02) 6207 9977 (this number is for all the centres in the ACT)

Internet: www.health.act.gov.au

Internet: www.qcc.nsw.gov.au

Child Health Clinics

For details of clinics near your home, contact
Tel: 13 22 81

Gungahlin Child & Family Centre

Tel: (02) 6201 0120

Tuggeranong Child & Family Centre

Tel: (02) 6207 8228

Children Youth and Family Support

Tel: 13 34 27

CALMS Canberra After Hours Locum Medical Service

Tel: 1300 422 567

Immunisation Centres for Children

All enquiries

Tel: (02) 6205 2300

Queanbeyan

Tel: (02) 6298 9233

Bungendore

Tel: (02) 6298 9363

Medicare

Medicare offices are located in Gungahlin, Canberra City, Belconnen, Tuggeranong, Woden and Queanbeyan.

Tel: 13 20 11

Women's Centre for Health Matters

A community information and resource centre providing referral and support to women on their health and wellbeing.

Building One, Pearce Centre

Collett Pl, Pearce

Tel: (02) 6290 2166

Internet: www.wchm.org.au

Canberra Emergency Accommodation Service

First Point

Tel: 1800 176 468

Wellbeing Women's Clinic

Belconnen, Canberra City, Tuggeranong

Tel: (02) 6205 1078

Mental Health Crisis, Assessment and Treatment

Tel: 1800 629 354 (24 hours)

Parentlink

There is a Parentlink website with informative parent guides, and a parent line that puts you in touch with services for parents and kids.

Promotes positive parents.

Tel: 13 34 27

Internet: www.parentlink.act.gov.au

Parent Line

Free confidential parenting support
9.00 am to 9.00 pm, Monday to Friday.

Tel: (02) 6287 3833

Internet: www.parentline.act.gov.au

Child and Youth Dental Membership Scheme

Provides children with ongoing dental care from community-based clinics.

Tel: 13 22 81

Internet: www.health.act.gov.au

Defence Community Groups

Defence Special Needs Support Group (DSNSG)



The 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 (DFA)



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.

Duntroon Community Centre

The Duntroon Community Centre is a not-for-profit organisation providing a range of services and activities for all Defence families. The centre is located in the beautiful grounds of the Royal Military College at Duntroon, only 10 minutes from Jerrabomberra and not much further from anywhere else in Canberra.

The aims of the centre are to provide social, emotional and practical support for Defence families. The centre is friendly, welcoming, fully air conditioned and always open to new ideas and suggestions. The centre has a number of different groups and activities on offer, such as playgroup, craft group, three-year-old playschool, first aid courses, parenting classes and various information sessions. Services such as photocopying, laminating, fax, computer and internet access are also available. Members can also use the centre for functions such as children's birthday parties.

The centre welcomes any enquiries and encourages those with new additions to the family, with loved ones on deployment/courses, and those new to the area to call in, have a chat and a cuppa, and view the centre and its services/amenities first hand. If you have any queries regarding the centre, please phone the coordinator.

Duntroon Community Centre
Gymkhana Rd, RMC Duntroon
Tel: (02) 6265 9411
Fax: (02) 6265 9063
Internet: www.duntrooncommunitycentre.org.au

Duntroon Preschool

If your child turns four years old on or before 30 April, you may register at the preschool. A priority system operates for Duntroon Preschool and places are allocated on the following basis:

- live at Duntroon or are cared for at Duntroon
- Defence families working at Duntroon, but living in ACT or NSW
- Defence families living in NSW.

Tel: (02) 6205 6598

Gungahlin Defence Families Playgroup

Are you a Defence family living on the north side of Canberra? Come along to the playgroup, have a cup of tea, meet other Defence families and let the kids (0–5 years) have a good time. The Gungahlin Families Defence Playgroup meets on Thursday mornings, 9.30 am to 11.30 am, at the Nicholls Community House, Kelleway Avenue, Nicholls.

For more information:

Tel: 0411 476 592 or 0430 850 787

Email: gungahlindfp@gmail.com

Local Community

Canberra

■ Location and Climate

Canberra is situated in the southern highlands of NSW, approximately 304 km from Sydney and 675 km from Melbourne.

The varied climate experienced by the ACT is due to its altitude of 580 metres above sea level, and its location between the main ranges of the Australian Alps and the sea. The clear atmosphere produces rapid heat loss, especially at night. This can result in a wide variation between daily minimum and maximum temperatures. Summer temperatures can reach 43 °C and winter temperatures can be as low as minus 7 °C, with frosts occurring about 100 mornings a year.

The majority of houses – both service residences (SR) and rental allowance (RA) – have some form of heating: open fires, gas, electricity, oil or slow combustion stoves. Regardless of the type of heating, householders will find that the cost can be rather expensive.

■ Entertainment and Recreation

The Canberra Visitors Centre at 330 Northbourne Avenue provides a comprehensive and convenient service for visitors to the area. Information officers can help with your queries regarding attractions, events and accommodation.

For general information:

Tel: 1300 554 114

Internet: www.canberratourism.com.au

Internet: www.liveincanberra.com.au

Internet: www.bcl.com.au/canberra/watson

For a fantastic virtual tour:

Internet: www.virtualcanberra.gov.au

Queanbeyan

■ Location and Climate

This prosperous and multicultural city is often referred to as Canberra's neighbouring city, and it is with this in mind that a similar wardrobe to that for Canberra is recommended.

Queanbeyan is approximately 18 km from the National Capital, and is a perfect base to discover the Snowy Mountains, the south coast and the many historical towns and villages which are scattered throughout the picturesque countryside.

Jerrabomberra lies on the outskirts of Queanbeyan and has become more developed in the last few years with the building of a new school and shopping centre. There are limited buses that run between ACT and Jerrabomberra – please check with the provider for details.



Wineries

The capital region has been producing wines for over 150 years. There are more than 25 wineries in the district that produce wines from all grape varieties, including Lark Hill, Barton Estate, Brindabella Hills, Jeir Creek, Doonkuna

and others. Many of the vineyards offer food that complements the wine produced. There are also seasonal celebrations for wine lovers, including the Wine Harvest Festival held in April, the Murrumbateman Moving Feast held in October and the Wine, Roses and all that Jazz held in November.

Markets

■ Fyshwick Markets

Cnr Mildura & Dalby Sts, Fyshwick
Tel: (02) 6295 0606

Fresh fruit and vegetables, organic food, pets, meat, seafood, deli, health foods, rugs, nursery, bakeries, animals – something for everyone.

Open 8.00 am to 5.30 pm, Thursday to Sunday.

■ Belconnen Markets

Lathlain St, Belconnen
Tel: (02) 6251 1680
Internet: www.belconnenmarkets.com.au

Fresh fruit, vegetables, organic foods, kitchenware, seafood, deli, pets, gourmet foods and meat.

Open 8.00 am to 6.00 pm, Wednesday to Sunday. Some shops open seven days.

■ Old Bus Depot Markets

27 Wentworth Ave, Kingston
Tel: (02) 6295 3331
Internet: www.obdm.com.au

These award-winning markets offer a range of local art and crafts, gourmet foods, special events and entertainment.

Open Sundays, 10.00 am to 4.00 pm.

■ Hall Markets

Tel: (02) 6260 5555
Hall Showground, Hall

Specialist home-grown produce, arts and crafts.

Open 10.00 am to 3.00 pm, first Sunday of every month (except January).

Internet: www.contact.com.au/hall

■ Canberra Region Farmers Market

Exhibition Park
Tel: 0400 852 227

Open 8.00 am to 11.00 am, Saturday mornings.

■ Queanbeyan Rotary Cottage Markets

Cnr Collett & Morisset Sts, Queanbeyan
Tel: (02) 6299 0219

■ Rotary Trash and Treasure

Bowman St, Macquarie
Open every Sunday.
Internet: www.belconnenrotary.org.au

■ Canberra Hospital Markets

Canberra hospital car park, Garran.
Fourth Sunday of the month
Tel: (02) 6254 6140

■ Southside Farmers Market

Sundays, 8:00 am to 11:30 am
Tel: 0432 024 281
Internet: www.southsidefarmersmarket.com.au

■ Lions Tuggeranong Homestead

Open 9.00 am to 2.00 pm, second Sunday of the month (except January).
Tel: 0417 436 614

Sports

The Canberra region has a wealth of facilities for sport and recreation. Health and fitness clubs are located throughout the Canberra region and can be found listed in the Yellow Pages. There is a wide range of recreation and tourist facilities in and around Canberra and Queanbeyan.

Shopping

Shopping in Canberra is fun and centralised, with the city offering several centres full of speciality shops and fashion boutiques. Manuka and Kingston offer older, village-style shopping with many speciality shops, boutiques, sidewalk cafes and cosmopolitan dining.

■ Major Shopping Centres

Westfield Belconnen

Westfield Woden

The Canberra Centre – City Centre

Tuggeranong Hyperdome
Riverside Plaza – Queanbeyan
Gungahlin Marketplace

There are also many smaller shopping centres, and most suburbs in Canberra and Queanbeyan are serviced by local supermarkets. Extended trading hours exist in a number of the larger centres and most supermarkets within ACT/Queanbeyan. Late night shopping is Friday in the ACT and Thursday in NSW.

General Services

Canberra Connect

ACT Government link to services

Tel: 13 22 81

Internet: www.canberraconnect.act.gov.au

Citizens Advice Bureau

Tel: (02) 6248 7988

Internet: www.citizenadvice.org.au

Queanbeyan City Council

Tel: (02) 6285 6000

Internet: www.qcc.nsw.gov.au

Resident Guides

Resident guides are available for areas within the ACT and Queanbeyan. Contact your local community centre for details.

Electoral Information

There is an Australian Defence Forces Electoral Guide on the Australian Electoral Commission (AEC) website, at Internet: www.aec.gov.au.

The AEC can also be contacted by phone on Tel: 13 23 26.

Press

The Canberra Times newspaper is printed daily, with the *Sunday Times* on Sunday. *The Queanbeyan Age* is published every Friday.

There is also a range of free newspapers and magazines including the *Chronicle* and *Canberra's Child*.

Libraries

■ Queanbeyan Library

Tel: (02) 6298 0255

■ ACT Libraries

Tel: (02) 6205 9000

Internet: www.library.act.gov.au

NRMA Roadside Service

Membership and general enquiries

Tel: 13 21 32

Roadside assistance

Tel: 13 11 11

NRMA office locations in Canberra:

- Shop CG 5/6
City Walk, Civic, Canberra
- 28 Morisset St, Queanbeyan
- Lower Level
Westfield Woden
- Gungahlin Market place
- 62 Athllon Dr, Tuggeranong

Community Services

■ **Health First**

Telephone advice about health issues staff by registered nurses. Operates 24 hours, seven days a week.

Tel: (02) 6207 7770

■ **Belconnen Community Service**

26 Chandler St, Belconnen

Tel: (02) 6264 0200

Internet: www.bcsact.com.au

Offers a variety of community programs including aged care, information, family support and services for children with disabilities. Coordinates volunteers who offer home visits, shopping, companionship, home help or transport.

■ **Woden Community Service**

Corinna St, Woden

Tel: (02) 6282 2644

Internet: www.wcs.org.au

Offers child care, migrant services, youth workers, aged care workers, recreation and living skills programs for disabled children.

■ **Communities@work**

Tuggeranong Community Centre

Cowlishaw St, Greenway

Tel: (02) 6293 6500

Internet: www.commsatwork.org

Administers family day care, before- and after-school care, long day care and holiday programs, occasional child care and community work (including transportation, friendship visiting, emergency home help, shopping, information and referral).

■ **Communities@work**

Weston Creek Community Centre

Parkinson St, Weston

Tel: (02) 6288 1144

Internet: www.commsatwork.org

Offers the following: aged, youth, women's and general community services. Information, referral and support, and group activities and courses.

■ **Southside Community Service**

Boolimba Cres, Narrabundah

Tel: (02) 6126 4700

Internet: www.sscs.org.au

Administers family day care, mobile play bus, aged care service, volunteer transport for the aged, long day care, family support and supplementary workers.

■ **Northside Community Service**

Majura Community Centre

Rosevear Pl, Dickson

Tel: (02) 6257 2255

Internet: www.nside.org.au

Offers occasional care, after school and vacation care, support services for families and children with disabilities, youth programs, aged care programs and women's accommodation.

■ **Gungahlin Regional Community Service**

33 Hibberson St, Gungahlin

Tel: (02) 6228 9200

Email: grcs@gcrs.org.au

Provides out-of-school-hours care and other community groups, such as playgroup and family support groups for people living in the Gungahlin community.

■ Centacare

42 Canberra Ave, Manuka
Tel: (02) 6295 4300
Internet: www.centacare-canberra.org

Provides marriage counselling, marriage education, natural family planning, a family support service, school social work service, family life program, sexual education program, family development services, conflict resolution program and disabilities programs.

■ Letchworth Neighbourhood Centre

28 Miller St, Queanbeyan
Tel: (02) 6299 1787
Internet: www.qcc.nsw.gov.au

Offers playgroups, three-year-old playschool, early childhood clinic, adult education and community groups.

■ Jerrabomberra Community Centre

Jerrabomberra Pkwy, Jerrabomberra
Tel: (02) 6299 9229
Internet: www.qcc.nsw.gov.au

Multi-purpose centre providing space for community activities – playgroups, three-year-old playschool, early childhood clinic and over-50s meeting.

■ Barnardos

24 Thorton Road Queanbeyan
Tel: (02) 6214 3800
Internet: www.barnardos.org.au

Support available to families, specialising in the area of parenting.

Defence Related Organisations

■ Armed Forces Federation of Australia

4A/47 Colbee Crt, Phillip
Tel: (02) 6260 5100

■ Defence Health

Level 2, 344 St Kilda Rd, Melbourne
Tel: (03) 9291 1000 or 1800 335 425 (freecall)
Internet: www.defencehealth.com.au

■ Department of Veterans' Affairs

Tel: 13 32 54
Internet: www.dva.gov.au

■ Legacy Club of Canberra

33 Geils Crt, Deakin
Tel: (02) 6285 1800

■ Navy Health

Level 2, 826 Whitehorse Rd, Box Hill, VIC
Tel: (03) 9896 9300 or 1300 306 289 (freecall)
Internet: www.navyhealth.com.au

■ Defence Force Welfare Association

GPO Box 2272
Canberra ACT 2601
Tel: (02) 6265 9496
Internet: www.dfw.org.au

■ Veterans and Veterans Families Counselling Service

General enquiries: 13 32 54
After hours: 1800 011 046
Internet: www.dva.gov.au/health/vvcs/vvcs.htm

■ Service Holiday Accommodation

This website gives information on a range of service holiday accommodation available around Australia, including Gold Coast, Merimbula, Darwin and the Sunshine Coast.

Internet: www.defence.gov.au/dpsa
For details of Navy holiday accommodation
Internet: www.navy.gov.au/general/holiday

Essential Services

Water Restrictions

■ ACT

ACTEW

Internet: www.actew.com.au/restrictions

Tel: 13 14 93

■ NSW – Queanbeyan

Internet: www.qcc.nsw.gov.au

Tel: (02) 6298 0233

Electricity

Electricity is supplied by ACTEW in the ACT and Country Energy in Queanbeyan.

■ ACTEW

Internet: www.actew.com.au

Tel: 13 14 93

■ Country Energy

Internet: www.countryenergy.com.au

Tel: 13 23 56

Other providers:

■ Origin Energy

Internet: www.originenergy.com.au

Tel: 1300 791 468

■ Energy Australia

Internet: www.energy.com.au

Tel: 13 15 35

Gas

Gas is supplied by ACTEWAGL in the ACT and Country Energy in NSW.

■ ACTEWAGL

Internet: www.actew.com.au

Tel: 13 14 93

■ Country Energy

Internet: www.countryenergy.com.au

Tel: 13 23 56

Other providers:

■ Energy Australia

Internet: www.energy.com.au

Tel: 13 15 35

■ Origin Energy

Internet: www.originenergy.com.au

Tel: 13 24 62

Telephone

There are a wide range of services available from many different suppliers. For details, see the Yellow Pages.

Garbage Collection

■ Queanbeyan

Queanbeyan Council provides a range of waste management services including weekly rubbish collection, fortnightly recycling collection, twice-yearly household collection, recycling drop-off facilities and green waste disposal.

Tel: (02) 6299 6000

■ ACT

Household waste services are provided by the Department of Urban Services through ACT NOWaste.

Internet: www.tams.act.gov.au/live/Recycling_and_Waste/about_ACT_NOWaste
Tel: (02) 6207 2500

Clean green waste can be disposed of at the following locations:

Corkhill Bros – Mugga Lane Landfill, Symonston. Open 7.30 am to 4.45 pm, seven days a week.

Canberra Sand and Gravel – Parkwood Road Recycling Estate (formerly West Belconnen Landfill), Macgregor. Open 7.30 am to 4.45 pm, seven days a week.

Transport

Defence Driving Licence Scheme

With the exception of Victoria and Northern Territory, Commonwealth, state and territory authorities implemented a Defence Driving Licence Scheme (DDLS) for Australian Defence Force (ADF) personnel, and for eligible members of their families. Under the DDLS, personnel and their families' driving licences are recognised throughout Australia, and thus no requirement exists to change a driving licence solely because of a transfer interstate. However, on expiry, licences must be renewed in the current state or territory of domicile.

Motor Vehicle Registration Administration

State and territory motor vehicle registration authorities have varying requirements regarding the change of motor registration following arrival in their state or territory. ADF personnel should check with local registration authorities for their requirements.

Vehicles must undergo an inspection before registration.

■ ACT

Tel: 13 22 81

Internet: www.rego.act.gov.au

■ NSW

Tel: 13 22 13

Bus Services

Canberra is well-served by the ACTION bus system. There are four major bus interchanges in Canberra: Civic, Belconnen, Woden and Tuggeranong. Timetable information can be obtained from each of the interchanges or by calling Tel: 13 17 10. Bus timetables, books and pre-purchased tickets can be obtained from the bus interchanges or most newsagents.

Students may purchase term tickets for travel to and from school. These are available from newsagents or bus interchanges. Further information, including bus routes, is available at Internet: www.action.gov.au.

A bus service also operates between Queanbeyan and Canberra. Details of this service can be obtained from Deane's Buslines,

Tel: (02) 6299 3722, 8.00 am to 5.00 pm, Monday to Friday.

Internet: www.action.act.gov.au

Canberra is connected to all capital cities by the major coach lines:

■ Murrays

Tel: 13 22 51 or 13 22 59

Internet: www.murrays.com.au

■ Greyhound/Bus Australia

Tel: 1300 473 946

Internet: www.greyhound.com.au

Rail Services

■ Countrylink

Canberra Railway Station
Wentworth Ave, Kingston

Reservations: 13 22 32

Internet: www.countrylink.info

Air Services

■ Canberra Airport

1st Floor

2 Brindabella Circuit

Tel: (02) 6275 2236 BrindabellaBusiness Park

Tel: (02) 6275 2222

Internet: www.canberraairport.com.au

■ Department of Defence

Defence National Switch Board

Tel: 1300 333 362

Cycling

Cycling in Canberra is a pleasant recreational activity. A system of clearly marked cycleways separate cyclists from other traffic and give access to some of Canberra's most beautiful parklands. Normal road rules apply on bicycle paths just as they do on public streets. The wearing of helmets in the ACT is compulsory. A map of Canberra's considerable network of cycleways is available from ACT Government Shopfronts, most newsagents, bike shops, hotels and bookstores. For more information, visit Internet: www.act.gov.au.

Pet Care

Registration

It is compulsory to register dogs in the ACT when they are more than eight weeks old. Registration must be renewed each year.

Unclaimed dogs may be destroyed, sold or rehoused after one week if the owner cannot be contacted.

If you wish to keep more than four dogs, you must apply for a keeper's licence.

Exercise Areas

Dogs can only be exercised off-leash in public designated off-leash dog exercise areas. Maps showing the location of exercise areas in your suburb are available from ACT Government Shop fronts. The information can also be obtained by calling the Dog Control Unit. Dog-prohibited areas are identified by signage and dogs are not permitted in these areas except for assistance dogs with permits. In public places, dogs must not be taken within ten metres of a designated play space (if children are playing on it) or a fireplace (or heating appliance) designated for cooking.

Dogs are only permitted to swim in some recreation areas along the Murrumbidgee Rvr; check with the Dog Control Unit.

Domestic Animal Services (DAS)

Email: dogcontrol@act.gov.au

Ph: 13 22 81

Fax: (02) 6207 2252

Pound

Mugga Lane, Symonston

Tel: (02) 6207 2424

Open from 9.00 am to 5.15 pm (Monday to Friday), 8:30 am to 4:30 pm (Saturday).

Closed on Sundays and public holidays.

NSW

Dogs in NSW must be registered. All dogs should be microchipped and, when microchipped, be registered for life. This service is provided at the pound, which is located at Old Sydney Road, Queanbeyan. The pound also has boarding kennels available for public use.

Tel: (02) 6298 0269

Boarding Kennels and Catteries

There are a number of boarding kennels and catteries in the region. It is advisable to book early, especially if you are being transferred at the peak holiday time around Christmas. Check the Yellow Pages for details.

Horses

There are several areas within the immediate Canberra region that offer agistment for horses. For more information check the Yellow Pages.

RSPCA Animal Shelter

Kirkpatrick St, Weston

Tel: (02) 6287 8100

Internet: www.rspca.act.org.au

Wildlife after hours: 0413 495 031

Emergency Information

Put Together an Emergency Kit

- Torches with spare batteries
- Candles and matches or a lighter – to provide light in the case of a power failure
- AM/FM battery-powered radio and spare batteries – to keep in touch with local emergency bulletins
- First aid kit
- Essential medication
- Fire-fighting equipment – buckets, mops, ladders, blankets, towels, shovels
- Protective clothing for everybody in the house, covering your body as much as possible – including leather shoes or work boots, a broad-brimmed hat, natural fibre clothing, gloves and goggles
- Bottled drinking water to reduce the risk of dehydration, and long-life energy food
- Canned food – three day supply plus can opener and eating utensils
- Portable stove with fuel and basic cooking utensils
- Pet supplies – food, water and other animal needs
- Tent, tarpaulin and blankets (woollen and thermal)
- Money – including coins for phone calls
- Strong plastic bags for clothing, valuables, documents and photograph albums

In case you have to evacuate, you should include with the emergency kit a list of all the things you will want to collect at short notice and take with you, such as valuables, money, documents, mobile phones and keepsakes.

Prepare Your Home for the Bushfire Season

- Walk around your home and identify potential fire risks (e.g. timber deck, open sub-floor spaces, openings in the structure)
- Remove rubbish, dry timber, wood piles and vegetation so they are away from your home
- Mow long grass
- Clear undergrowth from fences
- Clear roof and gutters of leaves and twigs on a regular basis, especially in summer
- Trim branches so they are not overhanging your home
- Screen vents into the roof space and under-floor space with fine mesh wire
- Replace damaged or missing roof tiles

For further information, visit Internet: www.esa.act.gov.au.

An action guide for the ACT in the event of a natural disaster is included on the inside back cover of the Yellow Pages telephone directory.

For further information, visit Internet: www.esa.act.gov.au.

Important Numbers

Defence Community Organisation

Ground Floor
8 Thesiger Court
Deakin ACT 2600
Tel: (02) 6265 8777
Fax: (02) 6265 8887
Email: dco.canberra@defence.gov.au

Regional Education Liaison Officer

Tel: (02) 6265 8777

Chaplains

■ Navy

ADFA
Tel: (02) 6268 8562

HMAS *Harman*
Tel: (02) 6266 6727

Russell Offices
Tel: (02) 6265 3264

■ Army

Principal Chaplain
Tel: (02) 6265 3630
Email: army.princchap@defence.gov.au

ADFA

Tel: (02) 6268 8548

Air Force

Principal Air Chaplain
Tel: (02) 6248 0511
Fairbairn Tel: (02) 6248 0511

After Hours Contact

ADFA
Tel: (02) 6268 8574

RMC
Tel: 0419 228 561

National Welfare Coordination Centre (NWCC)

Tel: 1800 801 026

Family Information Network for Defence (FIND)

Tel: 1800 333 362

Defence Housing Australia

Maintenance
Tel: 139 DHA (13 93 42)

Reception
Tel: (02) 6268 3700

Toll Transitions

Tel: 1800 819 167

Telstra Connections

Tel: 13 22 00

Defence Relocation and Housing Manager

Tel: (02) 6127 2898

Defence Health

Tel: 1800 335 425

Defence Special Needs Support Group (DSNSG)

Tel: 1800 037 674

Defence Families of Australia (DFA)

Tel: 1800 100 509

Family Information Network for Defence

Tel: 1800 020 031

DEFCON

Tel: (07) 3879 0911

Defence

General enquiries
Tel: (02) 6265 9111

ADFA
Tel: (02) 6268 8716

Royal Military College

RMC-A
Tel: (02) 6265 9475

RMC-D
Tel: (02) 6265 9313

After Hours Duty Officers

Tel: (02) 6265 0000

Defence Force Credit Union

Tel: 1800 033 139

Australian Defence Credit Union (ADCU)

Tel: (02) 6273 4612
Mobile: 419 560 511
Fax: (02) 627 346 14
Internet: www.adcu.com.au

Duntroon Community Centre

Tel: (02) 6265 9411

Duntroon Preschool

Tel: (02) 6205 6598

Hospitals

■ **Canberra Hospital**

Tel: (02) 6244 2222

■ **Calvary John James Hospital**

Tel: (02) 6281 8100

■ **Calvary Public Hospital**

Tel: (02) 6201 6111

■ **Queanbeyan Hospital**

Tel: (02) 6298 9211

All Hours Support Line

Tel: 1800 628 036

Lifeline

Tel: 13 11 14

Poison Information Centre

Tel: 13 11 26

NRMA

Road service: 13 11 11

Taxis

Taxi Cabs of Canberra
Tel: 13 22 27

Taxi Cabs of Queanbeyan
Tel: 13 22 11

Centrelink

Appointments
Tel: 13 10 21

Family assistance
Tel: 13 61 50

Youth and students
Tel: 13 24 90

Disabilities
Tel: 13 27 17

Legal Aid

Helpline
Tel: 1300 654 314

Veterans and Veterans Families Counselling Service

Tel: (02) 6225 4620
Tel: 1800 011 046 (freecall)
Tel: 1800 043 503 (after hours)

Queanbeyan City Council

Tel: (02) 6299 6000

The Yellow Pages telephone directory includes a comprehensive list of numbers.

Notes



Australian Government
Department of Defence