

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 DARLING DOWNS



Australian Government

Department of Defence

Welcome to the Darling Downs



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

The book captures a wide range of general and local information to assist you to settle into your new location. The Darling Downs region has 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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Contents

Welcome to the Darling Downs	1	Special Needs	14
Introductions and Welcomes	3	Relocations and Housing	15
Welcome from the Senior Australian Defence Force Officer – Darling Downs Military Area	3	Defence Relocations and Housing Manager	15
7th Signal Regiment, Borneo Barracks, Cabarlah	4	Defence Housing Australia	15
		Toll Transitions	16
Defence Support Services	5	Health	17
Defence Community Organisation (DCO)	5	Immunisation	17
Chaplaincy Services	6	Health and Community Numbers	17
Introduction to Local Units	7	Defence Community Groups	18
Army Aviation Centre	7	Defence Special Needs Support Group	18
Army Aviation Training Centre	7	Defence Families of Australia	19
Army Aviation Systems Program Office	8	The Toowoomba Defence Families Support Association Inc	20
Defence Support – Darling Downs	8	Tri-Service Defence Families Support Association	20
Defence Force School of Signals – Electronic Warfare	9	Local Community	22
25th/49th Battalion, The Royal Queensland Regiment (25/49 RQR)	9	General Services	23
Principal Contacts in Toowoomba	10	Essential Services	23
Education	10	Transport	24
Employment	11	Pet Care	24
The Partner Education and Employment Program (PEEP)	11	Emergency Information	25
Professional service providers in Toowoomba	12	Important Numbers	26
Children’s Services	12	New Arrivals Checklist	26
Defence Child Care Program	12	Maps	29
Child Care in the Darling Downs	13	Notes	31
Playgroups	13		

Introductions and Welcomes

Welcome from the Senior Australian Defence Force Officer – Darling Downs Military Area

The Darling Downs offers diverse and interesting opportunities, from wineries and museums to National Parks. The hub of the Darling Downs is Toowoomba and the city has excellent educational facilities, including the University of Southern Queensland as well as some of Australia's premier schools. The local health care system is also excellent. Additionally, a wide range of retail outlets are available in Toowoomba. For those with kids, there are parks everywhere and activity centres. Brisbane, the Sunshine and Gold Coasts are in close proximity and make for a great weekend away. I welcome you to the region and wish you all the best during your stay.

Colonel Peter Steel
Commandant Army Aviation Centre
Senior Area Representative
Darling Downs Military Area



The Army Aviation Centre

The Army Aviation Centre is located at Swartz Barracks near the rural township of Oakey, 35 km west of Toowoomba. Oakey is home to about 4,000 residents. It is characterised by its friendly community and, despite being small, the town has a wide range of social clubs and sporting facilities.

7th Signal Regiment, Borneo Barracks, Cabarlah

Welcome to 7th Signal Regiment and Borneo Barracks. The Regiment has a proud history and looks forward to a promising future in a developing and specialised role within the Defence Force.

Cabarlah is located 18 km north of Toowoomba, in the Darling Downs district of Queensland. Toowoomba is approximately 90 minutes drive from Brisbane. As the gateway to the Darling Downs, Toowoomba offers all the convenience of capital city living in a rural and peaceful setting. As well as the University of Southern Queensland, it is home to a comprehensive health care network, and has sporting complexes second to none.

The Regiment has an excellent relationship with the local community and is involved with many activities, including support to local schools and scouting exercises. It was granted the Freedom of the City of Toowoomba in 1975 and again in September 2004. All members of the Regiment are well accepted in the local clubs and sporting teams, and can look forward to a varied and interesting social life in the city of Toowoomba.

The Defence network of support is well represented in the district and available for support to all Defence members and their families. I encourage the utilisation of these agencies to help with the transition to the district. A list of contact numbers is contained within this Welcome Book.

The barracks itself provides a range of facilities, including: an excellent gymnasium, indoor pool, golf course, tennis courts and a Defcredit branch. A march-in procedure has been established to make the process as smooth as possible and new unit members can expect timely and accurate administration on arrival.

Once again, welcome to 7th Signal Regiment and we hope you have an exciting 2012.

I look forward to greeting and meeting you in the New Year.

Brenda Sharp
Lieutenant Colonel
Commanding Officer



Defence Support Services

Defence Community Organisation (DCO)

How We Can Assist You

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

25/49 RQR

O'Quinn St, Toowoomba

Tel: (07) 4631 4470

Fax: (07) 4631 4471

Email: dco.darlingdowns@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.

Chaplaincy Services

'To provide religious services and pastoral care for units and individual members, including the sick and wounded, and to provide advice to commanders and staff on spiritual and moral welfare' (Chaplains' handbook).

The Role of the Chaplain

The chaplain has a number of functions, including: attending to the religious needs of Defence personnel, the conduct of services, counselling, pastoral duties, moral and ethical advice, and instruction through the character development and marriage preparation programs.

The chaplain is available to provide assistance to serving members and their families, and in a sense is both 'in the system' yet, if necessary, can stand 'outside the system' to help. Issues in relationships, the family, or with the unit and postings may be referred to the padre. Chaplains are always willing to listen and to be non-judgemental.

Counselling Services

The chaplain is available to help serving members and their families with pastoral counselling, such as pre-marital, marital, stress, divorce, conflict resolution, crisis and grief. All counselling is in strict confidence and no reports are made to other parties unless the person being counselled requests it.

The DCO Social Workers also provide counselling services. They can be contacted at O'Quinn St, Toowoomba or Tel: (07) 4631 4470.

The chaplains and the social workers can refer people to specialists or other groups as required.

Pastoral Services

If you wish, you may request pastoral care from a padre of your denomination, or you may elect to receive pastoral care from your Unit Chaplain.

Other Services

Other pastoral services include reconciliation, confirmation and prayers for healing and funerals.

Marriage Preparation

The chaplains also run courses for couples who are to be married. Details are available from the chaplains.

The Chapel

There is one chapel in the Darling Downs, located at Borneo Barracks. It is a small building, with chairs, musical instruments, and tape and CD players. It is available for use by Anglican, Protestant and Catholic chaplains.

Apart from prayer and worship, the chapel is also available for baptisms, weddings and funerals. Further details can be obtained from the chaplains, as well as details about Sunday services.

The Chaplains

Cabarlah
CAPT Gifford Smith
Tel: (07) 4694 6123

Oakey
Chaplain David Snape
Tel: (07) 4577 7123

In emergencies, contact can be made with the on-call chaplain on Tel: 0419 683 936 (Oakey) or Tel: 0438 173 847 (Cabarlah).

Introduction to Local Units

Army Aviation Centre

The Army Aviation Centre was named Swartz Barracks in 2011, and has a number of units located at Oakey, which include:

- The Army Aviation Training Centre
- Army Aviation Systems Program Office
- Directorate General of Aviation (Standards and Capability Management sections)
- 44 Military Police Platoon
- 44 Wing (Detachment) Oakey (RAAF)
- 4 Troop Emergency Response Squadron
- Defence Support Group Darling Downs
- Oakey Medical Centre
- Joint Logistic Unit – South Queensland
- Republic of Singapore Air Force Helicopter Training Detachment

Army Aviation Training Centre

The Army Aviation Training Centre is the 'Home of Army Aviation' and comprises the Headquarters (HQ), the Army Helicopter School, School of Army Aviation, and Rotary Wing Aircraft Maintenance School. All aircrew, groundcrew and maintenance training is provided by the centre and it provides the personnel to staff the regiments of 16 Aviation Brigade.

Army Helicopter School (AHS)

Role

- The role of the AHS is to train helicopter pilots for the Army and flying Instructors for the Royal Australian Navy (RAN) and Army.

Tasks

The tasks of the AHS are: to meet the basic rotary wing flying training needs of the individual student; to conduct Operational Type Transition, Refresher and Unit Maintenance Test Pilots training; to conduct Qualified Flying Instructor (QFI) standardisation training; to provide advice, through the chain of command, on student requirements and training standards; and to provide support (including rotary wing support) to the ADF and other authorised agencies, where this support does not adversely hinder the completion of the above role and tasks.

School of Army Aviation (SAA)

Role

- The role of the SAA is to conduct Australian Army Aviation Corps individual training, including the tactical employment of aviation systems and forces, and to contribute to the development of Corps doctrine.

Tasks

The tasks of the School of Army Aviation are to provide:

- specialist training of all officers and other ranks in the Australian Army Aviation Corps Doctrine
- pilot and loadmaster training for the tactical and operational employment of aircraft
- support (including rotary wing support) to the ADF and other authorised agencies, where this support does not adversely hinder the completion of the above role and tasks.

Rotary Wing Aircraft Maintenance School (RAMS)

Role

The role of RAMS is to provide special and advanced skills training for Aeronautical Engineering Officers, Royal Australian Electrical and Mechanical Engineers (RAEME)/ ADF Aircraft Maintenance Technicians, Army Aircrew and Aircraft Support Service personnel, specifically:

- applicable aircraft type maintenance and technical training
- advanced supervisory skills for promotion and higher management positions
- aircraft EME operations skills
- aircraft technical training for Army aircrew
- applicable aircraft familiarisation training to Aircraft Support Services Personnel
- contribute to the development of doctrine and equipment.



Army Aviation Systems Program Office

The Army Aviation Systems Program Office (AASPO) is responsible for the provision of acquisition and through-life support to the rotary-wing aircraft types currently flown by the Army.

On occasion, opportunities for temporary contract work may become available within AASPO. Partners of service personnel posted into the Toowoomba region who are interested in short-term work are encouraged to contact the Human Relations (HR) Manager on Tel: (07) 4691 7835 in the first instance.

Alternatively, partners may forward a copy of their resume, with a brief covering letter outlining their area of interest(s), to the AASPO Human Resource Manager at the following address:

Human Resource Manager, AASPO
Army Aviation Centre
Oakey QLD 4401



Defence Support – Darling Downs

Defence Support – Darling Downs (DS-DD) provides administrative support to Darling Downs units, including airfield operations, base security, Customer Service Centres (CSCs) at Oakey and Cabarlah, domestic services and ground maintenance.

Defence Force School of Signals – Electronic Warfare

In September 1986, the Joint Telecommunications School (JTS) was formed as part of 7th Signal Regiment to provide electronic warfare and signals intelligence training to the ADF. In 1997, JTS was reallocated to the Defence Force School of Signals (DFSS) and became known as Electronic Warfare Wing (EWW). DFSS-EWW is the tri-Service training establishment for Electronic Warfare capability within the ADF and has both rotational and dedicated postings for all three Services. DFSS Headquarters is located at Simpson Barracks in Melbourne, however EWW remains at Borneo Barracks due to its strong association with 7th Signal Regiment.

DFSS-EWW offers a range of courses including those for IET Linguists and Operators as well as more advanced Electronic Warfare courses. The IET courses prepare soldiers, sailors and airmen for initial employment within Electronic Warfare units throughout the ADF. At the completion of each course there is a graduation parade which family members and friends of graduates are welcome to attend. This provides an opportunity to recognise the significant achievements of the graduates and their instructors. DFSS-EWW graduates approximately 70–120 initial employment trainees per year.

During their training, students learn the essentials of their trade and also conduct Single Service Training (SST) with the intent of maintaining their Service-specific identity. There is also a daily Physical Training regime that ensures that fitness is maintained in the training environment.

Like 7th Signal Regiment, DFSS-EWW maintains a close relationship with the local community and endeavours to participate

in sporting events and charity fundraising activities whenever the busy training schedule permits. Staff and students are all encouraged to be active in community events in order to maintain the positive reputation of the ADF in the local area.

At DFSS-EWW, we place a significant focus on providing an adult learning environment for the trainees and rely heavily on our team of instructors and supporting staff. The focus of the unit is to provide excellent training while maintaining a supportive environment for staff and their families.

I extend a welcome to all members and their families who are new to the area and I hope to meet you all in the near future.

Liz Watt
Major
Officer Commanding



25th/49th Battalion, The Royal Queensland Regiment (25/49 RQR)

Today, 25/49 RQR is an Army Reserve Light Infantry Battalion. Its mission is to provide individual and collective capabilities in order to support, sustain and reinforce the Army's operational forces.

25/49 RQR Headquarters is located in Enoggera, Brisbane, with the regional headquarters for Alpha company on the Darling Downs located in Toowoomba. Through Company Headquarters, the Battalion maintains a number of Army Reserve (ARES) training depots across the Darling Downs.



Principal Contacts in Toowoomba

Orderly Room
Tel: (07) 4631 4499

Training Warrant Officer
Tel: (07) 4631 4404 or 0418 786 114



Education

Regional Education Liaison Officer (REDLO)

The 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.

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 South Queensland

Tel: (07) 3354 0554

Email: redlo.sthqld@defence.gov.au

Additional information about schools and education policies can be accessed at:

Education Queensland

Internet: www.education.qld.gov.au

Catholic Education

Internet: www.twb.catholic.edu.au

Association of Independent Schools

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

Professional Service Providers in Toowoomba

A comprehensive list of professional service providers in Toowoomba can be located on the Yellow Pages website,

Internet: www.yellowpages.com.au

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

Child Care in the Darling Downs

There is no Defence employer-sponsored child care centre in the Darling Downs; however, the Kath Dickson Family Day Care Centre currently maintains 20 Defence-sponsored family day care places for Defence families.

Please consult Internet: www.yellowpages.com.au for a full listing of child care facilities in the Darling Downs area.

Playgroups

Toowoomba Community House

Cnr Anzac Ave & O'Quinn St, Toowoomba

Tel: (07) 4631 4479

Dino-Mites Playgroup

Tel: (07) 0408 771 369

Mums and Bubs (up to preschool age welcome)

Tel: 0408 771 369

Oakey Community House (Koala House)

Corfe Rd, Oakey

Tel: 0414 493 175

For information on playgroups additional to the Defence-run groups that are listed above, please contact the Playgroup Association of Queensland on Tel: 1300 362 552.

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
Toowoomba/ Ipswich
Name
Chris Gordon
Telephone
(07) 4631 4414
Mobile
0419 103 415
Fax
(07) 4631 4413

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

There is a comprehensive range of health and associated community services in the Darling Downs – there are more than 200 medical practitioners covering various specialties and general practice. Toowoomba is served by four hospitals (including two private hospitals) and a stand-alone day surgery. A range of complementary or alternative health services is also offered in the city.

St Vincent's and St Andrew's are the private hospitals, while Toowoomba Health Services (including Baillie Henderson) is the public hospital. St Vincent's and Toowoomba Health Services provide maternity care for the Darling Downs area. A small emergency medical facility is available in Oakey. Telephone contact numbers for the hospitals are listed below.

Immunisation

Toowoomba Regional Council operates an immunisation clinic that provides all scheduled vaccinations free to children. No bookings necessary.

Immunisation Clinic

Cnr Victoria & Little Sts
Tel: (07) 4688 6835

Opening hours: 9.00 am to 1.30 pm,
Wednesdays.

After-hours clinic: 6.30 pm to 7.30 pm, first
Thursday of the month.

Excludes public holidays. Other times by
appointment only with the nurse immuniser.

Health and Community Numbers

Police (Hume Street)

Tel: (07) 4631 6333

Police (Campbell Street, Oakey)

Tel: (07) 4691 1020

Ambulance

Ambulance Cover

From 1 July 2011, Queenslanders will no longer be required to pay the Community Ambulance Cover Levy. All Queensland residents will enjoy free Ambulance Cover throughout Australia.

The Government will now fund the cost of the Ambulance service through its annual budget, rather than a levy on electricity bills.

For more information on *Community Ambulance Cover* go to Internet:

www.ambulancecover.qld.gov.au, or

The Queensland Ambulance Service at Internet:
www.ambulance.qld.gov.au.

Baby capsule hire

Tel: 1300 369 003

Non-urgent transport

Tel: 13 12 33 (requires a Transport Authority
signed by a doctor)

Toowoomba Health Services

Pechey St
General enquiries
Tel: (07) 4616 6000

St Vincent's Hospital

Scott St
General enquiries
Tel: (07) 4690 4000

St Andrew's Hospital

280 North St
General enquiries
Tel: (07) 4631 4666

Oakey Hospital

Beale St
General enquiries
Tel: (07) 4691 4888

For information on medical practitioners, dentists and other allied health professionals, please refer to the local Yellow Pages.

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, 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@dsns.org.au
Internet: www.dsns.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
- support to community groups and houses.

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.

The Toowoomba Defence Families Support Association Inc.

The Toowoomba Defence Families Support Association (TDFSA) has been caring for the families of Toowoomba for approximately 16 years. The house and its surrounds cater for adults and children by providing a common place for people to meet. It is conveniently located just two doors from the DCO office, on the corner of O'Quinn St and Anzac Ave, Toowoomba.

The community house is managed by a volunteer committee, and currently employs a casual coordinator. Annual membership is \$2.00 a year for Defence families and \$5.00 a year for associate members.

Our regular program includes:

- playgroups
- Twilight Creations – Monday night, Tel: 0408 771 369
- committee meetings
- coffee catch-up group
- mums and bubs groups
- guest speakers.

In addition to this program, we offer various courses and functions, and provide other services such as scanning, photocopying, colour printing and laminating.

The community house has a range of toys, outdoor play equipment, gas barbecue, media library, kitchen facilities, change table area and a small nursery. All of our events are advertised regularly in the local *Bush Telegraph* newsletter, published on a monthly basis by the Tri-Service Defence Families Support Association and on our Facebook page, Toowoomba Defence Community House and Playgroups.

For more information regarding the TDFSA, Tel: (07) 4631 4479.

Tri-Service Defence Families Support Association

Tri-Service manages the Oakey and Cabarlah community houses, publishes the *Bush Telegraph* and also runs the Parent Access Visit Program.

Parent Access Visit Program

This is a service provided for Defence members who have families but are no longer living in the family environment/home. The community houses allow members who do not have suitable housing for children to spend quality time in a safe, private and clean environment. Both community houses are self-contained and child-friendly, with toys, outside playgrounds and fenced yards. Both houses are available for weekends and school holidays. Mid-week visits can be arranged, providing no other groups are using the houses.

A minimal fee is charged.

Oakey Community House

■ Monday

9.30am – Casual walk starting at the Skate Park, Campbell Street, Oakey

10.30am to 12 noon – Food and Fun in the Park, Skate Park, Campbell Street, Oakey. Cost \$2.00

■ Thursday

Kidz Biz Playgroup: 9.30 am to 11.30 am, cost \$2.00

Cabarlah Community House

■ Wednesday

Playgroup: 9.30 am to 11.30 am, cost \$2.00

The community house operates the above programs during school terms. Both houses are reserved during school holidays and weekends for the Parent Access Visit Program.

Bush Telegraph Newsletter

The newsletter is published monthly and distributed to all Defence families in the Darling Downs. It offers interesting articles, things to do, classifieds and lots more.

For more information, call Sharon Federoff.

Tel: 0414 493 175

(Information supplied by Sharon Federoff – Coordinator, Oakey and Cabarlah community houses.)

Local Community

Toowoomba

Toowoomba Regional Council was formed in March 2008 with the merging of the previous Cambooya, Clifton, Crows Nest, Jondaryan, Millmerran, Pittsworth and Rosalie Shire Councils with the Toowoomba City Council. The Toowoomba Regional Council is the seventh largest council in population (in excess of 151,000 people) of the 73 Queensland councils. Information about council services; leisure, sporting and cultural activities; parks and recreation facilities etc. can be found on the Toowoomba Regional Council website at Internet: www.toowoombarc.qld.gov.au, or by contacting the Family Liaison Officer for DCO-DD on Tel: (07) 4631 4470.

The city experiences a cooler climate with much less humidity than coastal centres in Queensland. The climate pattern is characterised by a dry winter and a (normally) wet summer.

Discover Toowoomba at the Visitor Centres

■ Toowoomba Visitor Information Centre

86 James St
Opening hours: Seven days, 9.00 am to 5.00 pm

Oakey

Oakey is approximately 33 km west of Toowoomba and is home to about 4,000 residents. It is characterised by its friendly community and, despite being a small rural town, has a variety of social clubs and good sporting facilities, including an Olympic-size pool. Oakey can be accessed by road via the Warrego Highway, however there is no regular public transport to Toowoomba.

■ Toowoomba Regional Council

Admin Building, 64 Campbell St
Post: District Manager, PO Box 3021,
Toowoomba Village Fair QLD 4350
General enquiries: (07) 4691 1388
Fax: (07) 4601 2591
Internet: www.toowoombarc.qld.gov.au

■ Community Centre

Cnr Campbell & McDonald Sts
Tel: (07) 4691 3285

Cabarlah

Cabarlah is located approximately 20 km north of Toowoomba via the New England Highway. Cabarlah is predominantly a rural area, however, in recent years, Cabarlah and the surrounding district have developed into a tourist area with several cafes, galleries, nurseries etc. being established in the locality.

General Services

Toowoomba Regional Council

Administration Buildings
153 Herries St & 543 Ruthven St

Post: Chief Executive Officer, PO Box 3021,
Toowoomba QLD 4350

General enquiries: (07) 4688 6611

Fax: (07) 4631 9292

Internet: www.toowoombarc.qld.gov.au



Toowoomba City Library

27 Victoria St
Tel: (07) 4688 6670

Opening hours:

Monday to Thursday, 9.30 am to 8.00 pm

Friday, 9.30 am to 6.00 pm

Saturday, 9.30 am to 4.00 pm

Sunday, 12.00 pm to 4.00 pm

■ **Young People's Services (at the library)**

Tel: (07) 4688 6677

Essential Services

Gas/Electricity Services

■ **AGL**

Customer services

8.00 am to 6.00 pm, Monday to Friday

Tel: 1300 309 132 (gas)

Tel: 13 12 45 (electricity)

Internet: www.agl.com.au

■ **Ergon (electricity)**

Tel: 13 10 46

Internet: www.ergon.com.au

Refuse collection

Dates for rubbish collection are available on
the Toowoomba Regional Council website.

Transport

Defence Driving Licence Scheme

With the exception of Victoria and the Northern Territory, Commonwealth, state and territory authorities implemented a Defence Driving Licence Scheme (DDLs) for ADF personnel and 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 an interstate transfer. However, on expiry, licences must be renewed in the current state or territory of residence.

Queensland Transport Department

■ Customer Service Centres (registration and licensing)

General enquiries: 13 23 80
Internet: www.transport.qld.gov.au

■ Office hours:

Monday, Tuesday, Thursday and Friday,
8.30 am to 4.30 pm
Wednesday, 9.30 am to 4.30 pm

■ Toowoomba City

1–5 Phillip St
Tel: 13 23 80

■ Harristown

Yaldwyn St
Tel: 13 23 80

■ Motor Vehicle Inspections

Harristown
Tel: 13 23 80

Pet Care

Pet Registration

New Queensland Government law states that all dogs and cats over 12 weeks old are required to be microchipped for registration. Registrations are due on 1 July each year. Pro rata rates apply for the remainder of the year. Contact the Toowoomba Animal Management Centre between 8.30 am and 4.30 pm.

393 Anzac Ave, Toowoomba
Tel: (07) 4637 7111

Pet registration for other locations within the Toowoomba Regional Council are:

Oakey

64 Campbell St, Oakey
Tel: (07) 4691 1388 (8.30 am to 4.30 pm)

Highfields

O'Briens Rd, Highfields (8.30 am to 4.30 pm)
Tel: (07) 4630 8925

Goombungee

Mocatta St, Goombungee (8.30 am to 4.30 pm)
Tel: (07) 4696 7900

Dog and Cat Boarding

A comprehensive list of dog and cat boarding kennels located in Toowoomba and the surrounding area can be found on the Yellow Pages website.

Internet: www.yellowpages.com.au

Emergency Information

Bushfires

In recent years, the Darling Downs has experienced bushfires during the summer months. During the bushfire season, emergency procedures and evacuation plans are put in place. These procedures are advertised in the local media, however all residents, particularly those who own homes close to the bush and rural areas around Toowoomba (Oakey, Cabarlah, Highfields etc.), are advised to take all necessary measures to protect their properties. Information on property protection can be found at Internet: www.fire.qld.gov.au.

Cyclone, Storm, Flood and Tsunami

The following information is provided by Emergency Management Queensland. Further information can be found on the website, Internet: www.emergency.qld.gov.au

Emergency Management Queensland (EMQ) is committed to community safety in Queensland through working with local governments, other agencies and communities to help everyone make informed decisions and take appropriate steps when it comes to preparing for and responding to emergencies and natural disasters.

Taking time to discuss and plan for emergencies can help residents prepare for, survive and minimise the impact and effect of natural disasters.

Residents can take steps before, during and after any disaster to help reduce potential loss of life and property damage. The information contained on the Emergency Management Queensland website (www.emergency.qld.gov.au) will help everyone to remain calm and take positive, effective steps towards protecting yourself and your family.

How prepared are you?

A few hours spent working through simple planning tasks with each household member, putting aside supplies and securing the home could mean the difference between life and death.

Here are four steps to assist in preparing households for natural hazards and emergencies:

- Step 1. Prepare an Emergency Plan and Prepare for Evacuation.
- Step 2. Prepare an Emergency Kit.
- Step 3. Prepare your home.
- Step 4. Tune into Warnings.

Residents can also check neighbours and prepare pets.

A great summary of how residents can be prepared is the 'SES Get Ready Guide'

The 'SES Get Ready Guide' is a comprehensive preparedness publication that provides steps to prepare for potential hazards that are faced by Queenslanders. It has safety tips, an Emergency Plan and Emergency contacts templates for all residents to complete.

It is also worthwhile for residents to familiarise themselves and their household with the alert sound – STANDARD EMERGENCY WARNING SIGNAL (SEWS) – used to alert Queenslanders when disasters loom or a major emergency happens.

Useful links for additional information on natural disasters can be found at:

- Department of Community Safety – Disaster Management
Internet: <http://www.disaster.qld.gov.au/>
- Bureau of Meteorology
Internet: <http://www.bom.gov.au/>
- Emergency Management Australia
Internet: <http://www.ema.gov.au/>
- Geoscience Australia
Internet: <http://www.ga.gov.au/>

Important Numbers

■ **Regional Education Liaison Officer**

Tel: (07) 3354 0554

■ **Defence Families of Australia**

Email: sth.qld@dfa.org.au
(South Queensland Delegate)
Tel: 1800 100 509 (national)

■ **Defence Switchboard (Army Aviation Centre, Oakey)**

Tel: 1300 defence (1300 333 362)

■ **Defence Switchboard (Borneo Barracks – Cabarlah)**

Tel: 1300 defence (1300 333 362)

■ **Chaplain – Oakey**

Tel: (07) 4577 7123

■ **Chaplain – Cabarlah**

Tel: (07) 4694 6123

■ **Army Aviation Centre – Oakey Guard Room**

Tel: (07) 4577 7003

■ **Borneo Barracks – Cabarlah Guard Room**

Tel: (07) 4694 6003

■ **DCO After-hours Emergency/National Welfare Coordination Centre (NWCC)**

Tel: 1800 801 026

■ **Defence Service Centre (DSC) general contact number**

Tel: 1800 020 031

■ **All-hours Support Line**

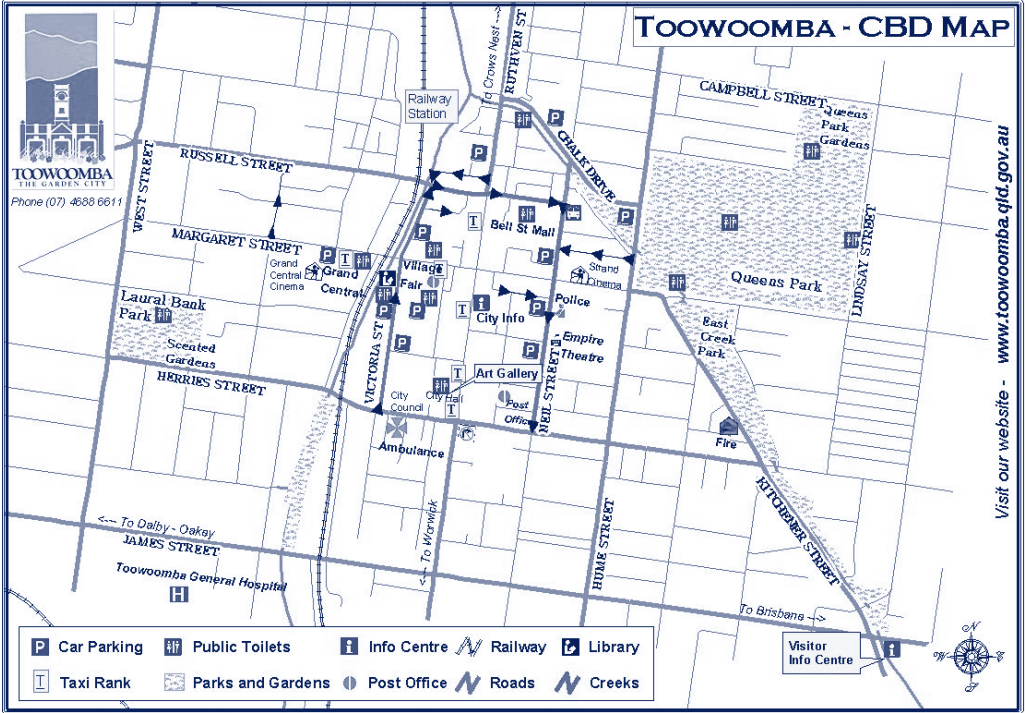
Tel: 1800 628 036

New Arrivals Checklist

The following is a checklist of people and organisations that new arrivals usually have to change address with; pick up documents from; or another action upon arrival. It is helpful if you note the name of the person contacted, the date, and any particulars for your records.

		Notes
Children	Child Care	
	Playgroup	
Education	Kindergarten	
	Preschool	
	Primary School	
	Secondary School	
	Tertiary	
	External Courses	
Finance	Bank and Credit Unions	
	Credit Card Agencies	
	Loan or Hire Purchase	
Government	Centrelink	
	Electoral Roll	
	Job Network	
	Pet Registration	
Health	Dentist	
	Doctor	
	Health Insurance	

Household Services	Electricity	
	Gas	
	Internet Provider	
	Telephone	
	Home Deliveries	
	Australia Post	
Insurance	Car/Trailer/Caravan	
	House	
	House Contents	
	Life	
Motor Vehicle	Driver's Licence	
	RACQ/NRMA/etc.	
	Registration	
Personal	Friends/Relatives	
	Library	
	Memberships/Subscriptions	
	Professional Organisations	
Other		



Notes

Notes



Australian Government
Department of Defence