

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 DARWIN



Australian Government

Department of Defence

Welcome to Darwin

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

The book captures a wide range of general and local information, to assist you to settle into your new location. Darwin 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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Welcomes and Introductions

Commander 1st Brigade – Welcome and Introduction

Welcome to Darwin and to Robertson Barracks, the home of the 1st Brigade. I have been the commander of the Brigade for two years and my wife Maree and I are on our third posting to Darwin. I am passionate about the 1st Brigade, having served here at every officer rank, and I am confident those of you joining us for the first time will enjoy your service just as much.

The 1st Brigade is at the forefront of the Australian Army's commitment to operations, and its investment in the future. Soldiers from 1st Brigade recently returned from operations in Afghanistan, Iraq, and Timor Leste where they served with distinction. In addition, we are always preparing ourselves for short notice tasks such as the support we provided to Operation Pandang Assist after an earthquake occurred off the coast of Sumatra in Indonesia.

In 2012, the Brigade recommences a busy period of training that will culminate with another group of soldiers deploying to the Middle East.

For those who are arriving in Darwin for the first time, you and your family will notice that training is heavily influenced by the significant seasonal changes that occur in Darwin. Training locally during the wet season is very difficult so soldiers and families should expect to conduct training interstate during the wet months. The tempo of training will pick up from March 2012 and will continue to be busy until the end of July. For those chosen to deploy on operations there will be a short period of rest before the training for the deployment commences in earnest.

In addition, those soldiers new to Darwin will most likely not have worked in a mechanised organisation either. The 1st Brigade is the only mechanised formation in the Australian Army. Our vehicles include the M1A1 Abrams tank, the Australian Light Armoured Vehicle (ASLAV) and the newly introduced into service M113A4 Armoured Personnel Carriers. These capabilities allow the Brigade to conduct manoeuvres and protected close combat, meaning that the 1st Brigade is the most complete combined-arms organisation in the Australian Army.

But 1st Brigade is more than equipment and operations. It is also about people. The men and women of the Brigade and their families are important members of the Darwin community. Our partners work in Darwin businesses, our children attend Darwin schools, and our people contribute in many and varied ways to the rich cosmopolitan lifestyle that goes with being a Territorian.

This Welcome Book and the DCO team will help you with settling in and living in the Territory. Service in Darwin has many demands, but there are also many rewards. My family's experience is that if you throw yourself into the Darwin lifestyle and community you will be rewarded with a great experience.



**Brigadier F.A.
McLachlan, AM ADC
Commander 1st
Brigade**

Welcome from the Commanding Officer HMAS *Coonawarra*

Welcome to Darwin and HMAS *Coonawarra*, the home of 'Navy in the North'. You are joining an organisation which has almost 650 personnel serving both ashore and at sea, with those at sea involved primarily in border protection and amphibious operations and those ashore providing administrative, maintenance and logistic support to their seagoing colleagues. All of these elements are vital to ensure that 'the team works'.

Darwin is an exciting and dynamic place to live with a relaxed and friendly feel that caters to both single members and those with families. Darwin is an exciting city renowned for its great range of outdoor activities, terrific cafés and restaurants, and great natural beauty. I urge you to take full advantage of the opportunities your posting presents.

While you serve in the north, your families are also acknowledged as they enable us to do our job which is to 'fight and win in the maritime environment', and this DCO Welcome Book will provide you and them with the information required to make a seamless transition into the Top End.

I look forward to serving with you and meeting your families.

Yours Aye

**Commander Richard Donnelly, ADC, RAN
Commanding Officer HMAS *Coonawarra*
Senior Naval Officer Northern Australia**

Welcome from OC 396ECSW

Welcome to the Top End.

The Air Force history in the north is memorable and enduring. For much of World War II, this region was the front line, and hundreds of combat aircraft and thousands of Allied air and ground crews operated from many airbases throughout the Territory. Many thousands of sorties were launched which assisted in turning the tide on the Japanese incursion into the Pacific Theatre.

For a period after the war, Royal Australian Air Force (RAAF) Base Darwin was a staging post to support our Defence involvement in Australian defence and foreign policies in Asia, Indo-China and South-east Asia. Today, RAAF Base Darwin and RAAF Base Tindal continue to remain critical strategic airbases and are used to support Australian and visiting foreign deployments of aircraft as well as staging bases for ADF activities. Although our role remains to generate and sustain airpower, the way the Air Force does business has changed over the years.

Although I am the Senior Australian Defence Force (ADF) Officer at RAAF Base Darwin, the daily operation of the airbase is the responsibility of 13 (City of Darwin) Squadron. This unit has the twin roles of providing combat support at RAAF Darwin and providing trained and prepared personnel and serviceable equipment to other expeditionary locations. 13 Squadron is a subordinate unit of 396 Expeditionary Combat Support Wing, the headquarters of which is located on RAAF Base Darwin. Other RAAF units at Darwin airbase include 114 Mobile Control and Reporting Unit (114MCRU), the 92Wing Detachment operating P-3C Orion aircraft, 452 Squadron headquarters and its Darwin Flight providing 24/7 air traffic control services, 1 Airfield Operational Support Squadron (1AOSS) detachment, 3 Expeditionary Health Squadron (3EHS) detachment, and Joint Logistics Unit (North) headquarters.

RAAF Base Tindal is home to 75 Squadron flying F/A-18 Hornet multi-role fighter aircraft, 322 Expeditionary Combat Support Squadron (322ECSS), 3 Control and Reporting Unit (3CRU) detachment, and 452 Squadron's Tindal Flight. Air movement services are provided by the 1AOSS detachment, and the 2EHS detachment provides medical services at this remote airbase.

Living in the Territory presents a different lifestyle that many families and individuals have not experienced before. However, that same lifestyle endears most people to the Territory

in a way that no other posting does. An additional feature of a posting to the Territory is the way the local community welcomes us as a valued part of the community. I urge you to make the most of the opportunity of living in the Top End, and I recommend this Welcome Book to you as a valuable resource to assist you with the transition to the Territory lifestyle.

GPCAPT Scott Winchester ADC
Officer Commanding 396 Expeditionary
Combat Support Wing
Senior ADF Officer
RAAF Base Darwin

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 ADF personnel and their families to balance the demands of military service with personal and family commitments.

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

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

- various courses, information sessions and support groups
- specialist education advice and assistance
- special needs recognition and review
- employment assistance
- child care assistance.

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

Where to Find Us

3 Tybell St, Winnellie

Tel: (08) 8935 7900

Fax: (08) 8935 7901

Email: dco.darwin@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.

DCO Darwin Community Email Database

DCO Darwin has created a community email database that has enabled improved access to information for members of the local Defence community. DCO Darwin has been corresponding with families this way for many years and it's a great way to inform

the Defence community of what's happening around the region. For more information or to register your email address, contact the Darwin office .

Chaplains and Philanthropic Organisations

Defence chaplains throughout Australia provide religious services and pastoral care to members and their families, and advice to Commanders and staff on spiritual and moral welfare. There is a chaplain on call 24/7.

A full list of chaplains for all three Services and various philanthropic organisations, and their respective contact phone numbers, are shown at the back of this book in the section entitled 'Telephone Directory'. Alternatively, you can call the Defence Switch Board (Northern Region) on Tel: (08) 8935 2000 and request to speak to the Duty Chaplain.

Introduction to Local Bases

The Defence Community Organisation Darwin services members and their families from the following Defence establishments across the Top End of Australia (which includes northern Western Australia (WA) as well as the Northern Territory (NT):

- Defence Establishment Berrimah
- Larrakeyah Barracks (incorporating HMAS *Coonawarra*)
- Robertson Barracks (Palmerston)
- Jindalee facilities (40 km from Alice Springs)
- Nhulunbuy (Gove Peninsula, NT)

- RAAF Base Darwin
- Learmonth (Exmouth, WA)
- Curtin (Derby, WA)
- Broome (WA)
- Alice Springs (NT)

Those who are posted to the more remote areas, (Nhulunbuy, Broome, Curtin, Learmonth and Alice Springs), are able to access DCO services by phoning the Darwin office on Tel: (08) 8935 7900.

DCO Darwin also supports those members and families posted overseas to Butterworth (Malaysia).

Defence Units

Robertson Barracks

1 Brigade Headquarters
1 Armoured Regiment
1 Aviation Regiment
2 Cavalry Regiment
8th/12th Medium Regiment
1 Combat Engineer Regiment
1 Combat Signal Regiment
5 Royal Australian Regiment
1 Combat Service Support Battalion
B Company 1 Military Police Battalion
1 Troop A Squadron, Incident Response Regiment
Joint Health Services Agency
Robertson Barracks Medical Centre
Joint Movement Control Office – Darwin
Army Personnel Agency – Darwin
Warrant Officers and Non-Commissioned Officer Academy NT Wing
Adelaide University Regiment – North Australia Command

Larrakeyah Barracks

Headquarters (HQ) Northern Command
North West Mobile Force
HMAS *Coonawarra*, incorporating:

- Port services and Darwin-based minor war vessel home port
- Fleet Support Unit
- Patrol Boat Systems Program Office
- Armidale Class Patrol Boat Crew Facility
- Defence Maritime Services

Patrol Boat Force Element Group
Coonawarra Medical Centre
36 Water Transport Troop

RAAF Base Darwin

No. 13 (City of Darwin) Squadron
No. 114 Mobile Control and Reporting Unit
No. 321 Expeditionary Combat Support Squadron
No. 396 Expeditionary Combat Support Wing
No. 44 Wing Detachment Darwin
No. 92 Wing Detachment Darwin
Joint Logistics Unit – North
No. 3 Combat Support Hospital Detachment Darwin
1. Airfield Operations Support Darwin

Defence Establishment Berrimah

NT Headquarters – Defence Support Organisation

Other

Shoal Bay Receiving Station
Australian Army Band – Darwin

Base Information

Driving on Bases

Every Service member and/or their dependants are subject to the Northern Territory *Road Traffic Act* when driving on Defence establishments. In particular, drivers are to comply with NT regulations regarding licences, registration, wearing of seat belts, use of mobile phones, wearing bike helmets when cycling, and obeying street signs.

The Base Commander (BCDR) has the right to control the driving of motor vehicles on base and may withdraw the privilege of driving on base from any person who does not adhere to the above road laws.

Speed Limits

Generally, the speed limit on bases is 40 km/hour, unless signposted otherwise. Marching or running troops have the right of way and motorists should slow to 10 km/hour, unless otherwise instructed, when passing.

Parking

All cars are to be parked in marked bays, and disabled and no-parking zones are to be respected.

Living in Accommodation

The Accommodation Centre manages bookings for Living in Accommodation (LIA), covering Robertson Barracks, RAAF Base Darwin, Defence Establishment Berrimah and Larrakeyah Barracks. The Accommodation Centre is located at Robertson Barracks and can be contacted on Tel: (08) 8935 4600.

Exercise Facilities

Service personnel undertaking sport and fitness training and activities have priority use of the gyms, sporting facilities and swimming pools on bases. Tradition and common practice have extended the use of these facilities to Department of Defence public servants, and spouses/partners and families of ADF personnel. These are the only personnel who have the right to use the sporting facilities without written permission from Defence Support Group.

Identification Cards and Passes

Dependant identification (ID) for access to the Defence bases is required for all spouses and dependants over the age of 12 years. ID cards must be carried with you at all times while on a Defence base, as you may be required to produce identification at any time. To obtain your ID card or pass, contact the Defence switchboard on Tel: (08) 8935 2000 and ask to be put through to a Customer Service Centre at one of the bases.

Defence Sporting Clubs

Members of the Defence Forces are by nature actively involved in sports. Combine that with the climate and lifestyle of Darwin and you have the perfect mix for sporting and recreational clubs in the region. Defence Force members and their families have access to a range of sporting clubs within the region. For details and contact phone numbers, refer to the local telephone directory, or on-base information.

Frontline Defence Services

Frontline Defence Services is proud of its 95-year history of supporting Australian Defence personnel.

Tasked by the Chief of the Army and Air Force to provide convenient, inviting and competitive on-base canteens, these services then allow us to support local Defence communities through injecting surplus profits back into the community via direct sponsorship and cash disbursements from vending to the Relief Trust Fund (RTF) and welfare trusts.

Frontline operate two outlets on Robertson Barracks.

Café Central is located in the Central Plaza precinct and Shout VC is located at the south end of Robertson Barracks, Building 627, Holland Rd.

Services provided include take-away food and drinks, café offering coffee and cakes, groceries, alcohol, coffee, magazines and papers, EFTPOS, automatic teller machine (ATM) and phone cards. Mobile food van services are also offered on base. Frontline can also offer catering for meetings and events. For more information, speak to the outlet directly or see our website.

Opening Hours

Café Central:

Monday to Friday, 7.00 am to 7.00 pm

Saturday and Sunday, 9.00 am to 4.00 pm

Shout VC:

Monday to Friday, 6.30 am to 2.30 pm

Tel: (08) 8925 2542 or (08) 8925 6720

Internet: www.frontlineds.com.au

Northern Territory 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 – Northern Territory*, is available from the REDLO and contains information about preschool, primary, secondary and tertiary education in the Northern Territory. 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 Northern Territory. DSTAs (Primary) and DTMs (Secondary) are employed to assist families as they relocate to a new school.

They may:

- organise activities which welcome and farewell ADF families and help them settle into the new school community
- assist the school to understand the needs of ADF parents and their children
- inform the school and support families if ADF members are deployed
- help families with special needs
- assist families to collect work portfolios and academic records or reports for the new school
- act as a point of contact for ADF families in the new school.

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

Contact the REDLO for further information.

REDLO Northern Territory

Tel: (08) 8935 7900

Email: redlo.nt@defence.gov.au

Handy Contacts

Department of Education and Training

Internet: www.det.nt.gov.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

Family Day Care

Darwin Family Day Care

Darwin Family Day Care has many day care positions reserved for Defence families throughout the Darwin area. These child care placements are full-time positions with flexible hours, allowing for care 24-hours a day, seven days a week if required. Part-time positions are also available. When contacting Darwin Family Day Care, inform the staff that you are a Defence family, to allow for prioritising.

Family day care is high-quality child care provided by dedicated people who deliver care and developmental activities in their own homes. It is organised and supported by a central coordination unit (in accordance with procedures and guidelines set by Commonwealth and local government).

For more information, contact the family day care coordinator in your area.

Darwin Family Day Care
Tel: (08) 8945 2945

Kentish Family Day Care

Kentish Family Day Care Inc. is a Commonwealth-funded non-profit community-based child care service.

It is approved to offer weekly reduced child care fees to families through the federal government's Child Care Benefits (CCB) program and Job Education Training (JET).

It provides high-quality child care in approved homes with professional carers who receive training, and are monitored and mentored by experienced and qualified staff. The scheme also engages in the accreditation process with the National Childcare Accreditation Council.

Types of care available: 24-hour care, full-time and shift-hour care, part-time care, casual and occasional care, and respite and emergency care.

Areas of operation: All Palmerston suburbs, Howard Springs, Virginia, Humpty Doo, Bees Creek, Noonamah, Berry Springs, Darwin and Mandorah.

For more information,

Kentish Family Day Care Inc.
Tel: (08) 8932 2457 or 0407 322 457
(24 hours)

Emergency and Respite Care

Charlton Brown Group Agency Services
Tel: 1300 301 888 (freecall)

Chelsea's Home and Family Day Care, Nightcliff
Tel: (08) 8945 7772

Darwin Family Day Care, Darwin
Tel: (08) 8945 2945

Kentish Family Day Care, Palmerston
Tel: (08) 8932 2457 or 0407 322 457
(24 hours)

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	
Darwin	
Names	
Louize Jowitt	Jan Chamberlain
Telephone	
(08) 8935 4346	(08) 8935 4224
Mobile	
0438 924 351	0458 241 867
Fax	
(08) 8935 4237	(08) 8935 4237

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

High-quality health care is available throughout the Northern Territory at hospitals, health centres and community care centres. St John Ambulance Service provides a modern, well-equipped ambulance service throughout the Northern Territory. Private medical specialists, general practitioners, dentists, allied health practitioners and other agencies are also available.

Darwin has a diverse range of medical specialists; however, due to our remote location and relatively small population, some specialists are in strong demand and have waiting lists for their services.

If you know you will be requiring specialist services upon arriving in Darwin, you may need to make contact with the specialist before your move to get an indication of waiting list times and what you need to do in order to access their service.

ADF Family Health Trial

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

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

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

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

Medical

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

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

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

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

Allied Health

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

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

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

Private Health Insurance

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

Nil Cost

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

More Information

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

Contact

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

General Health Information

■ **healthdirect Australia**

Is a free* 24-hour telephone health triage, information and advice service for residents of the ACT, NSW, the NT, Tasmania, SA and WA. *healthdirect* also incorporates *HealthInsite* which, for more than a decade has been one of the most popular Australian websites for people seeking reliable information about health and wellbeing online. *HealthInsite* is accessible nationally. *healthdirect* is now fully operational and will handle up to two million calls a year.

How can I access *healthdirect Australia*?

No matter where you are in the ACT, NSW, the NT, SA, Tasmania, or WA, you can access *healthdirect Australia* through a single number – 1800 022 222. Callers with a speech or hearing impairment are able to use *healthdirect* through the National Relay Service on 1800 555 677. If you need an interpreter, call TIS National on 131 450.

For more information visit the website.
www.healthdirect.org.au

■ **Royal Darwin Hospital**

Rocklands Dr, Casuarina
General enquiries: (08) 8922 8888

■ **Darwin Private Hospital**

Rocklands Dr, Tiwi
General enquiries: (08) 8920 6011

■ **Community Health/Care Centres**

There are a number of community health/care centres in the Darwin region. For a comprehensive list visit Internet: www.health.nt.gov.au, select 'Service Locator' then click 'Community Health and Care Centres'.

■ **Maternal and Infant Health Services**

A full list of service providers and locations can be found at Internet: www.health.nt.gov.au. Select 'A-Z Index', then click 'Children, Youth and Families' and select 'Maternal and Infant Health'.

■ **Private and General Practitioners (GPs)**

A full list of GP practices is available from Doctors 4 U, a medical directory designed to make it as easy as possible for you to find doctors and other medical and specialist services in Darwin and the NT.

Internet: www.doctors-4u.com/darwin/directory.

■ **Alternative Health Care**

A number of alternative therapy services can be found in and around the Darwin region. To locate a service provider visit the Natural Therapy Pages,

Internet: www.ntpages.com.au

■ **Dentists**

A free dental service is provided through the primary and secondary schools. For enquiries, contact School Dental Clinics on Tel: (08) 8922 6475.

To contact the NT Government Dental Services, Tel: (08) 8922 6466.

■ **Acclimatising to the Tropics**

Shifting to a tropical climate from the temperate climate down south can result in your body experiencing different stresses and conditions. You could take a few days or weeks to adapt to the hot, humid climate in the Top End – particularly during the wet season. This acclimatisation period can depend on how much time you spend in a fully air-conditioned environment.

During your first few days, try not to overdo things, especially during the hottest part of the day. Make sure you get adequate rest – the heat is much easier to take if you are not run down or over-tired. Be prepared to take a little extra care with your skin to avoid infections and repeated sunburn, which can increase your chances of skin cancer.

Heat stress, dehydration and heat exhaustion can be avoided with a few simple steps. The following hints will assist you in acclimatising to life in the tropics:

- drink lots of water – approximately two litres per day will prevent dehydration and increase your energy levels
- decrease your alcohol intake until you acclimatise
- try to avoid soft drinks and salty drinks
- wear loose-fitting clothing made of lightweight material – avoid synthetics where possible
- do not leave children or animals unattended in vehicles, even for a few minutes
- SLIP, SLOP and SLAP.

Danger signs of heat stress include:

- tiredness, nausea, faintness or giddiness
- cold, clammy skin
- weak, rapid pulse or rapid breathing
- increased thirst.

■ Sun Smart

Australia has the highest rate of skin cancer in the world. Currently, two out of every three Australians develop some form of skin cancer during their lifetime.

Ultraviolet radiation in the Northern Territory remains in a high–extreme category all year round, therefore, we have to be sun smart every day. The good news is that being sun smart is easy.

All you have to do is develop the habit of preparing yourself before you go out into the sun. You can do this by limiting your exposure to the sun, especially between 10.00 am and 3.00 pm, when the ultraviolet (UV) index is at its highest. Make use of shade and wear clothing that covers as much skin as possible, including a hat with a broad brim, and use a SPF30+ broad-spectrum water-resistant sunscreen.

■ Melioidosis

Melioidosis is a disease that may cause people to become extremely ill with high fevers, chills, headaches and breathing difficulties within a few days of becoming infected. In these cases, the infection can be fatal and requires early treatment by a medical professional. The disease is caused by bacteria that live below the soil's surface during the dry season, but after heavy rainfall can be found in surface water and mud, and may become airborne. Avoid working or playing in muddy soil during the wet season without good hand and foot protection, as the bacteria usually enters the body via cuts and sores in the skin, or by ingestion of contaminated water.

■ Midges

Biting midges are small flying insects located near tropical and coastal regions, and are renowned for their nuisance biting. Biting midges are responsible for acute discomfort, irritation and severe local reactions. Some sensitive people experience reactions that blister and weep from the site of each bite for several days, and up to weeks, after the bite. There are no known methods of controlling midges, but personal protection will help in reducing exposure to their bites. Avoid any localities, especially at dusk and dawn, which are known to be frequented by biting midges, wear long sleeves and pants, and apply an insect repellent to exposed skin.

Defence Community Groups



Defence Special Needs Support Group (DSNSG)

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@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.

Defence Community Houses, Centres and Groups

■ Coonawarra Community House

The Coonawarra Community House is managed by the volunteers of the North Australian Area Family Support Committee, with the day-to-day operations undertaken by a community house coordinator.

Please contact the Coordinator for information regarding the facilities and activities it offers.

Building 53, Melville Rd

Defence Establishment Berrimah

Tel: (08) 8947 0411

Email: coonawarracomhouse1@bigpond.com

■ Larrakeyah Neighbourhood House

A volunteer committee runs the Larrakeyah Neighbourhood House for Defence personnel and their families.

Please contact the coordinator for information regarding facilities and activities offered.

20 Stevens Tce, Larrakeyah Barracks

Tel: (08) 8935 5498

Email: larrakeyahhouse@bigpond.com

■ Robertson Barracks Family Group

The Robertson Barracks Family Group is located at the Lone Pine Chapel Multi User Centre on Robertson Barracks.

For information regarding facilities and activities, contact the coordinator.

Tel: (08) 8935 3710

Email: info@rbfg.com.au

Internet: www.rbfg.com.au

■ Billeroy Road Community Centre

The Billeroy Road Community Centre is located on the main entrance road into the married quarters, RAAF Base Darwin.

Please contact the community centre for information on facilities and activities offered.

12 Billeroy Rd

RAAF Base Darwin

Tel: (08) 8923 5170

Email: billeroy@chariot.net.au

■ The *Top Ender* Tri-Services Magazine Inc.

The *Top Ender* is a bi-monthly, non-profit publication. The newsletter is compiled largely by volunteers and is distributed free of charge to over 2,000 Defence members. The newsletter welcomes anyone who has the time and would like to develop skills ranging from message-taking to desktop publishing.

Rear of Building 6, 'Sahara Room'
Melville Rd

Defence Establishment Berrimah

Tel: (08) 8947 2657

Email: thetopender@aapt.net.au

Volunteering

Defence Community Houses and Groups play a vital role in providing a supportive network for Defence members and families, particularly for those new to the area. They provide a place for new arrivals to meet with others, enabling the opportunity to build new friendships and networks.

However our community houses and groups cannot do this successfully without the support and dedication of their cherished and valued volunteers.

Being the transient lifestyle that the Australian Defence Force is, families come and go from the region and with that so do volunteers. Being new to the area we invite you to get involved with your local Defence Community Groups.

Volunteering plays a critical and meaningful role within the community and can be very rewarding. Did you know that you can reap many benefits from volunteering? Read below to find out the benefits which you can gain from volunteering in your community:

- meet new people
- keep your skills active
- give back to the community
- develop and learn new skills
- gain feelings of accomplishment
- build professional and social contacts
- improve interpersonal communication
- join a creative, fun and flexible work environment.

So please make contact with your local Defence Community Houses and Groups and get involved. They will appreciate your time and support, even if it's just for a few hours per week.

Local Community

Living in the Top End

■ Climate

Darwin has two distinct seasons, the dry season from May to September and the wet season from November to April. The time between the dry and the wet is the time of year the locals call 'the build-up', when it is hot and humid.

During the dry, the early morning humidity is commonly around 50 per cent, dropping to around 30 per cent in the afternoon. The coolest months of the year are June and July, when the daily temperature range is 19 °C to 30 °C. At the start of the dry, there is an increase in the number of dragonflies.

October and November have daily temperatures between 25 °C and 34 °C, and the humidity is high. Wet season has the most rain, falling between December and April. The humidity during the wet is often over 70 per cent, and there can be high-intensity storms during this time.

Active monsoon periods during November to April are the most likely time for the development of cyclones. The 'Emergency Information' chapter outlines specific information on cyclone preparation.

Shopping

There is a diverse range of shopping centres and speciality shops in Darwin, Palmerston and surrounding suburbs:

Casuarina Shopping Square
24 Trower Rd, Casuarina
Tel: (08) 8920 2345

Palmerston Shopping Centre
Temple Tce, Palmerston
Tel: (08) 8932 1998

Oasis Shopping Centre
Cnr Temple & Chung Wah Tces, Palmerston
Tel: (08) 8939 0888

Northlakes Shopping Centre
Links Rd, Marrara
Tel: (08) 8927 3962

Karama Shopping Plaza
Kalymnos Dr, Karama
Tel: (08) 8981 6711

Hibiscus Shopping Centre
Vanderlin Dr, Leayner
Tel: (08) 8927 4127

Coolalinga Shopping Village
Stuart Hwy, Coolalinga

Nightcliff Shopping Centre
159 Dick Ward Dr, Nightcliff
Tel: (08) 8948 2749

Jape Homemaker Village
356 Bagot Rd, Milner
Tel: (08) 8923 1111

Casuarina Village Shopping Centre
Trower Rd, Casuarina
Tel: (08) 8927 4852

Mitchell Centre
Mitchell St, Darwin City
Tel: (08) 8981 5688

Palm City Oasis Shopping Centre
Temple Tce, Palmerston
Tel: (08) 8932 8577

Markets

Mindil Beach Sunset Markets at Mindil Beach

Operates on Thursday evenings, 5.00 pm to 10.00 pm, and Sunday afternoons, 4.00 pm to 9.00 pm, during the dry season.

Nightcliff Markets at Nightcliff Shops

Operates on Sundays, 8.00 am onwards, all year round.

Palmerston Markets at the Frances Mall in Palmerston

Operates Friday evenings, 5.00 pm to 10.00 pm during the dry season.

Parap Village Markets at Parap Village Shopping Centre

Operates on Saturdays, 8.00 am to 2.00 pm, all year round.

Rapid Creek Markets at Rapid Creek Business Village

Operates Friday evenings, 3.00 pm until late, and Sundays, 6.30 am to 1.00 pm, all year round.

Coolalinga Markets at the Coolalinga Shopping Village

Operates Saturdays, 7.00 am to 12.00 pm, all year round.

Cultural Diversity

More than 50 nationalities make up Darwin's population, including the area's traditional landowners, the Larrakia people. The cultural and culinary benefits of such a melting pot are best experienced at the weekly markets, variety of restaurants, and through Darwin's local arts and annual festivals and events.

The Northern Land Council offers information on a number of issues, including permits for access to Aboriginal land, fishing permits, tours and much more.

Tel: (08) 8920 5100 or
1800 645 299 (NT tollfree only)
Internet: www.nlc.org.au

Sport

A list of sporting clubs in Darwin can be found in the local Yellow Pages telephone directory.

Juniors are encouraged to get involved in sports, and clubs usually have a strong family environment. Information and a list of sporting clubs for juniors in the NT can be found at:

Sport Link Up

Tel: 1800 045 678

Internet: www.sportlinkup.nt.gov.au

Fishing

Recreational Fishing Officer

Tel: (08) 8999 2144

Internet: www.fisheries.nt.gov.au

The Darwin Cup

The Darwin Cup Carnival runs for a month, with the main race day (a public holiday in the NT) held on the first Monday in August.

Internet: www.darwinturfclub.org.au

Darwin Entertainment Centre

For details about upcoming events or how to become a member, contact the Darwin Entertainment Centre.

Tel: (08) 8980 3366

Internet: www.darwinentertainment.com.au

RSL Clubs

Darwin

27 Cavenagh St, Darwin

Tel: (08) 8981 5437

Darwin North

Batten Rd, Darwin North

Tel: (08) 8945 0701

Palmerston

3 Maluka St, Palmerston

Tel: (08) 8939 0640

Tourism

For information, contact the tourism information centres below.

Tourism NT – Northern Territory Australia

Tel: 13 61 10

Internet: www.tourismnt.com.au

Tourism Top End

Tel: 1300 138 886

Internet: www.tourismtopend.com.au

Coonawarra Holiday Cabins

Located on the Defence Establishment Berrimah, the cabins (demountables) sleep five, are fully air-conditioned and self-contained. (You need to bring sheets, including pillow slips, pillows and towels.) Bookings are essential.

Tel: 0429 619 586

Parks and Gardens

There are many parks and gardens located throughout Darwin and Palmerston that offer a venue for walking, picnicking, family outings and community gatherings. Parks such as the Leanyer Recreation and Skate Park on Vanderlin Dr, The Water Gardens in Jingili, Marlow's Lagoon in Palmerston, Charles Darwin National Park on Tiger Brennan Dr, The Esplanade in Darwin City, and East Point Reserve at Fannie Bay, are just a few.

■ The George Brown Botanical Gardens

Darwin's George Brown Botanical Gardens are one of the very few Botanic Gardens in a tropical region. The 42 hectares of gardens are located about 2 km from Darwin City. Near the lower entrance of Gardens Rd, you can find the water fountain, floral displays, the Wesleyan Church, a playground, barbecues and toilets. An alternative entry and car park is via Geranium St in Stuart Park, which leads to the Information Centre.

Box Jellyfish

Darwin's beaches are popular locations, but the deadly box jellyfish is prevalent in northern waters from October to May and it is not safe to swim in the sea during these months. Since box jellyfish have been reported in the waters all year round, it is recommended that children do not swim in the ocean all year round. Box jellyfish stings are painful and can be fatal, and occur in shallow water – therefore, care is needed when launching boats. It is wise to have some vinegar on hand when swimming to temporarily ease the pain if a sting occurs.

Crocodiles

Two types of crocodiles are found in the Northern Territory: the saltwater crocodile and the freshwater crocodile. The saltwater crocodile is a threat to humans and has the ability to cause serious injuries and fatalities. Children and pets are easy targets for a saltwater crocodile and should be kept away from the water's edge. The freshwater crocodile is smaller in size and not usually a danger to people. Warning signs are present throughout the Territory, indicating the presence and type of crocodiles that inhabit the water holes, creeks or beach areas. If in doubt, contact the Parks and Wildlife Commission of the Northern Territory for further information.

Tel: (08) 8999 4555

Internet: www.nt.gov.au/nreta/parks

Cane Toads

The cane toad is brown in colour with rough skin. Dogs, and indeed children, have been known to attack or play with cane toads. Please discourage such actions. The toad will defend itself by secreting a poisonous milky fluid from the back of its head. This poison can be lethal to dogs (and cats) and cause sickness in children. If poisoning does occur, seek medical advice immediately.

General Services

Electoral Information

Northern Territory Electoral Office
2nd Floor, AANT Building
79 Smith St, Darwin
Tel: (08) 8999 5617

Australian Electoral Commission
NT Divisional Office
Level 7, TCG Centre
80 Mitchell St, Darwin
Tel: 13 23 26

Churches

There are many churches, mosques and temples in Darwin and Palmerston that provide services for all religions. Refer to 'Churches' in your local Yellow Pages directory, or visit Internet: www.yellowpages.com.au to find their locations and contact details.

Library Services

■ Darwin

Library Locations and Contact Details

Casuarina Library
17 Bradshaw Tce, Casuarina
Tel: (08) 8930 0200

City Library
Civic Centre, Harry Chan Ave
Tel: (08) 8930 0230

Karama Library
Karama Shopping Centre, Karama
Tel: (08) 8927 2505

Nightcliff Library
10–12 Pavonia Pl, Nightcliff
Tel: (08) 8985 1461

Visit the Darwin City Council website for further information.

Internet: www.darwin.nt.gov.au

Palmerston Library
Goyder Square, Palmerston
Tel: (08) 89359999

Visit the Palmerston City Council website for more information.

Internet: www.palmerston.nt.gov.au

Roadside Service

The Automobile Association of the Northern Territory (AANT)
79–81 Smith St, Darwin

24-hour emergency road and battery service.
Tel: 13 11 11

Internet: www.aant.com.au

Insurance

Northern Australia is a cyclone-prone area and insurance protection is essential. Make sure that your insurance company offers cyclone, storm surge and flood cover on motor and home insurance.

It is important for customers to note that cover will not be issued or increased during a cyclone watch or warning. It is best to seek insurance cover advice as soon as you get to the Top End.

Essential Services

■ Electricity

Applications can be made in person at any post office or at the Power and Water Corporation. Connection of electricity to married quarters should be discussed with staff from Defence Housing Australia during your allocation process.

■ Power and Water Corporation

Tel: 1800 245 092

Internet: www.powerwater.com.au

■ Internet and Telephone

Contact the service provider of your choice for Internet and telephone connections.

Telstra

Tel: 13 22 00

Internet: www.telstra.com.au

Optus

Tel: 13 39 37

Internet: www.optus.com.au

■ Garbage Collection

Contact your city council for garbage collection days.

Darwin City Council

Tel: (08) 8930 0300

Internet: www.darwin.nt.gov.au

Palmerston City Council

Tel: (08) 8935 9922

Internet: www.palmerston.nt.gov.au

Transport

■ Defence Driving Licence Scheme

The Defence Driving Licence Scheme (DDLS) for ADF personnel and eligible members of their families does not apply in the Northern Territory. This means that you must obtain a NT driver's licence.

■ Changing Interstate Registration and Transferring an Interstate Licence

New residents of the NT are legally required to transfer registration within three months, and are legally required to transfer their licence.

■ Motor Vehicle Registry Offices

Tel: 1800 654 628 (freecall) to locate the office nearest to you.

Internet: www.nt.gov.au/transport/mvr

■ Air Travel

Darwin is well-serviced by air, with daily domestic flights to all Australian capital cities.

■ Public Transport

Timetables are available from any terminal.

For further information about public transport or the school bus system, visit

Internet: www.nt.gov.au/transport/public/bus/

Pet Care

Caring For Your Pet in the Tropics

There are parasites and disease prevalent in our tropical environments that are not experienced in the southern states. These include:

■ **Leptospirosis**

Prevention is by vaccination and is highly recommended.

■ **Heat Stroke**

Due to high temperatures combined with high humidity, heat stroke is a potential hazard to your pets, especially during the build-up and wet seasons.

■ **Veterinary Services**

Various veterinary hospitals and services are available within the Darwin area and surrounding regions.

Service providers and locations can be found using the 'Vet Locator' option at

Internet: www.petalia.com.au

Dog Registration

Each of the councils has its own by-laws on dog registration, which is compulsory in the Territory. Contact the relevant council as soon as your pet is residing with you. Fees are nominal and are cheaper than having to bail your dog out of the pound.

Darwin City Council

Tel: (08) 8930 0300

Internet: www.darcity.nt.gov.au

Palmerston Town Council

Tel: (08) 8935 9922

Internet: www.palmerston.nt.gov.au

Kennels and Catteries

Contact details for kennels and catteries can be found in the Yellow Pages or online at Internet: www.yellowpages.com.au.

Pet and Animal Transportation Services

Dogtainers

Tel: 1300 135 252

Internet: www.dogtainers.com.au

Petflyers

Tel: 1800 738 359

Internet: www.petflyers.com.au

Emergency Information

Tropical Cyclones

All NT Defence units have cyclone preparation plans for the workplace and Defence facilities. All staff are briefed on these requirements by their units leading up to the cyclone season. The information included here relates to civilian preparation only. In the event of a cyclone, families will not be accommodated at Defence establishments (unless the unit advises otherwise) – civilian shelters are to be used.

For further information or updates during cyclone season contact:

Bureau of Meteorology
Tel: 1800 061 438 (freecall)
Internet: www.bom.gov.au

NT Emergency Services
Tel: (08) 8922 3630
Internet: www.nt.gov.au/pfes

How to Develop an Emergency Plan

■ Take sensible precautions

- Make sure your home and workplace are prepared for hazards and emergencies.
- Check that you have adequate household and contents insurance.
- Find out how and where to turn off power, gas and water supplies.
- Store important documents (wills, passports, photos and birth certificates) in a fire/water-proof container or safe deposit box.
- Prepare an emergency survival kit and keep it handy.
- Keep a list of emergency telephone numbers near the phone, for example: police, fire, ambulance, state/territory emergency service, local council, gas, electricity and relatives.

■ Involve the family

- Household members will need to agree on, and share, essential tasks (such as contacting each other if not home, collecting school children and checking on elderly neighbours).
- Arrange an out-of-town friend or relative to be a single contact point (in case people are separated before or during a widespread emergency).
- Make sure that your home is prepared for a cyclone, with all outside items tied down or secured inside the house or shed. There is no guarantee that friends and neighbours will be available to do this for you, or that the unit will be able to do so.

■ Find out about existing plans

- Schools and large buildings should have plans in place for emergency evacuations.
- Local authorities may also have plans affecting whole streets or areas.

■ Be prepared for evacuation

In some emergencies the safest action is to stay inside – but in other emergencies it can be safer to leave a building or evacuate an entire area. The appropriate action depends on the particular hazard causing the emergency. Consult the relevant information and action guides, and follow advice from emergency authorities.

When evacuating a building it is important to agree in advance on a gathering place at a safe distance. Practise evacuation procedures, including a head count. Large buildings should have evacuation plans in place.

If you decide, or are advised, to evacuate the area, leave as early as possible – even hours before, in the case of bushfires. It may be safer to stay with your home, provided you are well-prepared.

- Allow for special needs of infants, the aged and people with disabilities.
- Don't forget the needs of your pets.
- Have your car under cover, with a full fuel tank, and plan for alternative safe routes.

■ Three golden rules if you leave

1. Turn off power, gas and water; lock doors; and tape windows (leaving them slightly open).
2. Take your emergency survival kit with you.
3. Listen for emergency warnings and safety advice on radio or television. Pay special attention if you hear the Standard Emergency Warning Signal (SEWS).

■ A checklist for your emergency survival kit

Ideally, prepare your kit with all of the following items, or at least make a list so you will know where to find them quickly in your home:

- battery-operated radio (with spare batteries)
- torch (with spare batteries), candles and waterproof matches
- strong shoes, leather gloves, hat, goggles, and warm, sturdy clothing/overalls
- first aid kit and manual
- combination pocket knife
- medications, toiletry and sanitary supplies, and a change of clothes
- special needs for infants (formula, nappies etc.), the aged and people with disabilities
- water in sealed containers – 10 litres per person (for three days)
- three days' supply of canned food (plus can opener and utensils)

- pet food, water and other animal needs
- portable stove with fuel
- tent or tarpaulin, and blankets (woollen and thermal)
- money, including change for phone calls
- strong plastic bags (for clothing, valuables, documents and photographs).

Coping Emotionally

In an emergency, fear and anxiety are natural, but controllable, emotions. You need to remain calm so you can control your fear and actions. Remember that someone may need your help. If you are feeling particularly anxious or frightened, follow this advice:

- Stop what you are doing and take a few slow, deep breaths.
- Focus on your feelings and any irrational thoughts – talk calmly about them with family or friends.
- Focus on what practical tasks you and your family can do.
- Explain to children what is happening and what they may be feeling – reassure them and let them help.
- When the danger has passed, check if children or neighbours are still distressed – talk to them about their experience.
- Take some satisfaction in having come through a very stressful and threatening situation.

Following the emergency, a range of physical and emotional reactions may occur. These are a normal response to the experience. However, should they continue for an extended period, consult your local health service.

Actions on Warnings

After the initial cyclone warning, check your preparations and obtain missing items and equipment.

■ Cyclone warning – 24 hours

Gale force winds expected within 24 hours. Secure items outside and under the house and make sure you have obtained all the necessary equipment you will need to survive.

■ Cyclone warning – 6–12 hours

Destructive winds expected within 6–12 hours. You should now complete the following:

- Collect the children from school.
- Return home if you are at work.
- Put away in cupboards and drawers all loose items, such as ornaments and paintings, TV and stereo equipment, and plates and cooking utensils etc.
- Pack a suitcase with medicines and special foods, spare underwear, warm clothing, babies' nappies etc., radio, torch and spare batteries, water and small valuables, and important papers.

If you are remaining in your home, move the above items and some bedding to the part of the house designated as your cyclone shelter/strong point. If your house has plate-glass windows, put diagonal strips of tape across them to help reduce damage from flying debris and glass. Shut and tape all glass louvred windows. Prepare a safe place for your pets to shelter, and prepare a hot meal – it may be your last for many hours.

■ Announcement to Take Shelter

■ Cyclone strike is expected within 4–6 hours

Civilian authorities using loud hailers tell you to take shelter before a cyclone is expected to reach the Darwin area. At this stage you should act as follows:

- If you have a cyclone room/strong point, transfer your emergency rations and suitcase to that room. Include bedding, full water containers and a radio with fresh batteries.

- Fill your bath with fresh water for drinking and turn off the power at the mains. Move to the cyclone room/strong point and do not leave until the all-clear has been broadcast. Temporarily calm conditions may mean that the eye of the cyclone is passing nearby.
- If you are sheltering at any civilian shelters, you should proceed directly to your nominated shelter, taking your pre-packed suitcase with you.

■ Emergency Shelters

- Darwin City Holiday Inn Esplanade (underground shelter)
- Darwin City Rear of Supreme Court (standard shelter)
- Nightcliff Middle School (standard shelter)
- Dripstone Middle School (standard shelter)
- Casuarina Shopping Centre (underground shelter)
- Casuarina Senior College (standard shelter)
- Palmerston Shopping Centre (underground shelter)
- Palmerston Hub Complex (underground shelter)
- Rosebery Primary and Middle School
- Palmerston Senior School (standard shelter)
- Girraween Primary School (standard shelter)
- Taminmin College (standard shelter)
- Cox Peninsula Community Government Council Building (standard shelter).

■ Destructive winds have reached Darwin

The cyclone strikes and you should be in your shelter.

■ Winds no longer a threat

The worst of the cyclone will have passed.

Telephone Directory

Area Code (08)

ADF Mental Health Strategy

All-hours Support Line

Tel: 1800 628 036

COMSUPER

Tel: 1300 006 727

DEFKOM

Tel: (07) 3879 0911

Defence Switchboard (Northern region,
24-hours)

Tel: (08) 8935 2000

Defence Tax Management Hotline (DTMO)

Tel: 1800 806 053

Department of Veterans' Affairs

Tel: 1300 551 918 or 13 32 54

Defence Special Needs Support Group (DSNSG)

Tel: 1800 037 674 (National)

Defence Families of Australia

Tel: 1800 100 509 (National)

Defence Housing Australia

Customer Support: 13 93 42

Emergency Hotline: 1300 366 615

Defence Relocations and Housing Manager
(DRHM)

Tel: (08) 8935 4346

Defence Service Centre

Tel: 1800 020 031

Motor Vehicle Registry (MVR)

General enquiries

Tel: 1300 654 628

National Welfare Coordination Centre (NWCC)

Tel: 1800 801 026

Power and Water Corporation

General enquiries

Tel: 1800 245 092

Toll Transitions

Tel: 1800 819 167

Veterans and Veterans Families Counselling
Service (VVCS) Veterans Line

Tel: 1800 011 046

Emergency Numbers

ADF After Hours Medical Care (24-hours)

Tel: 1800 IM SICK (1800 467 425)

Ambulance/Fire/Police

Emergency, Tel: 000

Non-emergency, Tel: 13 14 44

Cyclone Advice – Bureau of Meteorology

Tel: 1300 659 211

NT Emergency Services

Tel: (08) 8922 3630

healthdirect Australia

Tel: 1800 022 222

Poisons Information Line

Tel: 13 11 26

Chaplains

Navy

CHAP Fleet North

Tel: (08) 8935 5183

HMAS *Coonawarra*

Tel: (08) 8935 5133

RAAF

Tel: (08) 8923 5014

Army

HQ 1 BDE Duty Chaplain

Tel: (08) 8925 2000

HQ1 BDE Chaplain Coordinator

Tel: (08) 8925 2018

Councils

Darwin City Council

Tel: (08) 8930 0300

Palmerston City Council

Tel: (08) 8935 9922

Defence Community Organisation (DCO) – Darwin

Reception/Administration

Tel: (08) 8935 7900

Military Support Officers**Defence Customer Service Centres**

Service Direct

Tel: 1800 333 362

Larrakeyah Barracks

Tel: (08) 8935 5317

RAAF Base Darwin

Tel: (08) 8923 5054

Robertson Barracks

Tel: (08) 8935 2655

Hospitals

Royal Darwin Hospital

Tel: (08) 8922 8888

Darwin Private Hospital

Tel: (08) 8920 6011



Australian Government

Department of Defence