

# 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 MELBOURNE



**Australian Government**

**Department of Defence**

# Welcome to Melbourne

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

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

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

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

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# Defence Support Services

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## Defence Community Organisation (DCO)

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### 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

Melbourne Main Office  
1st Floor, 661 Bourke St, Melbourne  
Tel: (03) 9282 3028  
Email: [dco.melbourne@defence.gov.au](mailto:dco.melbourne@defence.gov.au)

HMAS *Cerberus* Office  
Grant Block Phillip Road  
Crib Point  
Tel: (03) 5931 5817  
Email: [dco.frankston@defence.gov.au](mailto:dco.frankston@defence.gov.au)

### DCO Website

The DCO website (Internet: [www.defence.gov.au/dco](http://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.

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## Chaplains

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### **Navy Chaplains**

Chaplain's Office HMAS *Cerberus*

Tel: (03) 5931 5526

Recuit School Chaplain

Tel: (03) 5931 5210

After Hours via Officer of the Day (OOD)

Tel: (03) 5931 5680 or 0418 566 046

### **Army Chaplains**

On-call Duty Chaplain (24 hours)

Tel: 0427 828 433

ARA Chaplain (Simpson Barracks – Defence Force School of Signals, DFSS)

Tel: (03) 8481 7731

### **RAAF Chaplains**

Chaplaincy Centre and Coord Chaplain (RAAF Williams, DPM and Victoria Barracks)

Tel: (03) 9256 2133

Tel: (03) 9256 2480 (Chaplain's Office)

On-call Duty Chaplain (24 hours)

Tel: (03) 9256 2133

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## Defence Force Welfare Association (DFWA)

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The Defence Force Welfare Association is a volunteer organisation, with the aim of providing information and assistance to present and past Defence Force personnel and their families, in all aspects of welfare within the service community.

Membership is open to all those who are serving or who have served the nation in the Defence Force of Australia, including their spouses or widows.

Assistance is provided to its members through the preparation of cases to go before the

Administrative Review Tribunal, and in other legal processes. Personal assistance of this nature comprises one of the most important services provided by the Association to its members.

For more information, contact Tel: (03) 9282 4959 (9.00 am to 3.30 pm, Tuesday and Thursday) or leave a message on the answering machine.

Internet: [www.dfwaweb.org.au](http://www.dfwaweb.org.au)

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## Carry On (Victoria)

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1 Elizabeth St, Melbourne

Tel: (03) 9629 2648

Carry On is a non-government funded organisation who can help:

- former and serving members of the military forces who have served in war
- former and serving members of the military forces who have been injured in training and whose need has been occasioned by such injury, or whose need is caused by such service
- spouses, widows and dependent children of the above, if not eligible for help from Legacy.

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## Veterans' and Veterans' Families Counselling Service – VVCS

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### **VVCS – What is it ?**

VVCS is a counselling service for Veterans and their families.

VVCS was established with the impetus of Vietnam Veterans to provide specialist mental health and counselling services to Australian Veterans and their families. Over time, VVCS has evolved to support veterans of all overseas conflicts and peacekeeping operations.

VVCS recognises the impacts that service in Australia's armed forces can have on our service men and women, and their families.

Many Veterans and their families suffer from personal, health and relationship difficulties because of service experiences, exposure to trauma, and readjustment to civilian life.

The effects of a veteran's experience are often felt strongly by family members, and for this reason, partners and children are welcomed to access VVCS for a range of support and clinical services.

VVCS is a professional, confidential and free service. VVCS staff are qualified psychologists or social workers with experience in working with veterans, peacekeepers and their families. They can provide a wide range of treatments and programs for war and service-related mental health conditions, including post traumatic stress disorder (PTSD). In Victoria VVCS has two offices, one in the Melbourne CBD and the other Wodonga. VVCS Victoria also has a large network of contracted professional counsellors in outer metropolitan Melbourne suburbs and also in regional centres across Victoria.

### **What services does VVCS provide?**

Counsellors provide confidential help with stress, relationship, family problems and other lifestyle issues, as well as emotional or psychological issues associated with the impact of service in Australia's armed services, including:

- exposure to trauma
- readjustment to civilian life, post deployment or post separation from the ADF

- the impact of military service and trauma on Veterans' families
- marital, family and other personal relationship difficulties
- depression, anxiety; and substance use problems.

VVCS can provide you with:

- individual, couple and family counselling
- after-hours crisis telephone counselling via Veterans Line case management services
- group programs for common mental health issues – anxiety, depression, sleep and anger
- psycho-educational programs for couples including a residential lifestyle management program
- psycho-educational programs specifically targeting the needs of partners of veterans
- 'Stepping Out', a 2-day 'transition' program for ADF members and their partners preparing to leave the military
- 'Changing the Mix' – a self-paced alcohol reduction
- correspondence program – to register call 1800 1808 68
- information, education and self-help resources.

To contact VVCS Tel: 1800 011 046 or for more information visit

Internet: [http://www.dva.gov.au/health\\_and\\_wellbeing/health\\_programs/vvcs](http://www.dva.gov.au/health_and_wellbeing/health_programs/vvcs)

VVCS' 1800 011 046 number connects after hours to Veterans Line, for crisis assistance, counselling and referral.

# Education

## **Regional Education Liaison Officer**

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

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

The REDLO can also provide you or your new school with a range of resources designed to assist students with school transitions or Absence from Home of a parent.

## **Defence School Transition Aide Program**

Defence School Transition Aides (DSTAs) and Defence Mentors (DTMs) are employed at a number of schools throughout Victoria in order to assist children and young people as they move schools.

They may:

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

Tel: (03) 9282 3006

Fax: (03) 9282 3027

Email: [redlo.vic@defence.gov.au](mailto:redlo.vic@defence.gov.au)

## **Handy Contacts**

TAFE Course Line

Internet: [www.tafe.vic.gov.au](http://www.tafe.vic.gov.au)

Tel: 13 18 23

Victorian Government Schools

Internet: [www.education.vic.gov.au](http://www.education.vic.gov.au)

Catholic Education Office

Internet: [www.ceomelb.catholic.edu.au](http://www.ceomelb.catholic.edu.au)

Association of Independent Schools

Internet: [www.independentschools.vic.edu.au](http://www.independentschools.vic.edu.au)

Tertiary Courses (VTAC)

Internet: [www.vtac.edu.au](http://www.vtac.edu.au)

Council of Adult Education

Internet: [www.cae.edu.au](http://www.cae.edu.au)

Short Courses

Internet: [www.shortcourses.vic.gov.au](http://www.shortcourses.vic.gov.au)

# Employment

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## The Partner Education and Employment Program (PEEP)

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### **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](http://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](http://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](http://www.defence.gov.au/dco/childcare.htm)

#### B4Kids Pty Ltd

Internet: [www.b4kids.com.au](http://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](http://www.mychild.gov.au)

#### MyChild Hotline

Tel: 13 36 84

#### The National Childcare Accreditation Council (NCAC)

Internet: [www.ncac.gov.au](http://www.ncac.gov.au)

#### Family Day Care Australia

Tel: (02) 4320 1100 or 1800 621 218

Internet: [www.familydaycare.com.au](http://www.familydaycare.com.au)

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## Local Child Care Centres

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Child care can be challenging to find in Melbourne. It is advisable to source your options as soon as possible. Non-Defence child care services in the Melbourne area can be investigated via the Child Care Access Hotline or Internet: [www.ncac.gov.au](http://www.ncac.gov.au).

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## Playgroups

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To find out about playgroups in your local area, please contact Playgroup Australia.

Tel: 1800 171 882

Internet: [www.playgroupaustralia.com.au](http://www.playgroupaustralia.com.au)

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# Special Needs

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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	
Southern Victoria	
Names	
John Gaffney	Christine Sarkies
Telephone	
(03) 9282 3667	(03) 9282 3628
Mobile	
0407 462 437	-
Fax	
(03) 9282 3684	(03) 9282 3684

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## Defence Housing Australia

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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](http://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](http://www.dha.gov.au)

**Tel:** 139 DHA (139 342)

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## Toll Transitions

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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](http://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 are numerous health services in Victoria.

The Better Health Channel is a database of health services and information.

Internet: [www.betterhealth.vic.gov.au](http://www.betterhealth.vic.gov.au)

## **Department of Human Services**

Tel: 1300 650 172 (freecall in Victoria only, except for mobiles) or (03) 9096 0000

Internet: [www.dhs.vic.gov.au](http://www.dhs.vic.gov.au)

The Department of Human Services (DHS) includes a wide range of services that support and enhance the social functioning and wellbeing of all members of the community.

## **Medical Centres/24-hour Clinics**

Check the Yellow Pages under 'Medical Practitioners'.

## **Psychiatric Services**

Contact your local public hospital.

Internet: [www.health.vic.gov.au/mentalhealth](http://www.health.vic.gov.au/mentalhealth)

## **Community Health Centres**

Community health centres provide a range of services such as medical, physiotherapy, speech therapy, psychology, dietetics, dental and support groups. For more information, contact your local council or Internet: [www.betterhealth.vic.gov.au](http://www.betterhealth.vic.gov.au).

## **Ambulance Service**

Emergency

Tel: 000

Membership

Tel: 1800 648 484

Internet: [www.ambulance.vic.gov.au](http://www.ambulance.vic.gov.au)

The membership scheme provides low-cost cover against ambulance costs anywhere in Australia. If you have private health cover for your family, check to see if your policy offers you unlimited ambulance coverage. If your family does not have private health insurance or your insurance does not cover the cost of an ambulance, you can become an ambulance member for a fee.

## **Maternal and Child Health Centres**

For your local centre, please contact your local council or Internet: [www.betterhealth.vic.gov.au](http://www.betterhealth.vic.gov.au).

## **Other Resources/Groups**

ARAFEMI Victoria Inc.

Tel: (03) 9810 9300

Internet: [www.arafemi.org.au](http://www.arafemi.org.au)

Services to family and friends of people experiencing mental illness.

beyondblue

Info Line: 1300 224 636

Internet: [www.beyondblue.org.au](http://www.beyondblue.org.au)

The national depression initiative.

Collective of Self Help Groups (COSHG)

Tel: (03) 9650 2005

Internet: [www.coshg.org.au](http://www.coshg.org.au)

For information about self-help groups and other organisations offering support services.

Dads in Distress

Tel: 1300 853 437

Internet: [www.dadsindistress.asn.au](http://www.dadsindistress.asn.au)

Domestic Violence Resource Centre

Tel: (03) 9486 9866

Internet: [www.dvirc.org.au](http://www.dvirc.org.au)

Family Planning Victoria Inc.

Tel: (03) 9257 0100

Internet: [www.fpv.org.au](http://www.fpv.org.au)

Financial and Consumer Rights Council Inc.

Tel: (03) 9663 2000

Internet: [www.fcrc.org.au](http://www.fcrc.org.au)

Referral service for financial counselling and consumer advocacy.

Mensline Australia

Tel: 1300 789 978

Internet: [www.menslineaus.org.au](http://www.menslineaus.org.au)

24-hour telephone counselling, information and referral service.

Men's Referral Service

Tel: (03) 9428 2899 or 1800 065 973

Internet: [www.mrs.org.au](http://www.mrs.org.au)

Men's Health Australia

Internet: [www.menshealthaustralia.net](http://www.menshealthaustralia.net)

Nurse on Call

Tel: 1300 606 024

Internet: [www.health.vic.gov.au/nurseoncall](http://www.health.vic.gov.au/nurseoncall)

24-hour health advice and information from a registered nurse.

Parentline VIC

Tel: 13 22 89

Internet: [www.parentlinevic.com.au](http://www.parentlinevic.com.au)

Parentzone

Internet: [www.anglicarevic.org.au/parentzone](http://www.anglicarevic.org.au/parentzone)

Women's Domestic Violence Crisis Service of Victoria

Tel: 1800 015 188

Women's Health Victoria

Tel: (03) 9662 3755

Internet: [www.whv.org.au](http://www.whv.org.au)

Information on women's health, a specialist library and a health information line.

This list is by no means exhaustive.

For further contacts, you can go to the

White Pages directory or visit

Internet: [www.betterhealth.vic.gov.au](http://www.betterhealth.vic.gov.au)

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## Defence Medical/Dental Facilities

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All-hours Support Line

Tel: 1800 628 036

The All-hours Support Line is designed as a triage line to help access ADF or civilian mental health services more easily.

1800 IM SICK

Tel: 1800 467 425

An innovative, free, 24-hour, out-of-hours phone health administration advisory service, available to all permanent ADF personnel, serving or on leave in Australia. The advice will focus on where to go for medical treatment in your current location, such as local medical officers, hospitals and pharmacies.

Personnel will be able to ring and speak to ADF health staff about immediate issues out of hours, and receive information on what they need to do.

### In the event of an emergency call 000

*Cerberus* Health Centre

Tel: (03) 5931 5268

Health Centre – Williams

Tel: (03) 9256 2433

Melbourne – M Block Victoria Barracks

Tel: (03) 9282 5554

Simpson Barracks Medical Centre

Tel: (03) 8481 7260 or (03) 8481 7261

# 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@dsnsg.org.au](mailto:national.coordinator@dsnsg.org.au)

Internet: [www.dsnsg.org.au](http://www.dsnsg.org.au)

## Defence Families of Australia



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

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

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

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

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

### **Join DFA today free!**

By joining DFA as a member, you are supporting its aim to represent the needs of all Defence families. Please take a few minutes to enter your details on the website [www.dfa.org.au/user/register/](http://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](http://www.dfa.org.au) or call the DFA Infoline 1800 100 509.

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## Other Defence Community Groups

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All spouses of members posted to Melbourne or regional areas are encouraged to contact their local group, as it is an ideal way to get together with other Defence spouses who have experienced similar issues when moving into a new area.

For further information on group activities, contact your Defence Community Organisation on Tel: (03) 9282 3028.

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## Family Groups on Simpson Barracks

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### **Mactier Community Centre**

Simpson Barracks

Tel: (03) 8481 7211

Email: mactier9@tpg.com.au

Internet:

<http://www.mactiercommunitycentre.com.au>

Types of groups operating out of the Mactier Community Centre include: craft, scrapbooking, playgroups, coffee groups and other interest groups.

### ***Simpson's Voice* newsletter**

Email: simpsonsvoice@hotmail.com

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## Family Groups in Laverton/Point Cook Area

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### **Williams Defence Community House**

12 Sir Richard Williams Ave

RAAF Williams, Laverton

Tel: (03) 9369 1916

Email:

[coord@williamsdefencecommunityhouse.com](mailto:coord@williamsdefencecommunityhouse.com)

Internet:

[www.williamsdefencecommunityhouse.com](http://www.williamsdefencecommunityhouse.com)

Types of groups operating out of the Williams Defence Community House include: craft, scrapbooking, playgroups, book club, Defence Special Needs Support Group and other interest groups.

### **RAAF Williams Family Centre**

Sir Richard Williams Ave

RAAF Williams, Laverton

Tel: (03) 9256 2431

Thrift Shop

Thursdays: 10.00 am to 2.30 pm

Sausage Sizzle Thursdays, from 11.30 am

### **Western Area Group Support (WAGS)**

WAGS Toy Library

(next door to the Defence Family Centre)

Open Thursday, 12.00 pm to 1.00 pm

### **Family Groups at Queenscliff**

Queenscliff Defence Family Association

Email: [queenscliffdfa@gmail.com](mailto:queenscliffdfa@gmail.com)

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## Family Groups at *Cerberus*

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*Cerberus* Cottage

16 Cook Rd, HMAS *Cerberus*

Tel: (03) 5983 0274 (voicemail available)

Internet: [cerberuscottage@bigpond.com](mailto:cerberuscottage@bigpond.com)

*Cerberus* Cottage Family and Friends Association. Other groups include: playgroup, ceramics and Mums and Bubs. Cook Road Lodge Temporary Accommodation can be booked through *Cerberus* Cottage. Prior booking is necessary.

# Local Community

## Melbourne's Climate

### ■ Spring

When: September–November (cool to mild)  
Temperature: from 8° C to 24° C,  
average maximum 20° C  
Humidity: 50 per cent  
Sunrise average: 6.45 am  
Sunset average: 7.53 pm (daylight savings)

### ■ Summer

When: December–February (warm to hot)  
Temperature: from 18° C to 40°+ C,  
average maximum 25° C  
Humidity: 65 per cent  
Sunrise average: 5.51 am  
Sunset average: 9.10 pm (daylight savings)

### ■ Autumn

When: March–May (mild)  
Temperature: from 11° C to 23° C, average  
maximum 20° C  
Humidity: 45 per cent  
Sunrise average: 6.17 am  
Sunset average: 6.50 pm (no daylight savings)

### ■ Winter

When: June–August (cool to brisk)  
Temperature: from –1° C to 17° C,  
average maximum 14° C

For more information, visit the Bureau  
of Meteorology website at  
Internet: [www.bom.gov.au](http://www.bom.gov.au).

## General Information

### ■ Shopping

Some supermarkets are open 24 hours, with most open late/early. Late-night shopping is available Thursdays and Fridays in most areas. Melbourne city stores trade late on Thursdays and Friday nights. Most shopping complexes and strip shopping areas trade all day Saturday as per weekday hours. Sunday trading varies in location and hours, but is increasingly common in suburban and city areas.

### ■ Helpful contacts

That's Melbourne  
Internet: [www.thatsmelbourne.com.au](http://www.thatsmelbourne.com.au)

Tourism Victoria  
Tel: 13 28 42  
Internet: [www.visitvictoria.com](http://www.visitvictoria.com)

City of Melbourne  
Internet: [www.melbourne.vic.gov.au](http://www.melbourne.vic.gov.au)

Victoria Online  
Internet: [www.vic.gov.au](http://www.vic.gov.au)

Museum Victoria  
Internet: [www.museumvictoria.com.au](http://www.museumvictoria.com.au)

Melbourne Aquarium  
Internet: [www.melbourneaquarium.com.au](http://www.melbourneaquarium.com.au)

State Library of Victoria  
Internet: [www.slv.vic.gov.au](http://www.slv.vic.gov.au)

Bureau of Meteorology  
Internet: [www.bom.gov.au](http://www.bom.gov.au)

Melbourne Visitor Centre  
Federation Square  
Cnr Flinders & Swanston Sts  
Tel: (03) 9658 9658

Bundoora Park Visitor Centre  
1069 Plenty Rd, Bundoora  
Tel: (03) 8470 8170

Hobsons Bay Visitor Information Centre  
Cnr Nelson Pl & Syme St, Williamstown  
Tel: (03) 9932 4310

Werribee Visitor Information Centre  
117 Watton St, Werribee  
Tel: (03) 9742 0906

Mornington Peninsula Visitor Information  
Centre  
3598 Point Nepean Rd, Dromana  
Tel: 1800 804 009  
Internet: [www.visitmorningtonpeninsula.org](http://www.visitmorningtonpeninsula.org)

Geelong Visitor Centre & National  
Wool Museum  
Cnr Moorabool & Brougham Sts, Geelong  
Tel: 1800 620 888 or (03) 5222 2900  
Internet: [www.greatoceanroad.org](http://www.greatoceanroad.org)

Queenscliff Visitor Information Centre  
55 Hesse St, Queenscliff  
Tel: 1300 884 843 or (03) 5258 4843

Ballarat Visitor Information Centre  
Eureka Stockade Gardens  
Cnr Eureka & Rodier Sts  
Tel: 1800 446 633 or (03) 5320 5741  
Internet: [www.ballarat.com](http://www.ballarat.com)

Parks Victoria Information Centre  
Tel: 13 19 63  
Internet: [www.parkweb.vic.gov.au](http://www.parkweb.vic.gov.au)

Craft Markets Victoria  
Tel: (03) 5976 3266  
Internet: [www.craftmarkets.com.au](http://www.craftmarkets.com.au)

## **Defence Cinema**

RAAF Williams Cinema, Laverton  
Tel: (03) 9256 2676  
Internet: [www.raafwilliamscinemas.org.au](http://www.raafwilliamscinemas.org.au)

## **State Government**

Internet: [www.vic.gov.au](http://www.vic.gov.au)

For a listing of all local governments in Victoria:  
Internet: [www.localgovernment.vic.gov.au](http://www.localgovernment.vic.gov.au)

## **Pet Registration**

Every dog and cat over the age of three months must be registered with the local council by 10 April each year. For more information, please contact your local council.

## **Electoral Information**

There is an Australian Defence Forces electoral guide on the Australian Electoral Commission (AEC) website at Internet: [www.aec.gov.au](http://www.aec.gov.au).

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

## **Centrelink**

Centrelink is a government agency delivering a range of Commonwealth services. They can be contacted by phone on Tel: 13 62 40 or 1800 050 004, or via their website at Internet: [www.centrelink.gov.au](http://www.centrelink.gov.au).

The Family Assistance Office can be contacted on Tel: 13 61 50 or at Internet: [www.familyassist.gov.au](http://www.familyassist.gov.au).

# General Services

## Legal and Advice Services

Service members can obtain legal advice through the officers at Victoria Barracks, RAAF Williams, Fort Queenscliff (for Soldier Career Management Agency (SCMA) members), and HMAS *Cerberus*.

Members should note that assistance with taking and defending civilian legal action is not provided. You may be provided up to one hour of legal aid and then referred to a civilian practitioner or organisation.

### ■ Victoria Barracks

Legal Services Appointments  
Tel: (03) 9282 4111

### ■ RAAF Base Williams

Reserve Legal Officer Appointments  
(via DSG-WIL Shopfront)  
Tel: (03) 9256 3186

### ■ Fort Queenscliff

S02 Legal SCMA  
Tel: (03) 5258 0402

### ■ HMAS *Cerberus*

Legal Officer Personnel  
Tel: (03) 5950 7581

### ■ RSL Legal Aid Scheme

Email: [rslegal@rsl.org.au](mailto:rslegal@rsl.org.au)  
Internet: [www.rsl.org.au](http://www.rsl.org.au)

### ■ Australasian Legal Information Institute

Internet: [www.austlii.edu.au](http://www.austlii.edu.au)

### ■ Law Council of Australia

Internet: [www.lawcouncil.asn.au](http://www.lawcouncil.asn.au)

### ■ Victoria Legal Aid

Tel: (03) 9269 0120  
Internet: [www.legalaid.vic.gov.au](http://www.legalaid.vic.gov.au)

### ■ Law Institute of Victoria

Referrals, Tel: (03) 9607 9311  
Internet: [www.liv.asn.au](http://www.liv.asn.au)

### ■ Dial-a-Law Legal Information

Tel: (03) 9602 5000

### ■ Magistrate's Courts

Tel: (03) 9628 7777  
Internet: [www.magistratescourt.vic.gov.au](http://www.magistratescourt.vic.gov.au)

Advice on, and explanation of, legal procedures, as well as referrals, can be obtained from all Magistrate's Courts via the Clerk of Courts. Contact your local court for more information.

### ■ Family Court

Tel: 1300 352 000  
Internet: [www.familycourt.gov.au](http://www.familycourt.gov.au)

### ■ Court Network

Tel: (03) 9603 7433 or 1800 681 614  
Court Network provides personal support, information and referral for people attending court. This service is offered in the Magistrate's Court, the Supreme Court, the County Court, the Coroner's Court and the Family Court.

### ■ State Trustees

Tel: (03) 9667 6444  
Internet: [www.statetrustees.com.au](http://www.statetrustees.com.au)

■ **ADF Financial Services Consumer Council**

Internet: [www.adfconsumer.gov.au](http://www.adfconsumer.gov.au)

■ **Financial and Consumer Rights Council Inc.**

Tel: (03) 9663 2000

Internet: [www.fcrc.org.au](http://www.fcrc.org.au)

■ **Centrelink**

Tel: 1800 050 004

Internet: [www.centrelink.gov.au](http://www.centrelink.gov.au)

■ **Child Support Agency**

Tel: 13 12 72

Internet: [www.csa.gov.au](http://www.csa.gov.au)

■ **Consumer Affairs**

Tel: 1300 558 181

Internet: [www.consumer.vic.gov.au](http://www.consumer.vic.gov.au)

Consumer Affairs provides information, advice and referral to the public on all sorts of consumer issues.

■ **Victorian Civil and Administrative Tribunal (VCAT)**

Tel: 1800 133 055 (freecall)

Internet: [www.vcat.vic.gov.au](http://www.vcat.vic.gov.au)

VCAT deals with disputes about civil claims, discrimination, domestic building works, guardianship and administration, planning and residential tenancy, and other issues.

■ **Information Victoria**

505 Little Collins St, Melbourne

Tel: 1300 366 356

Internet: [www.information.vic.gov.au](http://www.information.vic.gov.au)

The information service of the Victorian Government. Some publications can be obtained at no cost.

# Essential Services

In Victoria, the energy industry has been deregulated. Consequently, the majority of households are able to choose their energy supplier. For further information, please visit the Essential Services Commission website, Internet: [www.esc.vic.gov.au](http://www.esc.vic.gov.au).

## Electricity and Gas

### ■ AGL

Internet: [www.agl.com.au](http://www.agl.com.au)

Gas and electricity enquiries

Tel: 13 12 45

Power failures

(South-eastern suburbs and Mornington Peninsula)

Tel: 13 20 99

(Outer-northern and inner-western suburbs)

Tel: 13 16 26

Gas emergency

Tel: 13 27 71

### ■ Citipower

(Servicing Melbourne's central business district and inner suburbs)

Internet: [www.citipower.com.au](http://www.citipower.com.au)

Customer service

Tel: 1300 301 101

Service difficulties and faults

Tel: 13 12 80

### ■ Origin Energy

General enquiries

Tel: 13 24 61

Gas emergency

Tel: 13 27 71

### ■ Powercor

(Serving central and western Victoria)

Internet: [www.powercor.com.au](http://www.powercor.com.au)

Service faults and difficulties

Tel: 13 24 12

Enquiries

Tel: 13 22 06

### ■ TRUenergy

Internet: [www.truenergy.com.au](http://www.truenergy.com.au)

Customer service (electricity and/or gas)

Tel: 13 34 66

Electricity faults and emergencies

Tel: 13 34 66

Gas faults and emergencies

Tel: 13 20 83

## Water

### ■ City West Water

Internet: [www.citywestwater.com.au](http://www.citywestwater.com.au)

Tel: 13 16 91

Faults and emergencies

Tel: 13 92 837 (13 WATER)

### ■ South East Water

Internet: [www.southeastwater.com.au](http://www.southeastwater.com.au)

Tel: 13 16 94

Faults and emergencies

Tel: 13 27 62

### ■ Yarra Valley Water

Internet: [www.yarravalleywater.com.au](http://www.yarravalleywater.com.au)

Tel: 13 17 21

Faults and emergencies

Tel: 13 27 62

# Transport

## VicRoads

Customer service (for registration or licensing)

Tel: 13 11 71

Information on road rules, vehicle testing etc.

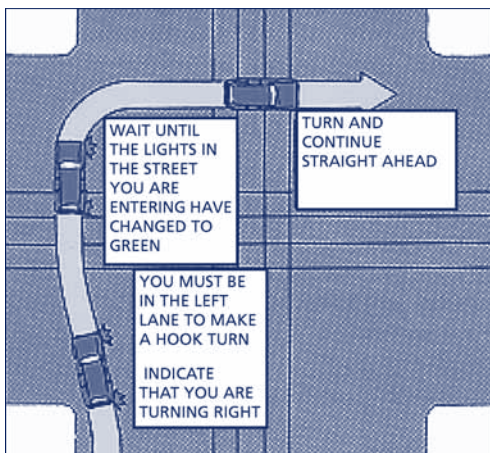
Internet: [www.vicroads.vic.gov.au](http://www.vicroads.vic.gov.au)

## Road Laws

### ■ Hook turns

At some intersections in Melbourne where trams operate, to turn right you must do a 'hook turn'. These intersections are clearly marked, with a sign hanging overhead or on the side of the road. To do a hook turn a driver must:

1. Approach the intersection from as near as practicable to the far left side of the road that they are leaving.
2. Move forward, keeping to the left of the intersection and clear of any marked foot crossings, until they are as near as practicable to the far side of the road.
3. Then wait until the traffic lights on the road they are entering into turn green before they make the turn.



## Defence Driving Licence Scheme and Victorian Driver's Licence

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

Internet: <http://www.vicroads.vic.gov.au/Home/Licences/NewToVictoria/DefenceForcesStaffLicences.htm>

A member of the Defence Forces includes:

- A current serving member (full time or reserve)
- A member who has been discharged and holds a Defence Force licence that has not expired by more than five years
- Some civilian staff who are tested by the Defence Forces.

## Dependants of Defence Force members

If you are the dependant (including spouse) of a member of the Defence Forces you cannot drive in Victoria if you have lived in Victoria continuously for more than three months unless you hold a Driver Identification Document issued by the Commonwealth Department of Defence.

To convert your car learner permit to a Victorian one, you must be at least 16 years of age and 18 years of age to convert a licence or motorcycle learner permit.

## Civilian licence

If you are a serving member of the Defence Forces and you hold:

- a valid and current interstate licence or learner permit, and
- a valid Driver Identification Document issued by the Commonwealth Department of Defence

you do not have to change your civilian interstate licence to a Victorian licence. That means you can continue to drive in Victoria using your interstate licence while you are serving in Victoria.

However, when your interstate civilian licence expires, you must change it over to a Victorian licence. You will not have to do a test.

## Military licence

If you hold only a Military licence, the law allows you to drive only military vehicles that are specified on the licence on Victorian roads. You cannot drive civilian vehicles on a Military licence.

## Converting to a Victorian licence

If you hold a current Defence Force licence, a 3- or 10-year Victorian licence can be issued to you. No test is required to convert the licence to Victorian.

You will need to produce:

- a Defence Force identification (if you only have a paper licence), or
- a photo licence issued by the Defence Forces, as well as normal evidence of identity requirements, see Internet: [www.vicroads.vic.gov.au](http://www.vicroads.vic.gov.au)
- the licence must be restricted or unrestricted and current (a licence restricted to 'base only' cannot be converted to a Victorian driver licence).

## Make an appointment

You will need to contact VicRoads to make an appointment to have your interstate licence converted to a Victorian licence. You can do this by:

- calling VicRoads on 13 11 71 (Mon-Fri 8.30am to 5pm, Sat 8.30am to 2pm) (pay by Visa or Mastercard)
- by visiting a VicRoads Customer Service Centre (pay by cash, cheque, EFTPOS or credit card), see locations at Internet: [www.vicroads.vic.gov.au](http://www.vicroads.vic.gov.au)

## Fees

You will need to pay a fee for the issue of a Victorian licence or learner permit. See Internet: [www.vicroads.vic.gov.au](http://www.vicroads.vic.gov.au)

No fees will be required if you are converting a current interstate civilian licence to Victorian. In this case, the expiry date on your interstate licence will become your expiry date on the Victorian licence.

## Overseas Defence Force personnel

If you are visiting Victoria as an overseas Defence Force member, you can drive on your overseas licence for as long as you are in Victoria. Your overseas licence must remain current and it must be in English or accompanied by an English translation. See Internet: [www.vicroads.vic.gov.au](http://www.vicroads.vic.gov.au) about which documents can be used as an official English translation.

However, if you enter Australia under a permanent visa or become a permanent resident of Victoria while residing here, you must change your overseas licence to a Victorian licence. You need to do this within either six months of arriving in Australia, or six months from the date a permanent visa was issued to you while in Victoria.

## Exchange Duty Officers

An Exchange Duty Officer is someone who is:

- a member of any overseas Defence Force
- a dependant of a member of any overseas Defence Force, and
- is on exchange with the Australian Defence Forces.

You can have a Victorian licence or learner permit issued by providing the appropriate evidence of identity and paying a licence fee. No test is required to have the licence or learner permit issued.

See Internet: [www.vicroads.vic.gov.au](http://www.vicroads.vic.gov.au)

## Defence Force members with learner permits

Australian Defence Forces only issue driver licences. However a member of the Defence Force may hold a learner permit issued from an interstate licensing authority (e.g. from New South Wales).

If you do hold a learner permit issued from another state or territory (e.g. for a car), you can apply for a learner permit in another category (e.g. for a motorcycle) in Victoria. However, before the Victorian learner permit is upgraded to a licence, any interstate licence you may have must be changed over to a Victorian licence.

## Vehicle Registration

Under Victorian regulations, as a member of the Defence Forces having been posted temporarily to Victoria, you are deemed to be a 'temporary visitor', and as such it is not necessary to re-register your vehicle/s, providing you maintain the currency of the interstate registration.

This also applies to vehicles owned by spouses and dependants, provided the dependants are residing with the serving member.

It is recommended, however, that you still contact the registration authority in the state your vehicle/s is registered, to determine their requirements in these circumstances, e.g. the Northern Territory will not allow you to renew a registration if you do not have a permanent address in the Territory.

If you intend to register your vehicle in Victoria, contact VicRoads on Tel: 13 11 71.

## Third-party Insurance

The role of the Transport Accident Commission (TAC) is to pay for treatment and benefits for people injured in transport accidents in Victoria.

Victorian-registered vehicles pay a Transport Accident Charge with registration. Interstate-registered vehicles are exempt from paying the charge, as long as corresponding insurance (compulsory third-party insurance, CTP) from the other state covers the vehicle while in Victoria.

It is recommended that you ensure interstate-registered vehicles are covered while in Victoria. TAC may take action to recover costs from the owner of an uninsured vehicle.

For more information, contact the TAC on Tel: 1300 654 329 or Internet: [www.tac.vic.gov.au](http://www.tac.vic.gov.au).

## Road Assist

The Royal Automobile Club of Victoria (RACV) provides assistance for all motorists who are members of an affiliated interstate club (RAASA, RACWA, RACQ, RACT, NRMA, AANT). So be sure to bring your current membership card with you in case you need road service.

Members requiring emergency roadside service may call Tel: 13 11 11.

For more information on membership, call RACV on Tel: 13 72 28 (13 RACV) or visit Internet: [www.racv.com.au](http://www.racv.com.au).

## CityLink

CityLink is a 22-kilometre automated tollway divided into two sections, the Southern and Western Links. It connects the Tullamarine Freeway, the West Gate Freeway and the Monash Freeway. CityLink roads are clearly marked with blue and yellow tollway signs.

CityLink passes and CityLink accounts can be purchased via:

Internet: [www.citylink.com.au](http://www.citylink.com.au)

Tel: 13 26 29 (24 hours, seven days a week)

Email: [assist@citylink.com.au](mailto:assist@citylink.com.au)

## EastLink

EastLink connects the Eastern Freeway in Melbourne's east to the Frankston Freeway in the south. It is 39 km in length, stretching from Donvale to Frankston. EastLink has direct connections to the Eastern, Monash and Frankston Freeways.

EastLink passes can be purchased from ConnectEast.

Tel: 13 Link (54 65)

Internet: [www.connecteast.com.au](http://www.connecteast.com.au)

## Public Transport

Internet: [www.metlinkmelbourne.com.au](http://www.metlinkmelbourne.com.au)

Tel: 13 16 38

Melbourne has an extensive and well-defined public transport network. It brings together train, tram and bus services. The ticketing system is flexible, in that one ticket can be used on all three modes of transport. You can change from train to tram to bus, all on the one ticket.

The service covers an area of over 6,000 square kilometres, which is split into two zones. The cost is determined by the number of zones you travel through and the amount of time you need.

## ■ Concessions

Students (primary, secondary and tertiary) in Victoria may purchase a Victorian Public Transport Student Concession Card. Holders of these student concession cards may purchase tickets at concession fares. Half-yearly or yearly student concession cards may be purchased.

Student concession cards are available from the Met Shop and Premium train stations.

Application forms, endorsed by the school principal/registrar, must be accompanied by two current passport-sized photographs.

Forms can be downloaded from

Internet: [www.metlinkmelbourne.com.au](http://www.metlinkmelbourne.com.au).

Veterans and pensioners who have a pensioner concession card or Victorian Seniors Card are entitled to concession fares.

## ■ Ticketing

Metcard Help Line

Tel: 1800 652 313

Internet: [www.metlinkmelbourne.com.au](http://www.metlinkmelbourne.com.au)

Melbourne's automated ticketing system uses electronically encoded tickets called Metcards. Metcards are easy to use, just remember to validate your ticket each time you board a tram or bus, or before entering a station platform. Validators are conveniently located on all trams and buses and at all entrances to station platforms. The only exception is if you purchase your Metcard onboard a tram, where your ticket is automatically validated at the time of purchase. (Metcard vending machines on-board trams only accept coins and issue a limited range of Metcards.)

In July 2010, the 'myki' ticketing system was introduced on Melbourne metropolitan trams and buses; extending its use from regional areas of Victoria. 'myki' is Victoria's new ticketing system. It is set to replace the Metcard and V/Line ticketing systems, including the paper tickets currently used on Victoria's public transport system. 'myki' is a durable, reusable smart card that stores money, travel days or both. To find out more, please visit the website, Internet: [www.myki.com.au](http://www.myki.com.au).

#### ■ Trams

Unlike other Australian states, Melbourne's public transport system includes an extensive tram network which operates within a radius of 20 km north, south, east and west of the city.

#### ■ City Circle Tram

Internet: [www.metlinkmelbourne.com.au](http://www.metlinkmelbourne.com.au)

The City Circle Tram service provides a convenient and free way to get around the perimeter of Melbourne's central business district. This service can be used to travel to major attractions, shops and city activities.

The free City Circle Tram service can be caught at any of the specially marked stops on the route. Trams run in both directions every 12 minutes, between 10.00 am and 9.00 pm Thursday to Saturday, and 10.00 am and 6.00 pm Sunday to Wednesday (except Christmas Day and Good Friday).

#### ■ NightRider Buses

Tel: 13 16 38

Internet: [www.metlinkmelbourne.com.au](http://www.metlinkmelbourne.com.au)

NightRider buses operate on Friday and Saturday nights (Saturday and Sunday mornings) at an hourly frequency from 12.30 am to 4.30 am. Some services run additional trips. Nine routes depart from the City Square to Bayswater, Craigieburn, Rosebud, Croydon, Dandenong, Eltham, Epping, Frankston, St Albans/Melton and Werribee.

The NightRider allows you to leave the car at home. All NightRider services are now part of the Metcard ticketing system. Customers with a valid Metcard ticket are able to take a NightRider bus at no extra cost. NightRider passengers can purchase Metcards on the bus, in advance online or from Metcard retail agents around the city.

#### ■ Travel in Regional Victoria

Tel: 13 61 96

Internet: [www.vline.com.au](http://www.vline.com.au)

V/Line operates trains and coaches throughout Victoria.

#### ■ SkyBus Shuttle Service

Melbourne Airport to City

Tel: (03) 9335 3066

Internet: [www.skybus.com.au](http://www.skybus.com.au)

SkyBus runs a shuttle service between Melbourne Airport and the centre of Melbourne from Southern Cross Station (formerly Spencer Street Station), and to various hotels in central Melbourne. SkyBus tickets can be purchased online at Internet: [www.skybus.com.au](http://www.skybus.com.au) or [www.metlinkmelbourne.com.au](http://www.metlinkmelbourne.com.au).

#### ■ Sita Busline

Avalon Airport to City

All travel must be booked at least 48 hours in advance to be able to use this service.

Tel: (03) 9689 7999

Fax: (03) 9689 3382

Email: [sita@sitacoaches.com.au](mailto:sita@sitacoaches.com.au)

# Important Numbers

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Defence Service Centre

Tel: 1800 333 362

After Hours Emergency requiring DCO assistance:

In the case of an after-hours emergency (between 5.00 pm and 8.30 am) please contact the National Welfare Coordination Centre (NWCC) on Tel: 1800 801 026 for assistance. Where necessary, the NWCC will pass your request for assistance to a DCO Duty Officer who will return your call.

Defence Community Organisation – Melbourne (incorporating Macleod and Laverton areas)

Tel: (03) 9282 3028

Defence Community Organisation – *Cerberus*

Tel: (03) 5931 5817

Mental Health All-hours Support Line

Tel: 1800 628 036

Advisory health service for ADF members

Tel: 1800 IM SICK (1800 467 425)

Defence Equity Advice Line

Tel: 1800 803 831

Defence Whistle Blowers Scheme

Tel: 1800 673 502

Fair Go Hotline

Tel: 1800 100 064

National Welfare Coordination Centre (NWCC)

Tel: 1800 801 026

Defence Housing Australia (DHA)

Tel: (03) 9947 8101 or 1800 249 711

Veterans 24-hour Counselling Line

Tel: 1800 011 046

Defence Health

Tel: 1800 335 425

Navy Health

Tel: 1300 306 289

Defence Force Credit Union (Defcredit)

Tel: 1800 033 139

Australian Defence Force Credit Union (ADCU)

Tel: 1300 132 328

# Notes

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**Australian Government**  

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**Department of Defence**