

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 SYDNEY



Australian Government

Department of Defence

Welcome to Sydney

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

The book captures a wide range of general and local information to assist you to settle into your new location. Sydney 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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Welcome

On behalf of the Defence Community Organisation (DCO), I would like to welcome you to the Sydney area. The local DCO office is in the Defence Plaza, Pitt Street, in the City Centre, and we are here to help make your settling-in process as smooth as possible.

- DCO Social Worker's provide counselling services and information and referral to local community agencies.
- 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.
- Family Liaison Officer can assist with Mobility Support by providing information about local community services and facilities, Defence Support Group activities, child care facilities and the Partner Education and Employment Program (PEEP).

As we are continuing to upgrade our contact details of Defence families so that we can provide a more effective service, please contact us to advise of your details.

We seek your permission to use your email address to advise of future events, social functions and to send relevant information on services in your region.

Once again, welcome to Sydney. We hope your posting here is pleasant and problem-free and that you enjoy the sights and experiences our city has to offer.

DCO Sydney
Tel: (02) 9393 3314
Internet: www.defence.gov.au/dco

Defence Support Services

Defence Community Organisation (DCO)

How We Can Assist You

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

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

- support in time of crisis
- information on Defence matters in general
- advice on community, recreational and interest groups
- deployment support
- mobility support
- professional counselling for personal, relationship and family problems
- various courses, information sessions and support groups
- specialist education advice and assistance
- special needs recognition and review
- employment assistance
- child care assistance.

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

Where to Find Us

Level 3, Defence Plaza
270 Pitt St, Sydney
Tel: (02) 9393 3314
Fax: (02) 9393 3344

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.

Chaplains

Chaplains provide spiritual and pastoral support to ADF members and their families. They provide religious ministry, pastoral care, instruction, and religious, moral and ethical advice. Religious ministry includes Sunday services, pastoral services (baptisms, weddings, funerals and so on) and military services (Anzac Day, unit anniversaries etc.). Padres are also involved in character development through

the conduct of Character Leadership Courses, involvement in unit training (including welfare training, CO's hours, cultural briefings) and the conduct of Relationship Courses (marriage preparation and relationship enhancement).

Chaplain support is available to all military personnel and their families. Unit padres can be contacted through their unit orderly rooms. Service chaplains can be contacted on the following numbers.

Navy

Command Chaplaincy Centre
Garden Island
Tel: (02) 9359 3760

Army

Command Chaplain Forces Command
Tel: 8335 5101

Air Force

Coordinating Chaplain
Tel: (02) 4587 2547

Introduction to Local Bases

Defence is well represented in Sydney with the following centres.



Navy

HMAS Kuttabul

HMAS *Kuttabul* provides sailors' accommodation needs along with administrative support for over 78 resident units, responsibility for some 3,500 personnel, and logistical, capability and combat support to the fleet.

HMAS *Kuttabul* is responsible for the management of:

- Fleet Base East
- Garden Island
- Fleet Headquarters
- Degauzing Range
- Woolloomooloo Defence Car Park
- Navy Accommodation – Homebush and North Strathfield
- The Band Complex and Technical Training Unit East at Waterloo
- Naval Fuel Installation Chowder Bay.

HMAS Penguin

Situated in the suburb of Balmoral on Middle Head in Sydney Harbour, HMAS *Penguin* is surrounded by beaches and parkland, and is within 30 minutes of the city centre.

HMAS *Penguin* is a part of Navy Strategic Command (NAVSTRATCOM). Its primary role is to provide trained personnel to the fleet, and it is the home of the RAN Diving School, the Royal Australian Navy (RAN) Hydrographic School and the Medical School *Penguin*.

HMAS *Penguin* is also home to the Health Centre HMAS *Penguin*, and the hospital element is located at St Vincent's Public Hospital – referred to as the Navy Ward – and provides trained personnel for the primary casualty receiving facilities embarked in the Navy's amphibious training ships, HMAS *Kanimbla* and HMAS *Manoora*. The Submarine and Underwater Medicine Unit and the RAN Recompression Chamber Facility also reside at *Penguin*, and reinforce the establishment's claim as a centre of underwater medicine expertise.

HMAS Waterhen

The present HMAS *Waterhen* is located on the shores of Sydney Harbour at Waverton. *Waterhen* is the home of Australian Mine Warfare and Clearance Diving capability for the RAN. *Waterhen* also provides administration, port and health services, transport, and logistical support to approximately 700 to 800 ADF and civilian personnel, including those working on base or posted to ships alongside. The establishment is also home to the Mine Warfare and Clearance Diving Group (MCDGRP), Fleet Support Unit (FSU *Waterhen*), Mine Warfare Faculty (MWF) and Australian Clearance Diving Team One (AUSCDT ONE).

HMAS *Waterhen* is home to six Huon-class Mine Hunter Coastal Vessels, HMA Ships *Diamantina*, *Huon*, *Hawkesbury*, *Norman*, *Gascoyne* and *Yarra*. HMAS *Waterhen* is also home to a busy flotilla of support craft, including Diving Tender (DTV) *Seal*, Torpedo Recovery Vessel (TRV) *Trevally* and Mine Sweeper Auxiliaries (MSA) *Bandicoot* and *Wallaroo*.

HMAS Watson

Situated in the suburb of Watsons Bay on South Head in Sydney Harbour, HMAS *Watson* is surrounded by beaches and parkland, and is within 45 minutes of the city centre.

HMAS *Watson* is a part of the Navy's Maritime Warfare Community and Training Force. Its primary role is to provide warfare-trained personnel to the fleet, and it is home to the Training Authority Maritime Warfare (TAMW).

The role of TAMW is to help prepare officers and sailors of the RAN to go to sea and be part of the team that contributes to fleet requirements and outcomes.

TAMW provides training for principal warfare and junior seaman officers, all levels of navigation personnel and combat systems sailors. Training is conducted through a number of specialist faculties, which include the Navigation and Maritime Trade Faculty, the Junior Warfare Application Course (JWAC) Faculty, the Commanding Officer/Executive Officer (CO/XO) Designate Faculty, the Principal Warfare Officer (PWO) Faculty, the Combat Systems Faculty, and the Maritime Warfare Training Centre. HMAS *Watson* also provides simulators and support staff for the conduct of Fleet Unit Command Team and specialist training in support of Fleet work-up and ongoing proficiency training.

Army

Victoria Barracks

Victoria Barracks is currently the home to Headquarters Forces Command (HQFCOMD), the headquarters for all Land Command units in the Army; and Headquarters Training Command (HQTC-A), the headquarters for all training units in the Army.

Randwick Barracks

Randwick Barracks, located in Avoca Street, Randwick, is the home of several major Army units, including:

- 17th Combat Service Support Brigade, comprising: HQ 17th Combat Service Support Brigade, HQ Force Support Group and 39th Personnel Support Battalion

- HQ 2nd Division, which is the Command Headquarters for all Army Reserve brigades
- HQ 1st Commando Regiment
- 19 Chief Engineer Works – operational engineer unit.

Education

Regional Education Liaison Officer (REDLO)

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 – New South Wales*, is available from the REDLO and contains information about preschool, primary, secondary and tertiary education in New South Wales. 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 (DSTA)

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

They may:

- organise activities that welcome and farewell ADF families and help them settle into the new school community

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

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

Contact the REDLO for further information.

REDLO NSW

Tel: (02) 9393 3316

Email: redlo.nsw@defence.gov.au

Handy Contacts

Guide to NSW Secondary Schools
Internet: www.schoolchoice.com.au

Public Schools New South Wales
Internet: www.schools.nsw.edu.au

Employment

The Partner Education and Employment Program (PEEP)

Take a PEEP at your future

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

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

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

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

Tertiary studies assistance under PEEP

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

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

Looking for a job? Try Jobsearch

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

Internet: www.jobsearch.com.au

Want a peep at PEEP?

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

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

Children's Services

Defence Child Care Program

The purpose of the Defence Child Care Program is to aid mobility by facilitating priority of access to child care for Defence families where the local community is unable to meet the demand for childcare 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

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 any decisions made by DHA or Toll, your local DRHM (listed below) can assist you in addressing and resolving your concerns.

Area	
Sydney	
Names	
Greg Richardson	Carmen Azzopardi
Telephone	
(02) 9393 2146	(02) 9393 2148
Mobile	
0420 308 387	0408 972 933
Fax	
(02) 9377 2169	(02) 9377 2169

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

Family Health

Medical attention is not hard to find in Sydney, with all suburbs serviced by private surgeries and/or medical centres. Some areas also have 24-hour medical services available.

Doctors and medical centres are listed in the Yellow Pages L–Z, under the heading ‘Medical Practitioners’.

Healthdirect Australia
24-hour health advice line
Tel: 1800 022 222
Internet: healthdirect.org.au

My Dr

Internet: www.mydr.com.au

This website contains up-to-date Australian health information that is easy to access and understand. You can search symptoms and conditions, look up medications and treatments, and work out questions to ask your doctor. You can also search for a doctor in your local area by gender or special areas of interest. (Please note: The information provided on this website is intended only as a guide and should not be used in place of professional medical advice.)

Ambulance Cover

Families: It is important to note that ambulance cover in New South Wales is ‘user pays’ and is not covered by Medicare. All families are encouraged to arrange ambulance cover by contacting a registered private health fund of your choice (refer to the Yellow Pages).

However, some ambulance services are provided free of charge to people who receive a benefit entitlement. Depending on your situation, you may be entitled to subsidised transport. To find out more and to see the number of insurance options available, go to Internet: www.ambulance.nsw.gov.au.

Early Childhood Health Centres

Early childhood health centres are operated by the New South Wales (NSW) Department of Health. These centres provide support and advice on mothercraft, parenting, health, nutrition, and monitoring the growth and development (physical, emotional and social) of young children.

A qualified nursing sister is available to provide health screening and developmental checks, and to make referrals to other services if required.

Community Health Centres

Open to the public, these centres offer a wide range of health and health-related services.

Area Health Services

For enquiries regarding health services in your area and the location of your nearest early childhood centre or community health centre, contact your area health service.

Northern Sydney Central Coast Health
Tel: (02) 4320 3509

Sydney South-west, Liverpool
Tel: (02) 9828 5700

NSW Child Immunisation

Immunisation programs in NSW have been extremely effective in reducing the risk of disease, however vaccine-preventable viral and bacterial diseases such as measles and whooping cough continue to occur in the community, indicating that immunisation levels are not optimal.

Where to Get Children Immunised

Immunisation can be carried out by a general practitioner, or you can choose to visit an immunisation clinic.

Clinics are held on a regular basis at community health centres and children's hospitals. Contact your area health service or local council for details.

Immunisation Information Line

Tel: 1800 671 811

Further information and an immunisation schedule are available on the website.
Internet: www.immunise.health.gov.au

Dental Health

Dentists' addresses and telephone numbers can be found in the Yellow Pages A–K, under the heading 'Dentists'.

Health Insurance

iSelect

iSelect is an unbiased, independent and free advisory service to assist you in choosing a health insurance policy best suited to your needs.

The call centre is open Monday to Thursday, 8.30 am to 7.30 pm, and Friday, 8.30 am to 5.30 pm.

Tel: 1800 102 000

Internet: www.iselect.com.au

Medicare Offices

For details of your nearest Medicare office, please contact Medicare.

Tel: 13 20 11

Internet: www.medicareaustralia.com.au

Parent Line

Parent Line is a toll-free telephone counselling, information and referral service for parents, carers and children living in NSW.

Parents can call Parent Line to talk over any parenting issues or to receive information on relevant services. A team of trained, professional counsellors, who are experienced in helping families deal with problems, answer all calls.

Tel: 1300 130 052 (24-hour hotline)

Another useful site with links to various services is Internet: www.parenting.nsw.gov.au.

Karitane

Karitane has cared for mothers and babies since 1923. Karitane's aim is to promote health and provide high-quality care and guidance to families, so that children can thrive.

Karitane services include:

- public hospital (residential family care)
- family-care cottages
- post-natal depression support
- 24-hour telephone hotline
- education for health professionals
- lactation consultancy.

Karitane 24-hour Hotline

Tel: (02) 9794 2350 or 1300 227 464
(1300 CARING)

Tel: 1800 677 961 (outside Sydney)

More information, including 'Survival Tips for Parents', is available online.

Internet: www.swsahs.nsw.gov.au/karitane

Tresillian

Tresillian family care centres offer a broad range of services to parents with children aged below five years, regarding concerns of unsettled behaviour, refusal to eat or parent fatigue.

Tresillian has a broad range of parenting services designed to meet the individual needs of families, including:

- day stay
- outreach
- residential programs
- 24-hour parents' helpline
- parent education
- post-natal depression support
- childcare centre.

If you feel your family could benefit from the professional advice available at Tresillian, ask for help now. Contact your local early childhood health nurse/community nurse or doctor, and they will refer you.

You and your partner can visit Tresillian for the day, the week or more, depending on your particular problem. You must, however, have a referral from your early childhood health nurse/community nurse or local doctor.

Tresillian 24-hour Parents' Helpline

Tel: (02) 9787 0855 or

1800 637 357 (outside Sydney)

Internet: www.cs.nsw.gov.au/tresillian

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.

Support groups play a very important role in providing support to Defence families in the Sydney area. They are not just for new mums, and have members with children at school and members who have no children at all. Attending these groups is a good way of meeting new friends and gaining useful information and firsthand advice on who, what, how and where things are in Sydney.

Kissingpoint Cottage



Kissingpoint Cottage is a Defence Community House that has been set up for Service members and their families. For information on services and activities available, or to be put on their newsletter mailing list, contact the coordinator.

Martha Roberts
Tel: (02) 9874 4052

Internet:
<http://kissingpointcottage.blogspot.com>

Kissingpoint Kids Playgroup

Every Wednesday morning from 10.00 am to 12.00 pm. The cost is \$2 and everyone is asked to bring a piece of fruit.

Mums and Bubs and Mums-to-be Playgroup

Cost: \$2 per family
Tuesday, 10.30 am to 12.00 pm
Tel: (02) 9874 4052

Anklebiters Playgroup

This friendly Defence playgroup is very well equipped, and has a shaded outdoor area. It costs \$3.00 per session per family. First two sessions free and annual administration fee is \$10.00.

Thursdays, 9.30 am to 11.30 am
Building 153 (next to the Howell Club Building)
Randwick Barracks, Avoca St, Randwick

Please bring a piece of fruit for the children to share at morning tea.

We have good fun at Anklebiters and invite you to join us! Children of all ages are welcome. For more information, and contact names and phone numbers of committee members, call the Family Liaison Officer.

Tel: (02) 9393 3314

Northern Beaches Defence Families Playgroup

This playgroup has been functioning since August 2007 at Dee Why and welcomes new members.

Meets: Fridays, 10.00 am to 12.00 pm
28 Field Battery Depot
South Creek Rd, Dee Why

Cost: \$2.00 donation for craft, etc.
Please bring a piece of fruit to share and a drink for your child.

Contact:
Trish Lane at DCO
Tel: (02) 9393 3314

Local Defence Events

Contact the Family Liaison Officer (FLO) for an up-to-date list of support groups and contact numbers for the Sydney area, as we sometimes have groups running across Sydney.

The FLO may hold a number of family support functions throughout the year. If you have any ideas for family support activities or continuing groups, please call Blaire Sayers, the FLO at DCO Sydney on Tel: (02) 9393 3314.

The FLO can give you information and assistance to establish an activity or group in the DCO Sydney district. Some ideas for groups and activities are: sporting/fitness group, coffee group, expectant and new mothers group, craft group, social group (that is, from the same unit/ship).

The only limit is your imagination!

Local Community

Once you know where you will be living, information regarding your local community is available through your Family Liaison Officer at your local DCO office, or by contacting your local council.



Sydney is unlike any other posting locality in Australia. Subsequently, it can be quite daunting to those who are moving there for the first time. The traffic is fast, the pollution noticeable and the housing, which is mostly medium to high density, is often a long distance from places of work. For some, posting to Sydney requires, in most cases, a bit of compromise. In return, however, it offers more opportunities than any other posting locality. Whatever your interest, passion or hobby, you will find it in Sydney!

The Best of Sydney

Internet: www.visitnsw.com.au

Popular Areas and Suburbs

■ Balmain

Restaurants, shops, a Saturday market, and atmospheric pubs and streets.

■ Darling Harbour

Shops, museums, great dining and plenty of entertainment.

■ Manly

Sydney's favourite seaside resort can be reached via a scenic ferry ride.

■ Paddington and Moore Park

Shopping, a lively cafe scene, Centennial Park and delightful colonial architecture.

■ The Rocks and Millers Point

Australia's oldest 'village', full of history and character.

Popular Museums and Galleries

■ Art Gallery of New South Wales

A fine collection of Australian, Aboriginal, Asian and European art.

Tel: (02) 9225 1744

Internet: www.artgallery.nsw.gov.au

■ Australian Museum

Outstanding natural and Aboriginal history displays.

Tel: (02) 9320 6000

Internet: www.amonline.net.au

■ Australian National Maritime Museum

Everything from surfboards to boats and ships moored outside.

Tel: (02) 9298 3777

Internet: www.anmm.gov.au

■ Hyde Park Barracks Museum

This old, convict-built structure is now an interesting museum of Sydney's early days.

Tel: (02) 8239 2311

Internet: www.hht.net.au

■ Powerhouse Museum

Sydney's largest museum, with tons of fun and interactive displays.

Tel: (02) 9217 0111

Internet: www.powerhousemuseum.com

Popular Beaches

■ Bondi

Surf, sand, cliff-top walks, cafes and entertainment at Australia's most famous beach.

■ Cronulla

A long, sandy (and uncrowded) surf beach in Sydney's southern suburbs.

■ Manly

Excellent surf beach, as well as a calm harbour beach for the kids.

■ Palm Beach

Golden sand and surf at the city's most northerly beach. More than 30 hectares of trees, lawns, gardens and greenhouses.

■ Sydney Harbour National Park

Beaches, bushland, cliffs and islands – all just a short distance from the city centre.

Popular Free Attractions

■ Royal Botanic Gardens

Exotic and native plants in a beautiful harbour-side setting.

■ St Mary's Cathedral

Take a free tour of Sydney's Catholic cathedral and its stunning mosaic-floored crypt.

Tel: (02) 9220 0400

Internet: www.sydney.catholic.org.au

■ Sydney Observatory

Free hands-on astronomy displays by day, and low-cost viewing at night.

Tel: (02) 9921 3485

Internet: www.sydneyobservatory.com.au

■ Sydney Opera House

Although there is a charge for a tour of the interior, a walk around this world-famous building is free, and a must!

Tel: (02) 9250 7250

Internet: www.sydneyoperahouse.com

■ Victoria Barracks

Visit on a Thursday before 10.00 am for a free tour and Army band performance (depending on band availability and weather permitting).

Tel: (02) 9339 3303

Popular Walks

■ Bondi to Bronte

A spectacular cliff-top walk along the eastern suburbs' coastline.

■ Harbour Foreshore

Around the city's fringe, taking in Darling Harbour, The Rocks and the Royal Botanic Gardens.

■ Manly to The Spit

A longish walk of 10 km, but you will be rewarded with some stunning coastal scenery.

■ The Rocks

Explore Sydney's oldest precinct – at your own pace or on a guided tour.

■ Watsons Bay to South Head

This easy stroll takes you up to South Head, guarding the southern entrance to Sydney Harbour.

Popular Parks and Reserves

■ Centennial Park

Walk, cycle, rollerblade, go horse-riding, or simply unwind in this vast reserve.

Internet: www.centennialparklands.com.au

■ Chinese Garden of Friendship

Relax in this tranquil oriental oasis at Darling Harbour.

Tel: (02) 9281 6863

Internet: www.chinesegarden.com.au

■ Ku-ring-gai Chase National Park

Rugged natural bushland, wildlife, Aboriginal carvings and quiet waterways.

Internet: www.environment.nsw.gov.au

■ Royal Botanic Gardens

More than 30 hectares of trees, lawns, gardens and greenhouses.

Internet: www.rbg Syd.nsw.gov.au

■ Sydney Harbour National Park

Beaches, bushland, cliffs and islands – all just a short distance from the city centre.

Internet: www.visitnsw.com/Sydney_Harbour_National_Park

Popular Places for Kids

■ The Entertainment Quarter (Fox Studios Australia)

A fun day out for all the family: movies, some free entertainment, markets, playgrounds, restaurants and more.

Internet: www.entertainmentquarter.com.au

■ IMAX Theatre

Watch thrilling larger-than-life movies on this eight-storey-high screen.

Tel: (02) 9281 3300

Internet: www.imax.com.au

■ Sydney Aquarium

Walk beneath the harbour and see sharks and seals at this large aquarium.

Tel: (02) 9262 2300

Internet: www.sydneyaquarium.com.au

■ Taronga Zoo

Australian fauna – plus tigers, elephants, bears and much more.

Tel: (02) 9969 2777

Internet: www.sydney.com.au

For information about zoo passes, contact Cheryl Sayers on Tel: (02) 9393 3227, or Lorraine Wright on Tel: (02) 9393 3276.

Popular Spots on Sydney Harbour

■ Harbour Cruise

Book yourself on one of the many available harbour cruises, then relax while admiring the magnificent scenery.

■ Manly

Catch a ferry to Manly and spend some time at this popular seaside resort.

■ Watsons Bay

Take a ferry to Watsons Bay, then head for the beach, lunch at a harbour-side restaurant or take a walk up to South Head.

■ Taronga Zoo

Combine a scenic ferry ride with a visit to Sydney's internationally renowned zoo, overlooking the harbour.

■ Harbour Islands

Visit one of Sydney's historic harbour islands on an informative national parks tour.

■ Taronga Zoo/Maritime Museum/ Powerhouse Museum Passes

Some Defence bases and units have passes for the above attractions. You need to book passes in advance, especially during peak periods such as school holidays. Fees for passes range from \$10.00 to \$20.00 and usually admit at least two adults plus two children. If you are interested, please contact Cheryl Sayers on Tel: (02) 9393 3227, or Lorraine Wright on Tel: (02) 9393 3276.

General Services

Libraries

Sydney's libraries are the gateway to recreation, culture, information and knowledge. For the location of libraries, check the Sydney White Pages Business and Government Directory.

Newspapers

The Sydney newspapers are the *Sydney Morning Herald* and the *Daily Telegraph* (Monday to Saturday), and the *Sunday Herald* and the *Sunday Telegraph*. Local newspapers are delivered free to your home once a week.

Internet: www.smh.com.au

Internet: www.dailytelegraph.com.au

Essential Services

Water Restrictions

Sydney Water has water restrictions in place. This affects the times and days that watering can take place. Please check with Sydney Water for more information about the restrictions.

Tel: 13 20 92

Internet: www.sydneywater.com.au

Utilities – Contact Numbers

Once you have been allocated a Service residence, you will need to organise the connection of utilities.

■ Gas Supply – AGL Gas Company

Tel: 13 12 45 (24 hours, seven days)

Internet: www.agl.com.au

If possible, contact the office three days before gas connection is required, or before 12.00 pm for electricity and next day connection.

■ Energy Australia

Residential enquiries

Tel: 13 15 35

Internet: www.energyaustralia.com.au

■ Energyfix

Electrical and gas repairs, maintenance and installations.

Tel: 13 26 04

Internet: www.energy.com.au

It is best to give 48 hours' notice. An account for a security bond, which is refunded when the account is closed, will be posted to you.

Integral Energy

Western Suburbs – west of Wharf Road, West Ryde

Supply

Tel: 13 10 02

Emergencies

Tel: 13 10 03

Internet: www.integral.com.au

Telstra

Connections

Tel: 13 22 00

Internet: www.telstra.com.au/services

Optus

Sales enquiries

Tel: 1300 301 937

Internet: www.optus.com.au

For internet providers, please check the Yellow Pages.

Internet: www.yellowpages.com.au

Transport

Defence Driving Licence Scheme

With the exception of Victoria and the Northern Territory, Commonwealth, state and territory authorities implemented a Defence Driving Licence Scheme (DDLs) for ADF personnel and eligible members of their families. Under the DDLs, the driving licences of both personnel and their families are recognised throughout Australia and, therefore, no requirement exists to change a driving licence solely because of a transfer interstate. On expiry, however, licences must be renewed in the current state or territory of residence.

■ Licences

ADF members and their dependants are permitted to drive in NSW on an interstate driver's licence until the expiry of that licence (not within three months of taking residence, which is the usual requirement).

When your interstate driver's licence expires, you must apply for a NSW licence. You will need to take your interstate licence to a Road Traffic Authority (RTA) office and:

- complete an application form
- provide two proof-of-identification documents
- pass an eyesight test
- have your photo taken.

Note: NSW authorities permit ADF members and their dependants to drive interstate-registered vehicles only until the expiry of the registration. Those caught operating vehicles illegally in NSW may be liable for fines up to \$2,200.

Registering a vehicle in NSW can be quite a daunting task. For up-to-date information on registration and licensing procedures, contact:

- RTA Customer Service Centre
Tel: 13 22 13
Internet: www.rta.nsw.gov.au
- Green Slip Helpline
Tel: 1300 137 600 (freecall)
Internet: www.maa.nsw.gov.au

■ Proof of Identity/Ownership

You will be required to prove ownership of the vehicle – that is, registration papers in your name. Interstate vehicles require a clearance from the Register of Encumbered Vehicles (REVS) – the Northern Territory and the Australian Capital Territory are exempt. For more information, visit the website, Internet: www.revs.nsw.gov.au.

You must provide proof of your identity when you attend the Motor Registry to register the vehicle or adjust your licence, for example:

- Defence Force identity card
- current driver's photo licence from interstate
- passport/birth certificate
- Medicare card/credit card/passbook
- telephone/gas bill.

At least one of the identity documents must show your signature and all documents must be originals. (It is always a good idea to take more than one form of identification with you.)

The Motor Registry offices are notorious for long waiting times, so allow plenty of time.

■ Registration Costs

Registration and associated costs vary depending on the tare and type of vehicle being registered. Green Slip prices depend on the age and type of vehicle, and the age of the registered driver.

Public Transport

■ For Bus, Train and Ferry Information

Transport Infoline

Tel: 13 15 00

Internet: www.131500.com.au

Includes fares, timetables and ticket information. Available daily, 6.00 am to 10.00 pm.

■ State Transit Authority of New South Wales

Tel: (02) 9245 5777

Internet: www.sydneybuses.info

■ Taxi Booking Service

Tel: 13 10 08

Toll Roads

Electronic toll collection operates for the Westlink M7, Cross City Tunnel, Lane Cove Tunnel, Sydney Harbour Bridge and Tunnel, Eastern Distributor, Falcon Street Gateway, M2, M4 and M5. An electronic tag can be used in up to three nominated vehicles. To obtain an application form or to apply online, go to the RTA website or visit your closest Motor Registry Office.

Tel: 13 18 65

Internet: www.rta.nsw.gov.au

NRMA

The NRMA is the NSW equivalent of the RACWA, RACV and RACQ. The NRMA has reciprocal arrangements with other interstate associations. It is recommended that you check with the NRMA to see if they service your current interstate membership.

Tel: 13 11 22

Internet: www.mynrma.com.au

Parking

■ City

Parking in the city is limited and expensive.

Most street parking is metered and has time limits. There are a number of parking stations – for example, Wilson Parking – throughout the city centre, where you can expect to pay about \$40.00 for the duration of the working day.

Some places offer a flat rate after 6.00 pm.

Internet: www.wilsonparking.com.au

Pet Care

Registration and Microchipping

All dogs and cats born, or who changed owners, after 1 July 1999 must be microchipped and registered. The Companion Animals Register will keep your details so that, if your cat or dog becomes lost, you have a better chance of having them returned to you. Remember to keep the Register informed of any changes to your address and phone number, or if your pet dies or changes owner. There are penalties for not registering your cat or dog, so be sure to contact your local veterinary clinic or council for pricing and procedures.

For local councils and further information on microchipping and registration in NSW, you can visit the NSW Department of Local Government website, Internet: www.dlg.nsw.gov.au.

Kennels and Catteries

Local kennels and catteries are listed in the Yellow Pages.

Internet: www.yellowpages.com.au

RSPCA

For animal shelters, newsletters, donations and pet care details.

Tel: (02) 9770 7555

Internet: www.rspca.org.au

■ Wildlife Information and Rescue Service

For injured wildlife, contact the Wildlife Information, Education and Rescue Service (WIRES).

Tel: (02) 8977 3333 or 1300 094 737 (country)

Internet: www.wires.org.au

Important Numbers

The DCO Sydney office is open during the week from 8.30 am to 5.00 pm. An after-hours social worker can be contacted for emergencies via the NWCC.

National Welfare Coordination Centre (NWCC)

Tel: 1800 801 026 (24 hours)

Child Care Access Hotline

Tel: 1800 670 305

Crimestoppers Hotline

Tel: 1800 333 000 (24 hours)

Police Assistance Line

Tel: 13 14 44

DCO

Social Workers/Military Support Officers and Family Liaison Officers

Tel: (02) 9393 3314

Regional Education Liaison Officer

Tel: (02) 9393 3316

All-hours Support Line

Tel: 1800 628 036

(24 hours, seven days a week)

Emergency

Police, Fire, Ambulance

Tel: 000

Military Hospitals

1 HSB Support Battalion

Tel: (02) 8782 1300

After Hours/Duty Personnel

Tel: (02) 8782 1300

Navy Ward, St Vincent's Hospital

Tel: (02) 8382 4780

After hours

Tel: 1800 467 425

Theatre, Concert and Movie Tickets

Cheryl Sayers and Lorraine Wright

Monday to Thursday, 9.00 am to 4.00 pm

Friday, 9.00 am to 12.30 pm

Tel: (02) 9393 3276 or (02) 9393 3227

Email: cheryl.sayers@defence.gov.au or

lorraine.wright@defence.gov.au

Notes



Australian Government
Department of Defence