

# 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 TOWNSVILLE



**Australian Government**

**Department of Defence**

# Welcome to Townsville

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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 Townsville region.

The book captures a wide range of general and local information to assist you to settle into your new location. Townsville 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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# Introduction and Welcomes

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## Welcome from Area Commander North Queensland/Commander 3rd Brigade

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Welcome to all Defence personnel and their families arriving in the Townsville region. This is an exciting place to live, work and play because of the tropical climate, modern infrastructure and relaxed lifestyle. In addition, we enjoy a strong relationship with the local North Queensland community, who provide us with first class support whether we are at home or deployed overseas on operations.

Relocating home and work brings many challenges, especially for families. This booklet is designed to reduce those challenges by providing you with up-to-date information on the services and facilities available in Townsville. I encourage you to keep it handy for current and future reference. For those with access to the internet, you might use this booklet in conjunction with the information provided on Townsville's own Defence community website, Internet: [www.armyintownsville.net](http://www.armyintownsville.net). You are also invited to take advantage of our Defence Family Centre, 'Geckos', at Lavarack Barracks. This is an excellent facility, fully air-conditioned and a fantastic place to relax or meet other Defence families.

The role of the Australian Defence Force (ADF) in Townsville is to provide forces at short warning for specified and contingency operations. We have first class barracks and

training areas to enable us to meet this role. It will be important for all soldiers, sailors and aircrew to balance their busy work schedule with recreation. You should, wherever possible, plan ahead and take advantage of the many tropical holiday activities available in this part of Australia.

Have a great time during your stay in the Townsville region! I look forward to meeting and working with you while you are here.

**Shane Caughey, CSC**  
**Brigadier**  
**Commander 3rd Brigade**  
**Senior ADF Officer North Queensland**

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## Welcome to RAAF Base Townsville

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The Royal Australian Air Force (RAAF) Base Townsville plays host to a large number of deployments throughout the year, and provides support services for other Air Force operations and exercises. RAAF Base Townsville is one of the ADF's premier forward support bases and is a primary staging base for ADF and foreign units alike.

RAAF Base Townsville is located in the Townsville suburb of Garbutt, 8 km west of the city centre, and is sometimes incorrectly referred to as RAAF Base Garbutt.

Today, RAAF Base Townsville is home to No. 38 Squadron, 5th Aviation Regiment, Combat Survival Training School, No. 1 Airfield Operations Support Squadron, 452 Squadron, No. 27 Squadron, 1 Wing Australian Air Force Cadets, 1 CSSC, 1 EHS and elements of support organisations, including Defence Support Group, Defence Community Organisation and Joint Logistics Group. The base employs more than 1,200 personnel comprising Air Force, Army, Navy, Defence civilians, and contractors.

Townsville provides pleasant and comfortable living, from a cultural and climate perspective. The region provides various opportunities for families to get out and explore, with Magnetic Island just off shore and many other opportunities further afield to the north, south and west. For those new to the tropics, summer temperatures can be something of a shock, but the magnificent weather for the remainder of the year more than makes up for the three months of summer. Whether you simply stroll The Strand or Riverway, get out and fish along the coast, or go exploring the dinosaur trail around Richmond, Hughenden and Winton, North Queensland has so much to offer.

I commend it to you as a great place to live and work.

**Paul Aggett**  
**Wing Commander**  
**Senior ADF Officer – RAAF Base**  
**Townsville**



# Defence Support Services



## Defence Community Organisation (DCO)

### How We Can Assist You

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

DCO Townsville provides services to Defence families in accordance with the ADF Family Covenant:

- *We recognise the significant contribution of ADF families to operational effectiveness.*
- *We pay tribute to the commitment and sacrifice of ADF families in support of Australia.*
- *We acknowledge the unique nature of family and community life in the ADF.*
- *We honour the inherent strength and capacity of ADF families.*
- *We pledge to work in partnership with ADF families to enhance their self-reliance.*
- *We commit to listening to ADF families and responding effectively to their emerging needs.*

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
- absence from home 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

Nathan Business Centre  
Cnr Ross River Rd & Nathan St, Cranbrook  
Tel: (07) 4753 6539  
Fax: (07) 4779 0078  
Email: [dco.townsville@defence.gov.au](mailto:dco.townsville@defence.gov.au)

### DCO Website

The DCO website provides Defence families with ready access to information on a broad range of ADF member and family topics.

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

## 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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The Townsville area is well supported with religious services and pastoral support from a team of eight full-time chaplains and one Reserve chaplain. Often one or more are absent on courses or deployments in Australia or overseas.

### All Saints Chapel at Lavarack Barracks

All Saints Chapel is located between the area gym and the swimming pool. It was built in 1980 by members of the Royal Australian Engineer Corps, as a multi-denominational chapel. It is, therefore, set apart as a place of worship, quiet reflection, meditation and prayer.

Apart from being a place for prayer and worship, the chapel is available for baptisms, weddings and funerals. Any of the chaplains can book the chapel for you. It is open daily.

## Lavarack Barracks Chaplains

Most units have their own chaplain, who can be contacted by ringing the unit directly or by contacting the Area Switchboard/Duty Room on Tel: (07) 4411 7011 or the Defence Switchboard on Tel: 1300 333 362. Chaplains are available to all military members and their families for spiritual advice and counsel, pastoral care, and religious ministries such as baptisms, weddings and funerals.

In emergencies, the On-call Chaplain can be contacted on Tel: 0458 473 842.

### RAAF Base Chapel

The base chaplain is available to members and their dependants for religious services, pastoral support and practical help. The chaplain also administers RAAF Welfare Trust Fund loans.

Tel: (07) 4752 1104 or 0418 977 196

The Military Christian Fellowship meets on Tuesdays at lunchtime to pray for the base and to discuss issues that are relevant to Christians in the ADF.

### Contacting a Chaplain

As all chaplains have several unit locations to cover as well as field exercises, they might not be present should you drop in unannounced at the chapel or unit offices. It is best to phone them first; if they don't answer, please leave a message so they can get back to you.

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## Red Shield Defence Services

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Red Shield Defence Services is a branch of the Salvation Army which is dedicated to promoting spiritual, emotional and physical welfare within all ranks of the ADF.

Senior Representative  
Gary Johnson

Office  
Tel: (07) 4411 8571

Home  
Tel: (07) 4774 8989

Mobile  
Tel: 0417 614 596

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## Family Care Plan

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ADF members posted to units within North Queensland may be required to deploy at short notice. Deployments may include support to the civilian community due to natural disasters (i.e. cyclones/severe storms, flooding, bushfires etc.) as well as exercises, courses and overseas operations. ADF members are encouraged to develop a Family Care Plan to ensure that families are as prepared as possible during any period of absence. A Family Care Plan that provides some information and areas for consideration is available from DCO Townsville.

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# Defence

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## Introduction to Lavarack Barracks

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Lavarack Barracks is one of the Australian Army's largest military bases and is home to about 4,500 soldiers and 280 civilian employees. The major element at the barracks is the 3rd Brigade. The 11th Brigade, Defence Support – Queensland, 10th Force Support Battalion, Combat Training Centre – North Queensland, Joint Logistic Unit – North, Joint Movement Control Office Townsville, A Company 1st Military Police Battalion, 9 Force Support Battalion Postal Troop, Land Warfare Centre North Queensland and other elements are also based at the barracks.

Lavarack Barracks has a 4 km frontage along University Drive. It is set in a landscaped area of about 750 hectares at the foot of Mt Stuart. A training area extends from the barracks for a further 8,100 hectares, and takes in almost all of Mt Stuart and its foothills. Training facilities include many small arms ranges, a Military Operations in Urban Terrain facility, Weapons Training Simulation System facility, anti-tank ranges, a Helicopter Underwater Escape training facility, and aircraft mock-ups.

## The 3rd Brigade

The 3rd Brigade forms the major combat component of the Australian Defence Force's Ready Deployment Force, and is the Australian Army formation held at the highest degree of readiness for operations. Most soldiers at Lavarack Barracks are members of 3rd Brigade units and are permanently on short notice to move. Training is consistent and realistic, with exercises conducted throughout the year, mainly in the Townsville Field Training Area north of the city but also at Shoalwater Bay near Rockhampton and the Land Command Battle School at Tully. Soldiers train in other areas of Australia during major ADF exercises, and overseas on exchange with other armed forces.

There are more than 3,500 personnel who form the brigade, which includes the following:

- Headquarters 3rd Brigade for command and control of all brigade units.
- 1st Battalion, the Royal Australian Regiment (1 RAR), 2nd Battalion, the Royal Australian Regiment (2 RAR), the 3rd Battalion, and the Royal Australian Regiment (3 RAR, recently relocated from Holsworthy Barracks, Sydney) are light infantry battalions, with a battalion on standby for deployment at all times.
- B Squadron 3rd/4th Cavalry Regiment has the capacity to provide armoured mobility and protection to two infantry rifle companies, Support Company and the tactical headquarters of an infantry battalion.
- 4 Regiment is the brigade's direct support artillery unit, and consists of a headquarter battery, one gun battery, three observer post batteries, an operational support battery and a combat support battery.

- 3rd Combat Engineer Regiment consists of two Combat Engineer squadrons and a support squadron, which is equipped with a variety of construction plants. The regiment is used for combat engineering tasks, such as laying and breaching minefields, booby-trap clearance and minor construction works to aid the mobility of the brigade.
- 3rd Command Signal Regiment provides radio, information systems, and telephone and satellite communications for the brigade headquarters and brigade units. It also supplies administrative and supply support to Headquarters 3rd Brigade.
- 3rd Combat Services Support Battalion, including transport, medical, dental, supply and workshop elements. The battalion is responsible for the provision of administrative and logistical support to the brigade.

## Support to 3rd Brigade

The 3rd Brigade relies heavily on a number of Townsville-based non-brigade units located at Lavarack Barracks and elsewhere, including the following:

- 5th Aviation Regiment, which operates the Army's Black Hawk, Chinook and MRH-90 helicopters, located at RAAF Base Townsville at Garbutt.
- 10th Force Support Battalion is responsible for providing stores and supply support to a large force generally, including 3rd Brigade. It is also responsible for explosive ordnance disposal.
- Joint Logistics Unit – North Queensland is tasked to provide designated logistical support to assigned dependencies within the region, spanning south to Rockhampton, north to Cape York and west to Mount Isa. In essence, the unit provides warehousing, distribution and maintenance support to the units of North Queensland.

- Joint Movement Control Office Townsville (JMCO TVL) is responsible for planning, implementing, controlling and monitoring movements associated with joint and combined operations, exercises, and significant single-service activities.
- Defence Support – Queensland (DS-Q) is responsible for delivery of a range of corporate services and facilities to support Defence in North Queensland. At Lavarack Barracks, DS-Q provides general and specialist support services.

### **Other Elements**

Combat Training Centre (CTC) is a Direct Command Unit to Forces Command. CTC provides a realistic joint environment to train formation, brigade headquarters and troops for deployment on major overseas operations, and for jungle warfare training at Tully, North Queensland, for Australian and overseas troops. Training is conducted throughout Australia.

### **Entry to Lavarack Barracks**

Lavarack Barracks is a closed base and approved military identification is necessary to gain admission at all times. For serving members, a military identification (ID) card (RAAF, Army or RAN) is sufficient to gain entry. For civilians who work on the base and for the spouses and partners of ADF members, the appropriate category of civilian pass will be issued on application to Base Service Support Centre (BSSC) Bld 400. Telephone (07) 4411 9782 to make an appointment.

People requiring casual or occasional entry to the base should contact BSSC on 4411 9782 for the process to gain a visitor's or temporary pass. Children aged 16 and above must have an appropriate ID and will require a pass for base entry.

## **On-base Facilities for Members**

### **■ Lavarack Health Centre (LHC)**

LHC is a 24-hour facility providing services to Defence members. For all emergencies, call Tel: 000. For more information, contact LHC on Tel: (07) 4411 7113.

### **■ Area Physical Training Facilities**

The area gymnasium is situated between the area chapel and the post office in the Cassowary Precinct. The gymnasium complex contains a basketball court, badminton, volleyball, indoor hockey and indoor soccer. The gymnasium is also equipped with a weight training area and cardio equipment. Both of these areas have music and sports displayed on TV screens.

Defence members, Defence civilians, Australian public servants and the spouses of these groups (as well as immediate family) are eligible to use the gymnasium facilities. The gymnasium weight training and cardio training areas are not available for use by dependants under 15 years of age. Guests (regardless of age) are also not permitted to use the weight training or cardio equipment. Before using the facilities, all gym users (except uniformed members) are required to attend a familiarisation and safety brief. To arrange for this brief or for any enquiries in relation to the area gymnasium, contact the Physical Training Instructors on Tel: (07) 4411 2544.

### **■ 1 RAR Gymnasium**

Use of the 1 RAR gymnasium facilities is restricted to 1 RAR personnel. Facilities include boxing equipment and a selection of weight training equipment.

### ■ 2 RAR Gymnasium

Use of the 2 RAR gymnasium facilities is restricted to 2 RAR personnel. Facilities include a covered outdoor physical training area, which is marked out for basketball, volleyball and badminton, and an indoor weight training room that has a selection of weight training equipment.

### ■ 3 RAR Gymnasium

Use of the 3 RAR gymnasium is restricted to 3 RAR personnel.

### ■ Defence Library Service North Queensland

The Defence Library Service portal provides access to the library catalogue, electronic journals and databases, Jane's information, and Australian Standards.

Defence members, civilians, spouses and their immediate family are eligible to use the Defence Library Service. For further information and library opening hours, please contact:

Lavarack Barracks Library  
Tel: (07) 4411 7586

Ross Island Barracks Library  
Tel: (07) 4753 6406

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

### On-Base Facilities for Families

#### ■ Lavarack Barracks Swimming Pool

The pool is located in the vicinity of the area post office, and is available for use by military personnel, Defence employees, their dependants and accompanied guests.

Facilities include an Olympic-sized pool with shade at the shallow end, a wading pool, shaded tables with seating and a kiosk. A playground is available for use by children. As the pool is available for use by units for training purposes, use by dependants is at times restricted. For availability times and booking procedures, call Tel: (07) 4411 7020.

### ■ Frontline Defence Services



**Frontline**  
defence services

*Supporting our troops since 1915*

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

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

Frontline operates two outlets on Lavarack; Tom's Café and Chauvel. Tom's Café is located in the Sir Thomas Daly complex and Chauvel is located in the Chauvel Mess.

Tom's Café:  
Monday to Friday, 7.30 am to 3.00 pm  
Tel: (07) 4411 8573

Chauvel:  
Monday to Friday, 8.30 am to 1.30 pm  
Tel: (07) 4411 8520

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

Services provided include: a great breakfast and lunch menu including hot meals; three mobile food vans; a coffee van; café style dining or take away; take away alcohol; phone cards; grocery range and alcohol deliveries.

### ■ North Queensland Amenities Fund (NQAF)

NQAF is an Army non-public monies account that provides amenity services to Army personnel in North Queensland. A committee, drawn from units in the area, is charged with ensuring that the NQAF monies are used appropriately. In general terms, the committee assesses submissions for funding based on whether the broad majority of soldiers benefit from that submission.

### ■ Lavarack Golf Club Inc.

Service members and their families are encouraged to join the club, and discount rates are available. The course is nine holes with 18 tees and is situated within Lavarack Barracks at the base of Mt Stuart. The club is affiliated with the Australian Golf Union. There are a number of competitions and classes held during the week.

For further information, contact the club.  
Tel: (07) 4411 7443 or (07) 4725 4959

### ■ Military Post Office (MILPO)

The MILPO is situated near the area gymnasium and swimming pool complex. The office caters to all military members, their families and any person who can access the base. The office is open Monday to Friday, 8.00 am to 4.00 pm, excluding public holidays.  
Tel: (07) 4411 7582

### ■ 11th Brigade

The 11th Brigade is the Reserve Brigade of Queensland. It comprises three Reserve Infantry Battalions, a University Regiment, a Combat Service Support Battalion (Logistics), an Engineer Squadron and a Signal Squadron. The brigade is located primarily at Lavarack Barracks Townsville, but has units as far south as Stanthorpe, as far north as Cairns, and as far west as Mount Isa.

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## Introduction to Ross Island Barracks

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The Ross Island Barracks accommodates the headquarters, and elements of the 10th Force Support Battalion (10 FSB) Marine workshops, 30 Terminal Squadron, 35 Water Transport Squadron (with one of the Squadron's water transport troops located permanently in Darwin) and the Army School of Transport – Maritime Wing. It is located approximately 1 km south-east of the central business district (CBD) of Townsville in the suburb of South Townsville.

### Entry to Ross Island Barracks

The procedures for entry to Ross Island are the same as for Lavarack Barracks.

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## Introduction to RAAF Base Townsville

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In 1939, Townsville City Council transferred the city airport to the RAAF, on the condition that the airfield was maintained and an amount of £50 (\$100) per annum was spent on electricity. Townsville Airport, now privately operated, is located on a section of the RAAF Base leased to Townsville Airport Pty Ltd.

The RAAF Base was formed on 15 October 1940 when No. 24 (General Purpose) Squadron moved from Air Station Amberley to Townsville. During World War II, the 5th Air Force of the United States Army Air Corps (USAAC) was based in Townsville. It established a vast complex of hangars, workshops, stores and domestic quarters in the area between Garbutt and Aitkenvale. On occasions, the city's population of 32,000 was increased fourfold by servicemen.

Today, RAAF Base Townsville has a significant role as a mounting and stepping-off point for forces being deployed on operations into the South-west Pacific, as well as further afield. Along with Lavarack Army Barracks, RAAF Base Townsville establishes Townsville as a key northern stronghold and, along with RAAF Tindal and RAAF Darwin, it is one of the northern primary Defence installations.

RAAF Base Townsville, in addition to being a mounting base for deployments and exercises, is home to a number of Army, Air Force and Joint Units. The major units are No. 38 Squadron (38 SQN), 5th Aviation Regiment, 452 Squadron, 1 EHS, 1 CCS, No. 1 Airfield Operations Support Squadron, No. 27 Squadron, Combat Survival Training School and Defence Support – Townsville North.

38 SQN will operate a fleet of King Air aircraft in the light transport role for the ADF after the retirement of the Caribou.

The Army's 5th Aviation Regiment (5 Avn Regt) operates helicopters to provide battlefield mobility for ADF forces. When in barracks, in addition to undertaking flying activities, 5 Avn Regt personnel work side by side with their RAAF counterparts, providing support in the areas of catering, and medical and general logistics.

No. 1 Airfield Operations Support Squadron (1 AOSS) is responsible for the training and conduct of operational logistics support for deployed Air Force operations. This includes support at the RAAF's bare bases throughout northern Australia, and for activities offshore.

The Combat Survival Training School (CSTS) provides combat survival training for Army, Navy and Air Force personnel.

No. 27 (City of Townsville) Squadron provides initial training for members of the RAAF Active Reserve. Upon graduation, these trainees are posted to operational units where they are involved in a wide variety of tasks, including maintenance, clerical support and radio/telecommunications work.

The No. 27 (City of Townsville) SQN provides and coordinates Fixed-base Support. The Commanding Officer is also the Air Base Executive Officer and exercises operational control over air traffic control, air movements and health support functions. The 27 SQN Air Base Command Post (email: tvl.abcp@defence.gov.au) provides a 'one-stop shop' for all support requests at RAAF Base Townsville.

### **Entry to Base**

RAAF Base Townsville is a closed base, and approved military identification is necessary to gain admission at all times. For serving members, a military identification (ID) card (RAAF, Army or RAN) is sufficient to gain entry. For civilians who work on the base and for the spouses and partners of RAAF members and ADF members posted to 5 Avn Regt, the appropriate category of civilian pass will be issued on application to the pass office.

People requiring casual or occasional entry to the base can apply to the pass office for a visitor's or temporary pass each time entry is required. Children aged 16 and above must have an appropriate ID and will require a pass for base entry. Casual visitors must enter and exit through the Main Gate on Ingham Rd. Duty personnel at the Duckworth St Gate cannot issue temporary passes, and vehicles containing adults without suitable entry passes will be denied entry to the base at this gate.

The base is a prescribed place under the Defence Act, therefore there are special photography and security rules in place. Entry to the base for people not employed on it may be restricted at any time for service reasons, without notice or explanation.

### **General Conditions of Entry**

People not employed on the base, but who are permitted entry to the base, are required as a condition of their entry to acknowledge the strict indemnities of the Commonwealth in place, especially in relation to the pool and gymnasium. In the absence of negligence on the part of the Commonwealth or its employees, the Commonwealth does not accept any liability for injury to any person who enters the base or for any damage to their personal property.

Casual visitors and people not employed on the base are to leave the base immediately on completion of their business or activity. Children under the age of 16 are not permitted on base unless accompanied at all times by a responsible adult. Children under the age of 18 are not permitted in messes or clubs without the permission of the President or Chairman of the Mess Committee (PMC or CMC) or President of the Wirraway Club, as appropriate for each occasion – or, in their absence, the Air Base Executive Officer. Visitors who have not completed an airside awareness course are to be escorted at all times. Under no circumstances are people to walk on, drive or ride private vehicles near any aircraft or aircraft parking area, taxi way or landing strip. Additionally, no animals are to be brought onto the base.

### **Base Messes and Clubs**

The Officers' and Sergeants' Messes and the Wirraway Club run social events for their members and guests. Information relating to mess and club activities is regularly published on base and mess noticeboards.

Base community facilities are open to all RAAF, Army and RAN members, spouses and partners in the Townsville region. Community facilities consist of:

### **Whiptail Mall**

The Whiptail Mall houses the following:

Frontline snack bar/gift shop

Tel: (07) 4752 1900

Defence Force Credit Union (Defcredit)

Tel: (07) 4752 1903

Base hairdresser

Tel: (07) 4752 1904

Australian Defence Credit Union

Tel: (07) 4728 2890

The operating hours for the activities in the Whiptail Mall can vary, and are published on a regular basis in *Base Routine Instructions (BRIs)* and the *Northern Services Courier*.

### **Frontline Defence Services**



**Supporting our troops since 1915**

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

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

Opening Hours:

Monday to Friday, 7.00 am to 2.00 pm

Tel: (07) 4752 1900

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

Frontline is located in the retail precinct.

Services provided include: a great breakfast and lunch menu including hot meals; 3 Mobile Food Vans; a coffee van; café style dining or take away; take away alcohol; phone cards; grocery range and alcohol deliveries.

### **Air Movements**

People arriving or departing on service aircraft will use the Air Movements Terminal. People not meeting minimum dress requirements for flying in service aircraft will not be permitted to board. Vehicle parking is readily available outside the terminal.

Tel: (07) 4752 1352

### **Blue Skies Preschool and Kindergarten**

Blue Skies Preschool and Kindergarten was established in 1957 and is affiliated with C&K Queensland. The centre is open to Defence and non-Defence families.

Tel/Fax: (07) 4752 1153

Email: blueskieskindy@dodo.com.au

Internet: [www.candk.asn.au](http://www.candk.asn.au) (follow the links to the Townsville region)

See also the 'Children's Services' section of this book.

### **RAAF Townsville Museum**

The RAAF Townsville Museum is situated on the RAAF Base Townsville, Ingham Rd, Garbutt. The museum is accessible through a small gate on Ingham Road (opposite BOC Gases). Admission to the museum is free. The museum is open to the public Tuesday and Thursday, 9.00 am to 12.00 pm, and Sunday, 10.00 am to 4.00 pm. Group visits and private escorted tours can be arranged by appointment with the curator.

Tel/Fax: (07) 4752 1712

Email: [info@raafmuseum.com](mailto:info@raafmuseum.com)

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

## **Defence School Transition Aide (DSTA)**

Defence funds Defence School Transition Aides (DSTAs) in a number of schools in Queensland. 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 North Queensland**

Tel: (07) 4753 6532

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

Further details on schools and the education systems can be accessed from the following:

## **Education Queensland**

Tel: (07) 4726 3111

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

## **Catholic Education Office**

Tel: (07) 4773 0900

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

## **The Association of Independent Schools of Queensland**

Tel: (07) 3228 1515

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

# Employment

## The Partner Education and Employment Program (PEEP)

### Take a PEEP at your future

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

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

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

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

### Tertiary studies assistance under PEEP

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

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

### Looking for a job? Try Jobsearch

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

Internet: [www.jobsearch.com.au](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 that 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 childcare 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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## Cadets

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### **Australian Army Cadets (AAC)**

AAC is a youth program. There are a number of units in the Townsville local area, and there are also cadet units north and south of Townsville. Each unit conducts its own activities and programs for the year. Cadets meet new friends, participate in outdoor activities, learn new skills and increase their self-confidence.

Youths who are 12 years and six months of age are eligible to apply for enrolment in the AAC. Once enrolled, they may remain a cadet until the end of the year in which they turn 18 years of age.

Places of parade: Ignatius Park College, Heatley State High School, Northern Beaches High School

Tel: 1800 500 492

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

### **Air Cadets – Australian Air Force Cadets (AAFC)**

AAFC is a community-based Australia-wide youth organisation. Training and activities are geared to the interests of the cadets, with a focus on aviation. Enrolment is limited to the age group 12 to 18 years, but cadets may stay enrolled until they turn 20.

101 Squadron AAFC meets on Friday nights, 6.30 pm to 10.00 pm, at RAAF Base Townsville, Garbutt.

Tel: (07) 4752 1723

Email: [101sqn@cadetnet.gov.au](mailto:101sqn@cadetnet.gov.au)

### **Australian Naval Cadets**

The Australian Naval Cadets is a voluntary youth organisation sponsored by the Royal Australian Navy. Cadets learn about sailing and seamanship, and are encouraged to explore their own potential. Cadets also learn leadership and effective communication skills, and they develop confidence, pride and self-discipline.

Training Ship (TS) *Coral Sea* Naval Cadets meet on Friday nights, 7.00 pm to 10.00 pm, at the Incitec Building on the corner of Archer and Hubert Sts, South Townsville.

Tel/Fax: (07) 4771 5580

Email: [tscoralsea@cadetnet.gov.au](mailto:tscoralsea@cadetnet.gov.au)

TS *Magnetic* Cadets meet on Wednesday at Picnic Bay, Magnetic Island.

Tel: (07) 4778 5701

Email: [TSMagnetic@cadetnet.gov.au](mailto:TSMagnetic@cadetnet.gov.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	
Townsville	
Name	
Merv Diction	Mandy Elliot
Telephone	
(07) 4411 7922	(07) 4411 7831
Mobile	
0408 457 468	0409 587 028
Fax	
(07) 4411 7967	(07) 4411 7967

## 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](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

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## ADF Family Health Trial

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

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

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

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

### Medical

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

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

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

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

### Allied Health

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

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

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

### Private Health Insurance

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

### Nil Cost

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

### More Information

Internet: [www.defence.gov.au/health/dependant\\_healthcare/i-healthcare.htm](http://www.defence.gov.au/health/dependant_healthcare/i-healthcare.htm)

### Contact

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

## **Child Health Services**

A free community-based service is provided to families by qualified health professionals specialising in child, adolescent (aged up to 18 years) and family health issues.

Kirwan Community Health  
138 Thuringowa Dr, Kirwan  
Tel: (07) 4799 9000

For advice:

Tel: 1800 177 279 (freecall)

Opening hours: 8.00 am to 10.00 pm, seven days

## **Community Health Services**

The aim of Community Health is to promote, maintain and improve the health and wellbeing of the community. To achieve this aim, the service works closely with a wide range of health and welfare organisations.

Kirwan Health Campus  
138 Thuringowa Dr, Kirwan  
Tel: (07) 4799 9500

Opening hours: Monday to Friday,  
8.30 am to 4.30 pm

## **Women's Health**

### ■ **Breastscreen Queensland**

Medilink Retail Centre  
Townsville Hospital  
Tel: (07) 4796 3300

Appointments

Tel: 1800 809 697 (freecall)

Hours: Monday to Friday, 8.30 am to 4.30 pm

### ■ **Family Planning Queensland**

Suite 2/5 Castlemaine St, Kirwan  
Clinic Services  
Tel: (07) 4723 8184  
Education Services  
Tel: (07) 4723 6597

## **School Dental Service**

The School Dental Service provides services to school children from four years of age to Year 10, utilising a number of mobile dental vans and fixed clinics at schools throughout the district. The mobile vans and fixed clinics can be contacted by calling Tel: (07) 4789 9900.

## **Adult Dental Service**

For adult dental emergencies and all enquiries about access to general dental care, call the Oral Health Call Centre.

Tel: 1300 300 850

## **Medicare**

All enquiries

Tel: 13 20 11

Offices

City: Shop 1, Northtown on the Mall  
Aitkenvale: Sunvale Shopping Centre,  
61-63 Elizabeth St

## **Defence Medical Centre**

Lavarack Health Centre (LHC)

LHC is a 24-hour facility for Defence personnel.

For more information, contact LHC.

Tel: (07) 4411 7112

For all emergencies

Tel: 000

## **Hospitals**

### ■ **Public Hospital**

The Townsville Hospital  
100 Angus Smith Dr, Douglas  
Tel: (07) 4796 1111

### ■ **Private Hospitals**

Mater Health Services NQ Ltd

The Mater Hospital Pimlico is a 165-bed, acute-care facility, owned and operated by the Townsville Congregation of the Sisters of Mercy.

21-37 Fulham Rd, Pimlico

Tel: (07) 4727 4444

The Mater Women and Children's Hospital  
Hyde Park  
Obstetrics, gynaecology and paediatrics.  
12–14 Oxford St, Hyde Park  
Tel: (07) 4722 8822

### **Ambulance Cover**

From 1 July 2011, Queenslanders are no longer required to pay the Community Ambulance Cover Levy — saving \$112.98 from electricity bills.

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

The Queensland Ambulance Service  
Internet: [www.ambulance.qld.gov.au](http://www.ambulance.qld.gov.au)

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## Patient Transit Scheme (PTS)

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One government health scheme that will be of interest to you is the PTS. This scheme exists to assist people who need to travel elsewhere to receive specialist medical treatment. Assistance is provided for travel and accommodation costs. It is suggested that families seek advice from a local GP should they require the service.

### **Medical Centres**

Extensive lists of all GPs and specialist services are provided in the Yellow Pages.

#### **■ After Hours Medical Centre**

After Hours GP Service  
Shop 7, Medilink Retail Building (adjacent to the Townsville Hospital)  
Tel: 1300 552 252 (Call Centre)

Opening hours:

Monday to Friday, 6.00 pm to 10.00 pm,  
Saturday, 12.00 pm to 10.00 pm,  
Sunday and public holidays, 8.00 am to 10.00pm, Sunday and public holidays  
After 10.00 pm, call Tel: 1300 552 252. Callers between 10.00 pm and 8.00 am will be asked a series of questions and will be directed to the most appropriate service.

## **Special Needs Agencies and Groups**

### **■ Asthma Foundation**

The Asthma Infoline can offer information and understanding for people with asthma, their families and carers.

Tel: 1800 645 130

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

### **■ Child and Youth Mental Health Services**

Assists children and youth (from birth to 18 years) and their families through the provision of comprehensive assessment and treatment of behavioural, emotional and mental health disorders. Open referral.

Kirwan Health Campus  
138 Thuringowa Dr, Kirwan  
Tel: (07) 4799 9004

### **■ Disability Services Queensland**

Nathan Business Centre  
Cnr Nathan St & Ross River Rd, Cranbrook  
Tel: (07) 4727 0666  
Hours: Monday to Friday, 8.30 am to 5.00 pm

### **■ North Queensland Attention Deficit Disorder Support Group Association Inc.**

Tel: (07) 4751 6921

### **■ North Queensland Autism Support Group**

Tel: (07) 4774 0637 or (07) 4775 3613

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## Environmental Health

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### **Mosquito Control**

Dengue fever is a viral disease transmitted to people by the mosquito *Aedes aegypti*. This mosquito breeds around your home and rarely flies more than 200 m from its breeding site.

Ross River virus causes a disease known as epidemic polyarthritis and is transmitted by salt-marsh and freshwater mosquitoes. The best way of minimising the risk of infection is to protect yourself from these mosquitoes.

When outdoors, particularly in the late afternoon and evening, apply personal mosquito repellent and wear loose-fitting, long-sleeved shirts and long trousers or slacks.

Mosquitoes breed in water, so remove pools of waste water around the home to prevent mosquitoes from breeding. The best way to combat potential breeding sites is by following these steps:

- Inspect your house and yard for pools of accumulated water.
- Dispose of all tins, jars, tyres and other rubbish items in your yard that can hold water.
- Fill pot plant bases with sand to absorb water in the tray. For outdoor pot plants, you could remove the tray altogether.
- Fill in with soil or cement any water-holding cavities in trees, hollows, depressions and holes in the yard.
- Empty all flower vases, birdbaths, pet water bowls and other water receptacles at least once a week. Wipe inside these containers with a cloth to remove mosquito eggs. Place the cloth in the rubbish bin.
- Screen all openings to tanks or wells with wire gauze no coarser than 1 mm mesh, to prevent mosquitoes from laying eggs.
- Use a high-pressure spray from a garden hose to flush out mosquito larvae, which breed in plants such as bromeliads.
- Empty children's wading pools after use and clean thoroughly with a cloth to remove mosquito eggs.
- Keep roof guttering in good repair and regularly remove leaves and debris to prevent water from pooling.
- Drill holes in tyres used for swings and garden surrounds to allow water to drain from them.

## **Marine Stingers**

Unprotected beach swimming is not recommended in the period from November to May because of marine stingers (box jellyfish). People new to Townsville should talk to the local lifeguards to gain an understanding of the risks of ocean swimming. If a sting occurs, go immediately to the local lifesavers, then contact the Townsville Hospital on Tel: (07) 4796 1111 or dial 000.

Be prepared to give respiratory resuscitation and external cardiac compressions if breathing should cease. Immediate injection of antivenin will ease discomfort.

Special stinger suits or pantyhose will provide protection to those areas covered. Stinger suits can be purchased at most chemists and large shopping centres or hired from dive shops.

Stinger-resistant netted enclosures are located at The Strand (near the Rock Pool and The Strand Park) and Picnic Bay, Magnetic Island (summer only). There is also an older-style swimming enclosure at Pallarenda. Picnic and Alma Bays on Magnetic Island are netted and patrolled by lifesavers on the weekends.

Massive stings can be fatal.

## **Skin Cancer**

Australia has the highest rate of skin cancer in the world. More than 2,300 Queenslanders a year are diagnosed with melanomas, and more than 200 die. While sun-protection programs have made an impact, there is still a widespread lack of understanding about the dangers of sun exposure.

## **Tropical Ear**

Also known as 'swimmer's ear', this is an ear infection that inflames the ear canal. Water becomes trapped behind wax deposits, allowing bacterial or fungal infections to set in. Ensure that ears are properly cleaned, particularly if you are spending a lot of time in the water.

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

Internet: [www.dsnsg.org.au](http://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/](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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## Community Centres

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### **Tropical North Family Centre**

RAAF Base Townsville

Tel: (07) 4752 1149

Email: [tnfc1@hotmail.com](mailto:tnfc1@hotmail.com)

Centre hours: Monday to Friday, 9.00 am to 1.00 pm

The Tropical North Family Centre, RAAF Base Townsville, provides all Defence families with friendly faces, as well as social and emotional support. The centre is fully serviced and air-conditioned throughout – a definite plus for the summer months!

We understand the issues and challenges faced by Defence families with postings. Being Defence families ourselves, we know all about the isolation and the often daunting task of meeting new people. The Tropical North Family Centre can help by making you feel like a local in no time! Be sure to come by, have a cuppa and say hello.

Some of our regular activities are playgroup, craft group and barbecues. In addition, we have family fun days, an annual Christmas party, workshops, morning teas ... there is always something fun happening! Babysitting is available for all classes; however, bookings must be made.

For further information, please contact the centre coordinator.

Tel: (07) 4752 1149

### **Geckos Centre**

Lavarack Barracks

Tel: (07) 4411 7031

Centre hours: Monday to Friday, 9.00 am to 4.00 pm

The Geckos Centre, is a central location for members and their families to meet to discuss and share common experiences in a safe, relaxed and comfortable environment.

You are welcome to come and chat, meet your partner or make friends over a good coffee. There is a mix of formal activities and informal opportunities each week. In addition to the regular weekly events, monthly events include the 'Taste of Deployment', in which foods from the countries where troops are deployed is prepared and shared. Participation in events at this centre is free, except for those groups that require state or national membership in order to enjoy additional benefits; for example, playgroup.

Come along Monday to Friday, from 9.00 am. The centre is located in Building 501 at Lavarack Barracks – close to the main gate. It is staffed a Centre Coordinator and Assistant Coordinators.

Tel: 0438 558 812

### **Other Community Centres**

There are various centres throughout Townsville, providing many services. Contact the Community Information Centre for a full listing.

Tel: (07) 4771 4230

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

# Locality Information

## **Climate**

Townsville experiences a moderate, tropical maritime climate, with summer rainfall and relatively even temperature distribution. For most of the year, the temperature is not excessively high but, in the period from November to early March, humidity and temperature combine to produce a tropical climate.

## ■ **Rainfall**

Rain in Townsville is seasonal; the wet period is December to March, when almost 80 per cent of the total rainfall is received. Rainfall is extremely variable, with the average of 1,204 mm achieved in approximately one in every six years, while the real total has ranged from 250 mm to 2,489 mm.

## ■ **Temperature**

Townsville experiences an even temperature range, with winter daytime temperatures in the mid 20s (°C) and summer daytime temperatures in the low 30s.

Conditions during December to March are aggravated by high humidity but, for the other eight months of the year, Townsville enjoys an exceptionally fine climate, conducive to pleasant indoor and outdoor living.

It is suggested that you bring your warm clothes for the odd cool night, your trips back down south for holidays and, of course, for winter.

## **Townsville**

Townsville is the largest city in North Queensland and one of the fastest-growing cities in the state, with a population exceeding 170,000.

For more information on the Townsville area, visit Internet: [www.townsville.qld.gov.au](http://www.townsville.qld.gov.au).

In March 2008, the twin cities of Townsville and Thuringowa amalgamated and became the new Townsville City.

Townsville is a major tourist destination and has an easygoing lifestyle induced by the magic of many natural attractions, including the most sunshine hours of any city in Australia. Development of the area has included a university, big city shopping facilities and Commonwealth/state government centres.

Townsville is home to the acclaimed Reef HQ Aquarium and headquarters of the Australian Institute of Marine Science, and the Great Barrier Reef Marine Park Authority. Off shore, there is a great range of islands with resort accommodation, including Magnetic Island (a suburb of Townsville), and Dunk, Hinchinbrook and Orpheus Islands.

Day trips from Townsville can put you in touch with a great variety of sightseeing pleasures: the reef or the outback, rainforest, waterfalls and deserted goldfields.

Sport is a favourite pastime in Townsville, with national-standard sport stadiums and several large sporting and community complexes catering for national representative teams: Townsville Crocodiles (National Basketball League, NBL), Cowboys (National Rugby League, NRL), Townsville Fire (Women's National Basketball League, WNBL). Townsville will also host the Townsville 400 V8 Supercars race for the next several years.

For more information on the great attractions of Townsville, visit the following websites:

Reef HQ Aquarium

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

Townsville Holidays and Tourist Information

Internet: [www.queenslandholidays.com.au/destinations/townsville](http://www.queenslandholidays.com.au/destinations/townsville)

Crocodiles

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

Cowboys

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

Magnetic Island

Internet: [www.magnetic-island.com.au](http://www.magnetic-island.com.au)

Northern Queensland Area Holiday Resort

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

## Local Community

### ■ Electoral Information

To enrol to vote or to change your address, an electoral enrolment form must be completed. These are available from the Australian Electoral Commission website, Internet: [www.aec.gov.au](http://www.aec.gov.au), or from the DCO office or any post office.

You can check your enrolment details online or call Tel: 13 23 26.

### ■ Centrelink

Centrelink needs to know your new address as soon as possible after you arrive in your new location. There are a number of offices in Townsville.

Tel: 13 10 21

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

### ■ Entertainment and Recreation

Townsville contains a number of modern nightclubs, live rock venues, beer gardens and family-oriented facilities.

Townsville has three cinema complexes: Birch, Carroll and Coyle in the city, Warrina Cineplex in the western suburbs and Reading Cinema at Cannon Park.

The Civic Theatre hosts a variety of guests, including international stars, musicals and operettas. Australian and overseas plays are frequently performed there. In addition to the Civic Theatre, there is a small live theatre, a number of independent theatrical groups and societies, and numerous restaurants which offer dining and dancing.

Townsville boasts a number of services for a range of ethnic groups and people interested in the arts and cultural activities, as well as the usual clubs such as Apex, Lions, Rotary, and so on.

## The Strand

The Strand is a 2.2 km world-class beachfront promenade custom-built for enjoyment. Along this palm tree-studded stretch are bike and walkway paths, safe swimming beaches, picturesque picnic spots, a water park and chic restaurants and bars with to-die-for water views.

The Strand is a facility that provides the opportunity for people of all ages to be physically active in their daily life. It is an environment that encourages people in the Townsville community, of all ages, to be out and about in their local community.

You can enjoy the free family fun of the water park, fish off the pier, choose to get active with a jog, or simply laze on Australia's Cleanest Beach and enjoy the million dollar views to Magnetic Island. The Strand offers the best of all worlds.

### ■ Riverway

Located in Thuringowa on the magnificent Ross River frontage, Riverway is fast becoming one of the most exciting destinations the region has to offer. Riverway offers a dynamic combination of residential, commercial, cultural, sports and leisure activities.

With two huge swimming lagoons, the Riverway Arts Centre, Pinnacles Gallery, the Riverwalk, public art, village spine, and parklands – there truly is so much to explore.

The facilities of Riverway are constantly growing and changing, with three more stages of development on the way. For the thrills of high-level competition, you won't want to miss the events at Tony Ireland Stadium. Boasting a capacity of 10,000 people, the facility attracts Australian Football League (AFL) and cricket competitions at national level, while also catering for a variety of community events and sports.

#### ■ Markets

Townsville has a number of weekend markets that are popular with residents and visitors. Please contact the Family Liaison Officers for a list of when and where the markets are held.

#### ■ Townsville Show

The Townsville Show is traditionally held in the first week of July.

#### ■ Sport

The dry, mild winter climate and the calm waters inside the Great Barrier Reef make sailing, boating and fishing all popular outdoor activities. For those more competitively-minded, weekend yacht races are held, including occasional ocean races to reef islands.

All tastes are catered for in the field of competitive sport. The traditional sports of tennis, netball, cricket, golf and many more are played. Clubs exist for many sports, including ten-pin bowling, BMX, fishing, karate, archery and so on.

Townsville has a grass racecourse at Cluden and regular mid-week, Saturday and public holiday meetings are held. Greyhound racing is held at the Townsville Showground.

The sports listed are only some of the activities available in Townsville. For a more extensive list and any other information on cultural, sporting

and recreational clubs, contact the Community Information Centre.

Internet: [www.townsville.qld.gov.au/townsville/Infocentre](http://www.townsville.qld.gov.au/townsville/Infocentre)

Alternatively, call the Family Liaison Officers.  
Tel: (07) 4753 6539

## Shopping

### ■ Cost of Living

The cost of living in the Townsville region is very reasonable.

Generally, the cost of consumer goods in Townsville is comparable with other parts of Australia. There are several major shopping centres – which include Kmart, Big W and Target stores – that give the same variety and competitive prices for consumer goods.

Groceries and other food items are available from a range of supermarkets including Woolworths, Coles, IGA and Foodworks. Most stone fruits and vegetables are imported from the south or from the northern tablelands, and prices are generally higher than in southern areas.

Clothing prices are not much higher than in capital cities but, because of the tropical climate, there is usually a reduced selection of winter clothing. Consequently, clothing is a relatively smaller item in the budget.

Durable consumer goods can also carry higher prices, which reflect transport costs. New automobiles, for example, cost more than in capital cities. Supplies of most kinds of consumer goods are available, although delays are sometimes experienced for less popular brands and for replacement parts.

For more information on the Townsville area, visit the following websites:

Townsville Bulletin

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

Welcome to Townsville

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

# General Services

## Banking

### ■ Australian Defence Credit Union Ltd

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

Lavarack Barracks

Located between the swimming pool and CSI-NQ

Tel: (07) 4725 4299 or (07) 4771 7860

Open: Monday to Friday, 9.00 am to 4.30 pm

RAAF Base

Whiptail Mall

Tel: (07) 4728 2890

Open: Monday to Friday, 9.00 am to 4.30 pm

### ■ Defence Force Credit Union

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

Lavarack Barracks

Located between the gym and the chapel

Tel: (07) 4725 4999 or (07) 4771 7040

Open: Monday to Friday, 9.00 am to 4.30 pm

Automatic teller machine (ATM) available

RAAF Base

Whiptail Mall

Tel: (07) 4725 1903

Open: Monday to Friday, 9.00 am to 4.30 pm

Vincent Village

Cnr Nathan St & Fulham Rd, Vincent

Tel: (07) 4775 5611

Open: Monday to Friday, 9.00 am to 4.30 pm

Saturday, 8.45 am to 1.30 pm

ATM available

Parkside Plaza

Bamford Lane, Kirwan

ATM only

## Defence Service Homes

Loans

Tel: 1800 722 000

Insurance

Tel: 1300 552 662

There are ample branches of the main Australian banking groups and smaller financial institutions in Townsville. For detailed information on these, check the Yellow Pages.

## Fishing

There is no requirement for an amateur fisher to obtain any permit to fish in Queensland tidal waters. In some Queensland dams, a 'stocked impoundment permit' is required. These are available from any Australia Post Office.

A recreational ship master's licence (speed boat driver's licence) is required to operate a boat in Queensland waters.

There are a number of requirements regarding equipment (nets and so on) and the size and quantity of marine life that may be taken. This information can be obtained from:

Department of Primary Industries Queensland (Boating and Fisheries Patrol)

60 Ross St, South Townsville

Tel: (07) 4772 7311

Internet: [www.dpi.qld.gov.au/fishweb](http://www.dpi.qld.gov.au/fishweb)

Please note: There is a closed season on barramundi, from midday 1 November to midday 1 February. Amateur fishermen are not allowed to sell surplus fish for commercial purposes.

## **CitiLibraries Townsville**

### ■ **Flinders Mall Branch**

Level 1, Northtown, 280 Flinders Mall  
Townsville CBD

Tel: (07) 4727 9666

Hours: Monday to Friday, 9.00 am to 5.00 pm  
Saturday and Sunday, 9.00 am to 12.00 pm

### ■ **Aitkenvale Branch**

Petunia St, Aitkenvale

Tel: (07) 4727 8310

Hours: Monday, Wednesday and Friday,  
10.00 am to 5.00 pm  
Tuesday and Thursday, 10.00 am to 8.00 pm  
Saturday, 10.00 am to 2.00 pm

### ■ **Mobile Library Services (includes Neighbourhood Library and Home Service)**

Based at Aitkenvale Branch  
Fortnightly service throughout Townsville  
suburbs  
Tel: (07) 4727 8324

### ■ **Thuringowa**

86 Thuringowa Dr, Kirwan

Tel: (07) 4773 8500

Hours: Monday to Friday, 9.00 am to 6.00 pm  
Saturday, 9.00 am to 4.00 pm  
Sunday, 10.00 am to 1.00 pm  
Also operates a mobile service.

CitiLibraries also offers a home service for  
the frail and disabled and their carers.

Please contact the Mobile Library on  
Tel: (07) 4727 8324.

## **RACQ**

The Royal Automobile Club of Queensland  
(RACQ) can transfer your membership from  
an interstate automobile club to RACQ at no  
extra cost.

202 Ross River Rd, Aitkenvale

Tel: (07) 4775 3999

After-hours breakdown service

Tel: 13 11 11

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

## **Returned Services League of Australia (RSL)**

### ■ **Townsville Sub-branch RSL and Services Club**

139 Charters Towers Rd, Hermit Park

Tel: (07) 4759 9500

### ■ **Magnetic Island Sub-branch RSL**

31 Hayles Ave, Alma Bay

Tel: (07) 4758 1233

### ■ **North Queensland Pensions/Advocate Officers**

139 Charters Towers Rd, Hermit Park (Quinn's  
Post behind the club)

Tel: (07) 4721 1530

## **Veterans' Services**

### ■ **Department of Veterans' Affairs (DVA)**

1st Floor

520 Flinders St

Townsville QLD 4810

Tel: 1800 555 254

## **Veterans and Veterans Families Counselling Service**

Veterans and Veterans Families Counselling  
Service is a specialised, free and confidential  
counselling service for veterans and their  
families, provided by the Department of  
Veterans' Affairs. Australian veterans – of all  
conflicts and peacekeeping operations – and  
their immediate family can use this service.

Nathan Business Centre

Cnr Nathan St & Ross River Rd, Cranbrook

Tel: (07) 4723 9155

Tel: 1800 011 046 (freecall)

Hours: Monday to Friday, 8.30 am to 5.00 pm

## **Taxation**

Australian Taxation Office

235 Stanley St, Townsville

Tel: 13 28 65

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

## North Queensland Area Holiday Resorts

Defence Holidays North Queensland offers discounted accommodation and tours for Australian Defence Force members and their families, for areas from the Whitsundays through to Cooktown in Far North Queensland.

While this service is primarily for the use of active serving members, it is also extended to Reservists, Defence civilians, Australian emergency services (police, fire, ambulance,

State Emergency Service), overseas Defence Force members, ex-serving members, retired members, war widows, TPIs, Vietnam veterans, national servicemen, and so on.

Building 617, Lavarack Barracks  
(across from the area gym)

Tel: (07) 4725 3842

Office hours: Monday to Friday,  
9.00 am to 4.00 pm

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

# Essential Services

## Water Restrictions

For conservation purposes, water restrictions can apply to Townsville. If your house number is even, watering with the sprinkler will be limited to Tuesday, Thursday and Saturday. If your house number is odd, watering days will be Sunday, Wednesday and Friday. No-one should use sprinklers on Mondays. Hand-held watering is allowed on any day, regardless of house number.

Families moving into Defence Housing Australia (DHA) houses will be briefed on current restrictions at the time of the welcome visit, and mail-outs will occur should restrictions change.

## Utilities

### ■ Electricity

All applications are via telephone to Ergon customer service.

Tel: 13 10 46

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

### ■ Gas

Application for connection of gas can be made over the phone on Tel: 13 24 62. If completed in the morning, connection can often be made the same day.

Costs will be determined by the number and location of the cylinders used. There is a yearly rental fee. This cost is dependent on the size of the cylinders. The gas is owned by the consumer and the cylinders by Origin Energy.

Should you experience any problems with gas appliances in a service residence, ring DHA maintenance.

Tel: 1300 366 615 (24 hours)

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

### ■ Telephone

There are now a variety of options for choosing a phone service, including for STD and mobile phone calls. For further service details, call the company of your choice.

## **Fast Connect**

This is a quick, hassle-free way to have your telephone, electricity and gas services connected and disconnected. This is a fantastic free service for Defence members and assistance is available through DHA.

## **Garbage Collection and Kerbside Recycling**

Wheelie bins are provided for a weekly service in all suburbs. Households are also provided with a recycling wheelie bin – the one with the yellow lid – which is collected fortnightly on the same day as the domestic garbage collection.

Recyclables accepted include: aluminium cans, steel cans, glass, most plastics, newspaper, paper and cardboard. The city asks that milk bottles and pet food cans have the labels removed and be cleaned.

Please note: Bins should be out by 6.00 am for removal.

The provision of green waste disposal bins/bags can be arranged through commercial service providers.

### **■ Townsville City**

For information on pick-up days, contact Environmental Health Services.

Tel: (07) 4727 9003

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

## **Garbage Dumps**

From 1 July 2008, a system of free tipping vouchers was introduced for use at Townsville's waste facilities. The new system replaces the previous arrangements of free tipping weekends, free green waste tipping and pensioner concessions. The Townsville City Council provides ratepayers with three vouchers to allow free dumping of domestic or green waste. Vouchers are issued twice annually. Defence members residing in Service residences can obtain vouchers from DHA by calling into the office to collect them.

Dumps are open seven days a week, 6.30 am to 6.00 pm. Varying fees apply to the dumping of household rubbish. Please contact your local council for the load rates.

### **■ Vantassel Street Landfill (Townsville)**

Located on Vantassel St, Stuart. Turn off the Bruce Hwy heading south, look for the signs.

### **■ Herveys Range Landfill**

Located on Herveys Range Rd, approximately 8 km from Willows Shopping Centre.

### **■ Jensen Landfill and Transfer Station (Northern Beaches)**

Located on Geaneys Lane, Deeragun. Turn off the Bruce Hwy heading north, look for the signs.

# Transport

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.

Queensland Transport Customer Service Centres  
46 Wills St, Townsville  
21 Leyland St, Garbutt  
Tel: 13 23 80  
Internet: [www.transport.qld.gov.au](http://www.transport.qld.gov.au)

## Public Transport

Public transport is available within Townsville and is provided by Sunbus. More information regarding routes and timetables is available at Internet: [www.sunbus.com.au/sit\\_townsville.htm](http://www.sunbus.com.au/sit_townsville.htm).

## Motor Vehicle Registration

Defence Force personnel are not required to register their vehicles immediately on entry to Queensland, and are allowed to retain interstate registration until the registration expires; however, renewal of registration in the previous state will not be allowed and registration in Queensland is required once the interstate registration expires.

Please note: It is advised that you check your third-party insurance eligibility with your current compulsory third-party insurer if you wish to retain your interstate registration. Some state or territory compulsory third-party (CTP) schemes can limit how long you may operate out of state.

## Boat Registration

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

You can register your boat at a Queensland Transport Customer Service Centre that handles marine business. You do not have to take your boat to the centre.

## Boat Licences

Boat licences can be obtained from the Queensland Transport Department, at either Wills Street Customer Service Centre or Garbutt Customer Service Centre.

From February 2000, Queensland ceased issuing paper-based boat licences. Instead, licence details are simply recorded in Queensland Transport's computerised database, which is immediately accessible by on-water enforcement officers such as Water Police and Queensland boating and fisheries patrols.

## Existing Holders

Holders of licences issued before February 2000 can retain their existing licence product as evidence that they hold a recreational boat licence. There is no longer any need to replace an existing recreational ship master's licence.

## Bicycles/Bikeways

Townsville has a good system of bikeways and, because of its topography, bikes are a very popular mode of transport. Riding in the bike lanes is simple: stay within the lines and ride with the direction of the traffic. The Queensland Traffic Act states that a rider shall use the bike lanes where possible.

There is a system of bikeways leading to Lavarack Barracks, and members riding to the barracks must use these. No military members are permitted to ride bicycles on University Road.

# Pet Care

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Proper care for your pets in the tropics is essential. There are many aspects of pet care to consider, but of particular importance is drinking water.

Ensure that your pets have an adequate supply of water that is easily accessible. Ensure the water is changed every day. This action complies with local health regulations and aids in the prevention and spread of dengue fever.

Heartworm infection in dogs is prevalent in North Queensland. To prevent heartworm, your dog must have heartworm prevention medicine. If, however, your dog has not been on heartworm prevention before coming to North Queensland, they must be tested by a veterinary surgeon before you start medication.

Veterinary surgeons recommend that you vaccinate your dog for the following: distemper, hepatitis, parvo virus (vomiting and diarrhoea) and kennel cough.

Veterinary surgeons recommend that you vaccinate your cats for the following: feline enteritis and cat flu.

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

## **Keeping of Birds**

All native fauna in Queensland is protected under the Fauna Conservation Act. If you are currently in possession of fauna, please check with the National Parks and Wildlife Service for the export requirements before the movement of any fauna.

## **Sick and Injured Fauna**

If you find a native bird or animal that is sick, injured or unable to fend for itself, you should contact Queensland Parks and Wildlife Service (QPWS) or a vet.

Please refer all enquiries during office hours to QPWS.

Tel: (07) 4796 7777

Wildlife Carers Townsville provides a 24-hour emergency service for injured fauna. For help outside regular office hours, Tel: 0412 123 783.

## **Dog Registration**

All dogs living in Townsville must be registered on acquisition or within 28 days of moving to Townsville. You are allowed to keep up to two dogs in a residential area. Please note which area you reside in since there are hefty penalties for improperly registered animals.

Application forms are available at cashier counters of the council buildings, and registration tags are to be worn by dogs at all times.

## **Dog Off-leash Areas**

Dog 'off-leash' areas are council-designated parks where dog owners can exercise their dogs freely.

Townsville has eight off-leash areas situated at various locations across the city:

- Rossiter Park – between Kimball and Belinda Sts, Aitkenvale
- Lou Lister Park – between Boundary Rd, Queens Rd and Philip St, Hermit Park
- Cambridge Park – between Cambridge Ave and Hodges Cres, Vincent
- Benwell Rd – beachside between Archer and Boundary Sts, South Townsville
- Pallarenda Beach – between access points 8 and 9
- Murray Sporting Complex – between Murray Lyons Cct and the river, next to the skate park
- Memorial Friendship Gardens – Mount Louisa end of Kern Brothers Dr, Kirwan
- Jabiru Park – Gouldian Ave, Condon.

### **City Pound**

If your dog has been picked up by the pound keeper, you will need to contact the animal refuge. The fine amount will depend on which council area your dog lives in. Dogs will be kept at the pound only for three days. For further information, contact the refuge on Tel: (07) 4774 5130.

### **Rabbits and Ferrets**

Domestic pet rabbits and ferrets are not permitted in Queensland. There is a maximum fine of \$60,000 for the keeping and sale of these prohibited pets.

### **Boarding Kennels and Catteries**

For a list of kennels and catteries, please contact the Townsville Family Liaison Officers (FLOs).

Note: Please book your pets in as soon as possible before October, as kennel space is in high demand during the Christmas period. Current vaccinations are essential for boarding your pet.

## Emergency Information

### **Cyclone Awareness**

#### **■ Cyclones**

Tropical cyclones can be the most dangerous, most deadly storms on Earth. Known in the northern hemisphere as hurricanes or typhoons, they can claim the lives of thousands and cause damage costing millions of dollars. In the southern hemisphere, the wind in a cyclone whirls clockwise around the calm 'eye'. To qualify as a cyclone, the winds must reach or exceed 63 km/hour, but at their most destructive the gusts can exceed 200 km/hour. In Australia, the main target of cyclones is the

tropical coastline, between November and April – but cyclones can strike at other times and in other areas.

#### **■ The Cyclone Watch/Warning System**

Radio and television warnings are frequent, relaying either one of two key messages: cyclone watch or cyclone warning.

#### **Cyclone Watch**

This means a cyclone is approaching and winds can exceed gale force within 48 hours, but not within 24 hours. Watch messages are renewed every six hours. Listen to radio and TV for further advice.

## Cyclone Warning

This means that wind associated with the cyclone could exceed gale force within 24 hours. Be prepared. Warnings are issued every three hours. When a cyclone is under radar surveillance close to the coast and poses a severe threat, hourly advice is issued. Remain tuned to your radio. Please follow instructions given later in this chapter.

It is important to realise that destructive winds associated with tropical cyclones can extend a few hundred kilometres out from the centre.

Warnings are issued by the Bureau of Meteorology Tropical Warning Centre in Brisbane. This centre maintains a 24-hour vigil. According to the bureau, the best sources of information are radio stations or the bureau's website.

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

Points to remember:

- Cyclones don't always give hours of warning.
- Don't trust your own weather observations.
- Follow official warnings.
- Beware of the 'eye'. You might feel reassured, but soon the wind will be back in full force, from the opposite direction.
- Stay protected.
- Do not go outdoors.
- Remember, the path of the cyclone is random.

Cyclones can change course, mark time or even loop-the-loop. Keep listening to your radio after the cyclone has passed as it could double back. Continue to listen to your radio after a cyclone warning has been issued.

## Cyclone Storm Surge and Storm Tide

Storm surge is caused by a combination of low pressure and cyclonic winds piling seawater up against a sloping coastal shelf to produce a storm

tide (above predicted tide levels). The rising water floods inland over low-lying areas normally above tidal influences. Fortunately, storm surges and storm tides don't happen very often, but you must always be ready for them. When they do occur, they can be more life-threatening than the wind.

## Warnings

When a cyclone threat develops, keep listening to official warnings issued by the Bureau of Meteorology. These will advise if high tides and coastal flooding are expected.

## Emergency/Evacuation Kits – Hold these ready in house

It is best to prepare an emergency kit before a cyclone is present, as there is often panic buying batteries, radios, torches and so on, which can soon become scarce. The kit can contain:

- battery-operated radio
- tinned food
- water in containers
- torches with spare batteries
- candles
- matches
- essential clothing
- self-contained cooking gear
- first aid kit
- essential medication
- evacuation kit (carried in small bags)
- emergency kit.

Please ensure that your supplies of tinned food and batteries are updated for immediate use.

## Cyclone Action

Defence members are required to perform certain tasks regarding preparation for their units, regardless of whether it is stand-down, after normal working hours or during normal working hours.

**Before the cyclone season:**

- ensure your transistor radio is working (with fresh spare batteries)
- check that your house roof is sound
- clear your property of loose items that could cause damage by being blown around in a high wind
- in case of a storm tide warning, know your nearest safe high area
- collect tinned food, water containers, emergency lighting, first aid kit, medicines and torch.

**On a cyclone warning:**

- listen to your radio and TV for further warnings
- board up or tape windows
- store loose articles inside
- lock up pets
- fill water containers, including the bathtub
- fuel car and place under cover.

**On warning of a local evacuation:**

- switch off electricity, gas and so on
- collect emergency evacuation kit
- follow instructions.

**When the cyclone comes:**

- stay inside
- shelter in the strongest part of the house
- protect yourself with a mattress, blankets
- anchor yourself to strong fixtures (such as water pipes) or get under a strong table
- beware of the calm 'eye' of the storm. Remain indoors until advised that the cyclone has passed.

**After the cyclone:**

- don't go outside until advised officially or you are positive the cyclone has passed
- listen to your radio
- if you had to evacuate, don't go home until advised. Use recommended route.

**Your Personal Preparation Plan**

Please be aware that Defence might not be able to send personnel home to assist in preparing for a cyclone. Organise how you will be able to do tasks such as turning a trampoline over or moving a swing set under the house.

**Townsville City Council  
Counter-disaster Plan**

The Townsville City Council is responsible for assisting emergency services (police, fire, ambulance, and so on) in the event of a disaster, with support from the State Emergency Service.

The State Counter Disaster Organisation Act 1975 requires local governments to prepare a plan to deal with all counter-disaster measures in their areas.

Queensland is more disaster prone than other states, with records showing that storms, cyclones and flooding are regular events. Many of these events can have significant impacts on communities and the environment. In addition to natural disasters, communities have become increasingly dependent on lifelines such as electricity, gas, water supply, sewerage and telecommunications. Any breakdown of these services can result in loss of life, human suffering, economic cost or harm to the environment.

Effective disaster management arrangements at the local government level offer the potential to significantly reduce these costs.

# Tully

Tully is a small but busy rural centre, and is the heart of the rural area that it supports. Tully receives a lot of rain, so the most noticeable feature of the area is the dense, green vegetation. The population of Tully is approximately 3,400 people, and it is situated approximately 145 km south of Cairns, 200 km north of Townsville and 2,000 km north of Brisbane on the Bruce Hwy.

Tully receives more than 4,134 mm of rain a year, making it one of the wettest places in Australia. Tully is the administrative hub for the Cardwell Shire, making it a busy town.

## **The Jungle Wing Training Centre**

The training area covers approximately 32,000 hectares with a variety of vegetation and terrain, including primary and secondary jungle and savanna. Jarra Creek bisects the southern end of the training area and presents a formidable obstacle in periods of heavy rain. The average annual rainfall of 5 metres causes flash-flooding on occasions. The north–south road runs parallel to Jarra Creek on the west side and is suitable for vehicles in most weather conditions. Numerous old logging tracks exist, most of which are impassable to vehicles. The wildlife in the area includes jungle fowls, snakes, pigs, rats and cassowaries. Parasites commonly encountered include leeches, ticks, mites, march flies and mosquitoes. The elements mean that most sub-units will be soaking wet for the duration of their training – if not from the rain, then from the heat and humidity. It should be noted that during the year, especially the cooler months, temperatures drop appreciably.

## **Housing**

### **■ Types of Housing**

The Tully region has a number of DHA homes. The housing stock comprises low-set, brick-veneer, block and high-set block homes in Tully, while Mission Beach has high-set block homes. The homes have been designed specifically to suit the tropical climate and conditions. Most homes in Tully are on elevated land, which significantly enhances comfortable living for families. The homes in Mission Beach provide these comforts, as well as being a short walk from the beach. Mission Beach is approximately 30 minutes' drive from Tully and another 20 minutes from the Tully Training Centre.

All homes are equipped with some form of air-conditioning, focusing mainly on the bedrooms. To provide more climate flexibility, it is recommended that you bring any fans or heaters that you have with you.

All homes have paths around them and 'extenda' clotheslines in the garages. The lifestyle combines the relaxed pace of a country town with sensational scenery. There are only two seasons – wet and dry – and the wet is characterised by high humidity and heavy rain.

### **Schools and Education Services**

Tully has a state primary school, a Catholic primary school and a state secondary school. There is a state primary school at Mission Beach. A school bus service operates. For more information, contact the REDLO.

## **Childcare Services**

### ■ Playgroups

Community Centre  
Tuesday

QCWA Playgroup Australia  
Wednesday

Uniting Church Hall  
Friday

### **Childcare Centres**

Tully Early Learning Centre  
Long- and short-term and before- and  
after-school care.

151 Bryant St, Tully  
Tel: (07) 4068 0300

Tully Kindergarten Association  
48 Bryant St, Tully  
Tel: (07) 4068 1570

### **Medical Services**

Tully Hospital  
Cnr Creek & Bryant Sts, Tully  
Tel: (07) 4068 4144

The following medical services are available  
in the Tully area: dentist/orthodontist,  
chiropractor, physiotherapy, chemists and Blue  
Care.

## **Emergency Services**

### ■ Fire Station

Richardson St, Tully  
Tel: (07) 4068 1519

### ■ Police Station

42 Bryant St, Tully  
Tel: (07) 4068 1200

### ■ State Emergency Service (SES)

Tel: (07) 4068 1577

### ■ Coast Guard Australia Volunteer Association Inc.

Luff St, Tully Heads  
Tel: (07) 4066 9300

For more information on the Tully area, contact  
the FLOs.

# Important Numbers

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## **Area Code: (07)**

Defence Community Organisation (DCO)  
Nathan Business Centre  
Cnr Ross River Rd & Nathan St, Cranbrook  
Reception  
Tel: (07) 4753 6539  
Fax: (07) 4779 0078

## **The Bases**

Defence Switchboard  
Tel: 1300 333 362

RAAF Base (Switch)  
Tel: (07) 4752 2111

Lavarack Barracks (Switch)  
Tel: (07) 4411 7011

Lavarack After-hours Duty Room  
Tel: (07) 4411 7314

Ross Island (Duty Room – 10 FSB)  
Tel: (07) 4753 6226

## **Flightline Partners/Thrift Shop**

Tel: (07) 4752 1154

## **National Welfare Coordination Centre (NWCC)**

Tel: 1800 801 026

## **Family Information Network for Defence (FIND)**

Tel: 1800 020 031

## **Defence Health**

Tel: 1800 335 425

## **Taxi**

Tel: 13 10 08 or (07) 4778 9555

## **Centrelink**

Appointments  
Tel: 13 10 21

Family assistance  
Tel: 13 61 50

Youth and students  
Tel: 13 24 90

Disabilities  
Tel: 13 27 17

Employment services  
Tel: 13 28 50

Family Relationship Advice Line  
Tel: 1800 050 321

## **Legal Aid Queensland**

Tel: 1300 651 188

## **Townsville Community Legal Service**

Tel: (07) 4721 5511

## **North Queensland Women's Legal Service**

Tel: (07) 4772 5400

## **North Queensland Combined Women's Services**

Tel: (07) 4775 7555

## **Veterans and Veterans Families Counselling Service**

Tel: 1800 011 046

## **Council**

Townsville City  
Tel: (07) 4727 9000

# Notes

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**Australian Government**  
**Department of Defence**