

# 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 WILLIAMTOWN



**Australian Government**

**Department of Defence**

# Welcome to the Hunter Region

---

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

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

Published by Early Childhood Australia Inc. for the Defence Community Organisation.

© Commonwealth of Australia 2011

# Contents

<b>Welcome to the Hunter Region</b>	<b>1</b>	<b>Health</b>	<b>22</b>
<b>Introduction and Welcome</b>	<b>3</b>	Ambulance Cover	22
Welcome to Williamstown	3	Hospitals and Health Services	22
<b>Defence Support Services</b>	<b>4</b>	After-Hours Chemist	23
Defence Community Organisation (DCO)	4	<b>Defence Community Groups</b>	<b>24</b>
Base Chaplains	5	Defence Special Needs Support Group (DSNSG)	24
<b>RAAF Base Williamstown</b>	<b>6</b>	Defence Families of Australia (DFA)	24
Combat Support Group (CSG)	11	Williamstown Support Groups	26
Defence Materiel Organisation (DMO)	12	<b>Local Community</b>	<b>27</b>
Air Force Headquarters (AFHQ) Agencies	13	<b>Essential Services</b>	<b>28</b>
Defence Support Group (DSG)	13	<b>General Services</b>	<b>29</b>
Miscellaneous Agencies	13	<b>Transport</b>	<b>30</b>
Base Amenities	14	<b>Pet Care</b>	<b>33</b>
<b>Education</b>	<b>15</b>	<b>Emergency Information</b>	<b>34</b>
<b>Employment</b>	<b>17</b>	<b>Important Numbers</b>	<b>35</b>
The Partner Education and Employment Program (PEEP)	17		
<b>Children's Services</b>	<b>18</b>		
Defence Child Care Program	18		
<b>Special Needs</b>	<b>19</b>		
<b>Relocations and Housing</b>	<b>19</b>		
Defence Relocations and Housing Manager	19		
Toll Transitions	20		
Defence Housing Australia	20		

# Introduction and Welcome

---

## Welcome to Williamstown

---

I would like to extend a warm welcome to you and your family to the Royal Australian Air Force Base Williamstown – one of the Air Force's busiest and most complex bases. Although the base was originally established in 1941 to protect Newcastle industry during World War II, its strategic importance remains high, since many of the organisations on base are focussed towards ensuring the air defence of Australia. Williamstown has 3,500 permanent employees and a large number of temporary employees. The base boasts 32 units and 19 organisations and is the permanent home for a number of aircraft types, including the F/A-18 Hornet, the Hawk 127 Lead-In Fighter, the Pilatus PC-9s of No. 4 Squadron, a search and rescue helicopter, and more recently the Airborne Early Warning and Control aircraft of No. 2 Squadron. An air weapons range, which is fundamental to the training of Air Combat Group aircrew, is situated at Salt Ash, just a few kilometres from the base. In the future, squadrons of the Joint Strike Fighter will operate from Williamstown.

The base is the home of Air Combat Group (including the subordinate Headquarters of 78 Wing and 81 Wing), Surveillance and Response Group (plus Headquarters 41, 42 and 44 Wings), Combat Support Group Units (381 Expeditionary Combat Support Squadron, 2 Expeditionary Health Squadron, 26 [City of Newcastle] Squadron and 1 Airfield Operations Support Squadron Detachment Williamstown), the Joint Warfare Doctrine and Training Centre, and three Defence Materiel Organisation System Program Offices. The Defence Support Group regional and local headquarters are also based at Williamstown. In addition, the base is

home to several large contractor organisations, including Boeing and British Aerospace.

But the strength of the base is not the aircraft, equipment or units but the permanent military members from all three Services; Reserve members; Australian public service employees; contracted staff; and other members of the public who work on the base. The base makes a significant financial contribution to the Port Stephens, Maitland and Newcastle communities, and an equally important contribution through its ongoing engagement with the local community. Base employees form part of most community organisations, sporting teams, school parents and citizens groups, and a range of other activities. I encourage you to consider becoming involved in the local community.

The personnel on the base are part of a committed team of highly-skilled, experienced and dedicated personnel. Your contribution as part of this team, and that of every other member of the base, plays an important role in ensuring that RAAF Williamstown strives towards achieving all of its objectives. Hence, your contribution, or that of each individual, should not be underestimated or undervalued.

Defence families are welcome at Williamstown. The Defence Community Organisation and a range of Defence-related groups (such as the Air Force Cadets) operate from base. Like many Defence facilities the base has a canteen, swimming pool, gym, the normal range of messes, credit unions, a post office, a barber and hairdresser, and a modest range of support services and clubs. A range of family groups, including the Toy Library, Craft Group and Play Groups, also operate from the base. Fighter World, which lies adjacent to the base,

is a very worthwhile venue to visit to gain an understanding of military aircraft and aviation history.

So I trust that you will enjoy your employment at RAAF Base Williamstown, and that you and your family have the opportunity to experience the delights of the Port Stephens and Hunter regions.

**Anthony Grady**  
**Snr. ADF Officer**

# Defence Support Services

## Defence Community Organisation (DCO)

### How We Can Assist You

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

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

- support in time of crisis
- information on Defence matters in general
- advice on community, recreational and interest groups
- absence from home support

- mobility support on posting
- 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
- advice on 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

Building 225, McNamara Dr

RAAF Base Williamstown

Tel: (02) 4034 6973

Fax: (02) 4034 6976

Email: [DCO.HunterRIMS@defence.gov.au](mailto:DCO.HunterRIMS@defence.gov.au)

## DCO Website

The DCO website provides Defence families with ready access to information on a broad range of topics including the local DCO Digital Welcome Pack and monthly Community Events Calendar.

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

## 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 any calls directly to DCO but, where necessary, will pass a request for assistance to the 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.

## Australian Defence Force Family Covenant

*We recognise the significant contribution of Defence families to operational effectiveness.*

*We pay tribute to the commitment and sacrifice of Defence 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 Defence families.*

*We pledge to work in partnership with Defence families, to enhance their self-reliance.*

*We commit to listening to Defence families and responding effectively to their emerging needs.*

---

## Base Chaplains

---

### Chaplaincy Services

The base chaplains (padres) at Williamstown represent a number of Christian denominations and are available to support Service members and their families. Chaplains provide their services and resources to all people, regardless of their religious belief or church attendance.

Chaplains are available to:

- attend to the spiritual needs of personnel and their families
- conduct church services
- assist members in linking in with local churches
- provide pastoral care and counselling
- offer moral and ethical counsel
- support the welfare needs of personnel and their dependants.

### Pastoral Care and Counselling

Chaplains can assist with pastoral counselling and resources in areas such as workplace issues, pre-marriage preparation, marriage difficulties, stress, divorce, conflict resolution, personal and family crises, and grief. All counselling is in confidence and no reports are made to other parties unless you request it.

### Church Services

Combined Morning Prayer is held each day at 8.00 am at the Base Chapel, located in McNamara Road on the base.

### Duty Chaplain

A duty chaplain is available 'after hours' seven days a week. To contact the duty chaplain, please call the Defence Switch on Tel: 1300 333 362 and ask the operator to call the RAAF Williamstown duty chaplain.

## RAAF Welfare Trust Fund

The fund is managed by Canberra-based trustees who are supported by a network of regional representatives and RAAF chaplains, located on each RAAF base. Chaplains can provide loans through this fund for a variety of purposes, including household items and education. More details about accessing the scheme can be found on the internal Defence network by searching for the 'RWTF', or through contacting the chaplains.

# RAAF Base Williamtown

RAAF Station Williamtown was officially opened on 15 February 1941 to protect the strategic port and industrial areas of the region. Initially staffed by three officers and 96 men, the base has been a permanent operational base since then.

Today, RAAF Base Williamtown is the primary fighter base for the Royal Australian Air Force. Williamtown is also one of the busiest RAAF bases in Australia, with an operational requirement covering flying commitments and technical and training programs. The airfield handles more than 1,000 movements a week, with up to 80 an hour.

Below is a list of the Units currently operating at RAAF Base Williamtown:

### **Air Combat Group (ACG)**

ACG is one of the largest Force Element Groups in the ADF, with more than 2,000 personnel across three wings, comprising 10 squadrons. ACG provides a single command structure for all the RAAF's fast-jet, combat

aircraft: the F/A-18 Hornet (Classic and Super), Hawk 127, Heron Unmanned Aerial System and the PC-9 Forward Air Control (FAC). This group brings together combat capabilities to deliver Australia's capability to control the air, and to conduct precision strike. ACG is planning to transition to the F35 Joint Strike Fighter (JSF) in the approaching decade. The squadrons and units within ACG are based throughout Australia – at Williamtown (NSW), Amberley (Queensland), Tindal (Northern Territory) and Pearce (Western Australia).

### **Headquarters Air Combat Group (HQACG)**

HQ ACG is the headquarters through which Commander Air Combat Group (CDR ACG) exercises command of the group. CDR ACG is a one-star officer (Air Commodore) and is assisted by his headquarters staff.

### **No. 78 Wing (78 WG)**

78 WG provides the training that supports Australia's air combat capability. 78 WG

comprises No. 76 and No. 79 Squadrons, located at RAAF Bases Williamtown and Pearce, respectively, and a ground-based training unit at RAAF Williamtown, No. 278 Squadron. The aircraft type operated by 78 WG is the BAE Hawk 127 lead-in-fighter training aircraft, which is currently operated by No. 76 and No. 79 Squadrons.

### **No. 81 Wing (81 WG)**

81 WG provides the main air combat capability to the ADF, and there are approximately more than 1,000 personnel across the wing. 81 WG comprises the four Hornet squadrons: No. 3 and No. 77 Squadrons at Williamtown, together with No. 2 Operational Conversion Unit at Williamtown and No. 75 Squadron at Tindal (NT).

### **No. 2 Operational Conversion Unit (2 OCU)**

The primary mission of 2 OCU is to train F/A-18 fighter pilots. It runs operational conversion courses for new pilots to the Hornet, operational refresher courses for former Hornet pilots returning to the aircraft, and fighter combat instructor courses to provide postgraduate qualifications for selected aircrew. 2 OCU's cadre of instructor pilots have all previously been at least 'B'-category pilots with operational Hornet squadrons, which provides the unit with an enviable wealth of flying experience. Pilots, however, form only part of the equation. The professionalism, expertise and dedication of the airmen and airwomen of 2 OCU maintenance, administration, supply and other supporting sections provide the essential backing necessary to fulfil 2 OCU's training mandate.

### **No. 4 Squadron (4 SQN)**

No. 4 Squadron (4 SQN), Australian Flying Corps, formed at Point Cook, Victoria, in October 1916. After embarking for England,

the squadron deployed to France in December 1917. During its brief war service, 4 SQN destroyed some 128 enemy aircraft and spawned a total of 11 aces. World War II saw 4 SQN Wirraways deployed to Port Moresby. In June 1943, 4 SQN received its first Boomerang fighters and continued to support allied troops during the Cape Gloucester landings before moving to Morotai. 4 SQN ended the war in Borneo and returned to Australia. On 7 March 1948, 4 SQN was disbanded – thus closing a chapter on a very distinguished and proud unit. In July 2009, Forward Air Control Development Unit (FACDU) and Special Tactics Project (STP) merged to reform 4 SQN. FACDU was responsible for the development, training and standardisation of all ADF Joint Terminal Attack Controllers (JTAC). JTACs coordinate offensive air support to assist ground forces on the battlefield. The reestablishment of 4 SQN will enable the squadron to conduct concurrent activity to support ADF Air Land Integration. In recent years the training demand for JTACs has increased, in turn amplifying the rate of effort for FACDU. Additionally, the STP capability within 4 SQN provides a group of specialist individuals who have advanced Ground Air Skills, which enables the more efficient integration of Air Power with Special Operations activities and other land-based actions. These personnel complete Australian Army Special Operations Training before additional airmanship training such as the JTAC Course. The unit operates four modified PC-9/A(F) – to provide close air support training to the fighter squadrons and to conduct airborne FAC on joint exercises. The role of the 4 SQN is to design procedures for the employment of aircraft such as the F/A-18 Hornet in support of ground forces on the battlefield.

### **No. 3 Squadron (3 SQN)**

No. 3 Squadron is Australia's oldest and most illustrious fighter squadron. It was formed

during World War I at Point Cook, Victoria, on 19 September 1916, and moved to England to be equipped with RE8 aircraft. 3 SQN was the first Australian Flying Corps squadron to move to France and, by the end of the war, had flown more than 10,000 operational hours in support of the ground forces in bombing, artillery-spotting and reconnaissance role. In World War II, 3 Squadron deployed to the Middle East to become part of the Desert Air Force. It was the leading Commonwealth Fighter Squadron in the North African theatre of war. By the end of World War II it had accrued over 25,000 operational hours and 217 kills in the air. Today No. 3 Squadron continues to serve Australia as the premier fighter Squadron equipped with Classic Hornet aircraft.

### **No. 76 Squadron (76 SQN)**

The current role of 76 SQN is to complete the Hawk Introductory Fighter Course (IFC) and to conduct ADF support, including Fleet Support and Close Air Support missions. In fulfilling these roles, the squadron operates the Hawk 127 lead-in-fighter and is organised into two flights: A Flight is responsible for IFC, and B Flight is responsible for ADF Support.

### **No. 77 Squadron (77 SQN)**

The role of 77 SQN is divided between air-to-air (fighter) and air-to-surface (strike) operations. Air-to-air roles are aimed chiefly at the successful interception of hostile aircraft, while air-to-surface roles include strategic strike, close air support for ground forces and maritime strike.

The squadron is fully operational and, while based at RAAF Williamtown, conducts regular deployments both within Australia and internationally. The frequent participation in Defence exercises with the armed forces of Indonesia, Malaysia, Singapore, Thailand and the United States of America is a visible demonstration of Australia's commitment to

regional security. 77 SQN regularly deploys to Australian bases in NT, Queensland and Western Australia as part of domestic mobility exercises.

### **No. 278 Squadron (278 SQN)**

278 SQN provides technical training to Air Combat Group's maintenance workforce for Hawk, Hornet and Super Hornet aircraft. While its headquarters is located at RAAF Base Williamtown, members of the squadron's combined Air Force and civilian workforce of 80 serve in Technical Training Flights (TTF) at Williamtown, Amberley, Pearce and Tindal. The TTFs at Williamtown and Amberley also provide training in certain generic courses (such as Confined Space Entry and Aircraft Battle Damage Repair) to a wider Defence audience.

### **Surveillance and Response Group (SRG)**

SRG was formed on 30 March 2004 after the merger of Surveillance and Control Group (SCG) and Maritime Patrol Group (MPG). SRG incorporates No. 41 Wing (Air Defence), No. 44 Wing (Air Traffic Control), No. 92 Wing (Maritime Operations) and No. 42 Wing (AEW&C).

The formation of SRG places all of the Air Force's air surveillance assets within the same Force Element Group (FEG). While retaining the individual combat capabilities of MPG and SCG in maritime warfare, aerospace surveillance and battle-space management, SRG will focus on developing Intelligence, Surveillance, Reconnaissance and Electronic Warfare (ISREW) capabilities, to prepare the Air Force for the introduction of new systems, including AEW&C aircraft and Maritime Unmanned Aerial Systems (MUAS).

SRG currently has more than 2,100 personnel and is commanded by CDR SRG, a one-star officer (Air Commodore). HQSRG is located in the EASTROC Building at RAAF Base Williamtown and has staff officers to meet

FEG requirements in relation to workforce and personnel, capability management and development, technical capability and business management.

### **No. 41 Wing (41 WG)**

Part of SRG, 41 WG comprises operational and training units that provide surveillance and air-battle management, and specialist operator and technical training. Located around Australia, these units include 3 Control and Reporting Unit (3 CRU) and Surveillance and Control Training Unit (SACTU) in Williamtown, 114 Mobile Control and Reporting Unit (114 MCRU) in Darwin, a 3 CRU Detachment in Tindal and 1 Radar Surveillance Unit (1 RSU) in Adelaide. 41 WG Headquarters is responsible for tasking and enabling its subordinate units to provide continuous wide-area surveillance, and to execute air-battle management operations. In August 2009, 41 WG returned a deployed element from Kandahar Air Field, Afghanistan, where they were responsible for surveillance and air-battle management in support of the International Coalition Against Terrorism.

### **No. 3 Control and Reporting Unit (3 CRU)**

3 CRU provides a fighter control and air-battle management service to support ADF objectives, and is responsible for elements of Electronic Warfare and Air Defence System Development. These tasks are conducted by 3 CRU in the Williamtown area, and also from RAAF Base Tindal, NT, with the ability to use current technology and procedures to support activities anywhere in Australia. Despite being focused on fixed-site operations from its Williamtown and Tindal facilities, 3 CRU's control and reporting post maintains a significant deployable capability, utilising the deployable Tactical Air Defence Radar AN/TPS-77. 3 CRU also provides critical maintenance of deployable

tactical communications capabilities to support Fighter Control and Air-Battle Management; and Deployable Electronic Support systems to assist in the surveillance and identification of the air picture.

### **Surveillance and Control Training Unit (SACTU)**

SACTU was formed at Williamtown on 9 August 1999. With about 60 personnel, the unit conducts basic and postgraduate training for Air Combat Officer (Air Battle Managers) and Air Surveillance Operators, as well as specialist technical training for maintainers employed within 41 WG. The unit consists of four training sections – Air Battle Management Training, Postgraduate Training, Air Surveillance Training and Technician Training – and support elements in Training Development and Administration. The unit conducts air battle management and air surveillance operator courses for eight to ten students and run for 11–17 weeks.

Training combines a mixture of theory and practical instruction. After graduation, students are posted to operational units throughout the SRG. Air Combat Officers (Air Battle Managers) return to SACTU throughout their careers to undertake various levels of postgraduate training. In addition to Air Battle Management and Air Surveillance Training, SACTU conducts approximately 50 technical training courses a year of varying length and student numbers. This training provides participants with the necessary skills and knowledge to manage and maintain technical equipment within 41 WG.

### **No. 44 Wing (44 WG)**

44 WG's mission is to deliver Joint Battlefield Airspace Control and Air Navigation Services for ADF operations and national tasking. 44 WG provides the tactical control of forward airfields and the control, coordination and deconfliction of battlefield airspace and

aviation activity throughout the ADF's area of operations both ashore and afloat. This capability is provided within Australia and when deployed overseas. Additionally, 44 WG is responsible for the delivery of Air Base Air Traffic Services and Air Navigation Services to all three arms of the ADF and to a significant proportion of the civil aviation community. 44 WG personnel have been actively involved in recent operations with controllers deployed to Sudan, East Timor, Iraq/Middle East, Solomon Islands and Indonesia on active, peacekeeping and humanitarian missions.

### **HQ 453 SQN**

453 SQN was reformed in December 2010. Located at RAAF Williamtown, HQ 453 SQN is a small nucleus comprising the CO, XO/SENGO, ADMINO, O/R and CAMM2 maintenance management cells. The headquarters' principle function is to guide, manage, support and report on SQN operational capability and output. HQ 453 SQN exercises command and control over six Air Traffic Control / JBAC Flights located at Williamtown, East Sale, Edinburgh, Richmond, Nowra and Pearce.

### **No. 453 Squadron – Williamtown Flight (453 SQN WLM FLT)**

453 SQN WLM FLT provides Air Base Air Traffic Services for RAAF Base Williamtown / Newcastle Airport. The Flight has more than 50 personnel, split almost evenly between Joint Battlefield Airspace Controllers (JBAC) and Maintenance Section (MAINT) technical and support staff. When the Williamtown airspace is active, we are responsible for all aircraft movements, civil and military, that utilise the airfield. Several of the Flight's controllers and technicians have served in operational theatres. JBAC is a relatively new term. Whilst JBACs are trained and qualified in all facets of air traffic control, the name change reflects our flexibility to provide safe and efficient use of airspace in all arenas

### **No. 42 Wing (42 WG)**

42 WG was reformed on 1 January 2006. The decision was in line with the Chief of Air Force's vision for the Wedgetail Airborne Early Warning and Control (AEW&C) capability for the Air Force, with No. 2 Squadron supporting the aircraft and project. 42 WG delivers the AEW&C capability in independent air operations, and enables and supports operations in maritime and land environments.

### **No. 2 Squadron (2 SQN)**

2 SQN provides the ADF with a significant operational capability not only for the defence of Australia, but for tasks involving support to the civil community and coalition operations. The AEW&C aircraft represents a completely new capability for the ADF. AEW&C provides a platform that will gather information from a wide variety of sources, analyse it and distribute it to all friendly air and surface assets. AEW&C will control the tactical battle space, providing direction for fighter aircraft, surface combatants and land-based elements, as well as supporting aircraft such as tankers and intelligence platforms. The AEW&C crew comprises two pilots and several mission crew. Mission crew are drawn predominantly from the present ground-based Control and Reporting Units, Royal Australian Navy, Maritime Patrol Group and other ADF specialisations as mission requirements dictate. Some members have already gained AEW&C experience on aircraft operated by the USAF, USN and RAF. 2 SQN took delivery of the first two Wedgetail aircraft on 26 November 2009 which marked a huge achievement for the AEW&C Project and a significant turning point in 2 SQN's focus. They have since taken delivery of two more aircraft and are awaiting the final two.

---

## Combat Support Group (CSG)

---

### **No. 381 Expeditionary Combat Support Squadron (381 ECSS)**

The motto of 381 ECSS – ‘Lead the way’ – reflects the expeditionary nature of the squadron and its role as one of the first Air Force units to deploy in support of ADF operations. 381 ECSS is an expeditionary focused unit that is constantly busy balancing the demands of providing base support to Williamtown and deploying large proportions of its squadron on exercises and operations within Australia and overseas. Being an expeditionary unit, members posted to 381 ECSS undergo regular training and develop military skills sets in a deployed environment on numerous exercises throughout the year to enable them to fulfil their wartime roles when called on. During peak periods, 381 ECSS has had over one-third of its members deployed while still being responsible for providing combat support to an Air Force base with one of the highest rates of flying efforts. Since the commencement of the CSG restructure on 1 July 2010, some 381 ECSS sections still maintain both fixed base and expeditionary roles, with Commanding Officer (CO) 381 ECSS providing this support to CO 26 SQN. The squadron provides operational services including security police, military working dogs, ground defence, explosive ordnance disposal, physical training, and mechanical equipment operations and maintenance. It is also responsible for the management of aircraft arrester systems, aircraft refuelling, and the maintenance of the transport fleet, driver training, catering and ground electronics at the base.

### **No. 1 Airfield Operations Support Squadron (1 AOSS)**

1AOSS Detachment Williamtown (Det WLM) processes approximately 500 aircraft movements a year, receiving 227 tonnes (500,000 pounds) of cargo and dispatching 272 tonnes (600,000 pounds), on average. The tempo increases when assisting the squadrons to deploy their equipment and personnel for exercises and on operations. The ADF aircraft utilised for transportation is the C-130 Hercules, C-17 Globemaster and in the near future, the KC-30.

### **No. 2 Expeditionary Health Squadron (2 EHS)**

2 EHS provides both garrison (local) and operational (global) health support to ADF members. This includes specialised functions such as aviation medicine, airfield crash response and environmental health support.

As part of its expeditionary function, 2 EHS is able to deploy health elements at very short notice to locations within Australia and overseas (including aero medical evacuation support). This is primarily in support of ADF troops, but may also provide assistance and support to civilians. In the last 10 years, 2 EHS has been involved in East Timor, Bali bombings assistance, Indonesian tsunami assistance, Pakistan earthquake relief, Papua New Guinea assistance, Samoa assistance, and continued support to Middle Eastern operations.

### **No. 26 (City of Newcastle) Squadron (26 SQN)**

26 SQN was formed at RAAF Base Williamtown on 1 July 1981. The squadron was originally formed after a government decision to increase the size of the RAAF Active Reserve (RAA-FAR), plus to broaden its capability to more effectively support host bases and RAAF operations in general. Until 30 June

2010, 26 SQN was primarily focused on the training of Reserve members as well as providing some specific Reserve support, such as pay administration, to all Newcastle-based RAAFAR.

On 1 July 2010, 26 SQN become part of the Combat Support Group (CSG) and merged with a small element of 381 ECSS centred around the Air Base Command Post (ABCP). At the same time, 26 SQN commenced the transition into a new and wider-reaching role. Although retaining responsibilities for the provision of some specific Reserve support functions, 26 SQN's primary role is now focused on fixed-base management for RAAF Base Williamtown. 26 SQN is responsible for the coordination and management of base-wide activities, primarily to enable the conduct of air operations from RAAF Base Williamtown. Until the next phase of the CSG restructure is complete, 381 ECSS and 26 SQN will jointly share fixed-base support responsibilities at RAAF Base Williamtown.

---

## Defence Materiel Organisation (DMO)

---

### **Tactical Fighter Systems Program Office (TFSP0)**

TFSP0 was formed in August 2000 and is part of the Aerospace Combat Systems Branch within the DMO. TFSP0 is responsible for managing the acquisition and through-life support of the F/A-18A/B Hornet, F/A-18F Super Hornet and Hawk aircraft and their associated systems operated by the ACG in support of the ADF's capability for tactical fighter operations. TFSP0's workforce of approximately 240 people is derived from a combination of RAAF, Australian Public Service and contract personnel.

### **Ground Telecommunications Equipment Systems Project Office (GTESPO)**

GTESPO comprises about 160 personnel (Air Force and civilians) and is part of the Surveillance and Control Branch within the DMO. GTESPO is responsible for providing through-life support, acquisition and technical integrity assurance services for various airspace surveillance, control and communications systems and equipment. While the majority of personnel are based at RAAF Base Williamtown, the SPO also has personnel located in Brisbane, Canberra and overseas.

### **Airborne Early Warning and Control Systems Program Office (AEWCSP0)**

AEWCSP0 was established in January 2006 and delivers the in-service support environment for the AEW&C capability, also known as Project Wedgetail. AEWCSP0 works alongside Commonwealth and industry partners to deliver AEW&C sustainment. We are a DMO organisation and work closely with our customers, 42 Wing and No. 2 Squadron, which report to Surveillance and Response Group (SRG). AEWCSP0 took delivery of the first four Wedgetail aircraft in 2010 and expect incremental delivery of the remaining aircraft by early 2012.

---

## Air Force Headquarters (AFHQ) Agencies

---

### **Air Force Improvement Williamtown (AFI WLM)**

AFI has been established to develop a system of continuous improvement that will identify and implement initiatives that reduce the overtasking of our people, optimise the use of available resources and create the capacity to enable the introduction of new capabilities in the Defence Capability Plan. AFI comprises six regional-based

teams, with three to seven members each, and a program office located in Canberra. AFI staff at the various base locations are the supporting team engine room through which real improvements are facilitated and sustained at the base level. In Williamstown, a team of six to seven provides AFI services to Air Combat Group, Surveillance and Response Group and other Defence programs

---

## Defence Support Group (DSG)

---

### **Defence Support – Northern New South Wales (DS-NNSW)**

DSG provides the total living and working environment for Defence through a range of operational, training, support and administrative elements on every base, supporting Defence's people, systems and sites across Australia and internationally. The DS-NNSW region includes Central Sydney, including Victoria Barracks, west to the South Australian border and north to the Queensland border – with regional offices located at Defence Plaza Sydney in the Sydney central business district (CBD), the Holsworthy Army Barracks and RAAF Base Williamstown. The Base Support Manager (BSM) RAAF Base Williamstown works in conjunction with the various DS-NNSW elements to deliver products and services to those units receiving DSG support, and is responsible for the immediate first-line interaction to deliver products and services to the base. Under the Base Accountability Model, the BSM is also responsible for coordination of whole-of-base security, emergency management and WHS, and in conjunction with the Senior ADF Officer on the base is a cosignatory to all Base Standing Instructions and Whole-of-Base Plans.

The majority of the Defence Support – Williamstown products and services can be

accessed through the Customer Service Centre – Williamstown, which is located in Building 195. Alternatively, information can be accessed by calling Tel: 1800 333 362 (1800 DEFENCE), or visiting Intranet: <http://intranet.defence.gov.au/dsg/dsgonline/>.

---

## Miscellaneous Agencies

---

### **The Joint Warfare, Doctrine and Training Centre (JWDTC)**

The Joint Warfare, Doctrine and Training Centre (JWDTC) is a tri-Service unit located at the Hunter Campus of the Australian Defence College at RAAF Base Williamstown, approximately 30 km north of Newcastle. The mission of the JWDTC is to review and develop joint doctrine, deliver joint individual warfare training, and provide simulation support to selected stakeholders in order to enhance current and future joint, multi-agency and international engagement capability. The key outputs are:

- The Doctrine Centre facilitates, develops and publishes ADF Joint Doctrine.
- The Training Centre develops and delivers individual joint warfare training in the interpretation and application of Joint Operational Doctrine:
- Introductory Course (learn Defence capabilities) – Introduction to Joint Operations
- Foundation Course (plan operations) – Joint Operations Planning Course
- Specialist Courses (enable operations):
  - Joint Support Planning: Logistics, Health, Movements
  - Joint Effects Planning: Information Operations, Joint Fires
  - Joint Targeting

- Civil–Military Cooperation Planning
- Amphibious Operations Planning
- The Training Technology and Simulation Centre develops and delivers simulation and IT support for joint training.

The vision of the JWDTTC is to deliver training and doctrine to the right audiences in the right format at the right time, and therefore be acknowledged by Defence and multi-agency stakeholders as an essential contributor to preparedness, capability and international engagement.

### **The Peace Operations Training Centre (POTC)**

The Australian Defence Force Peace Operations Training Centre (ADF POTC) is co-located with the JWDTTC at RAAF Base Williamtown, approximately 30 km north of Newcastle. The mission of the ADF POTC is to deliver peace operations training to ADF and foreign military trainees, in Australia and abroad, in compliance with UN training guidance – in order to meet UN Military Expert on mission obligations, enhance ADF international engagement, and support Australia’s national interests. Working closely with peace operations stakeholders in Australia and abroad, the ADF POTC delivers peace operations training, including resident and distance UN courses, deployable mobile training teams, and peace operations exercises (both at home and overseas). The ADF POTC’s foundation course is the United Nations Military Observers’ Course, which it delivers in Australia and other countries. The vision of the ADF POTC is to be recognised by the United Nations, international peace operations institutions and the multi-agency community as a vital contributor to peace operations preparedness and global stability.

### **No. 335 Squadron – Australian Air Force Cadets**

No. 335 Squadron – Australian Air Force Cadets parades at RAAF Base Williamtown every Tuesday (during school term) from 6.15 pm to 9.30 pm. Young people who have attained the age of 13 but not the age of 18 years may join. The organisation helps to foster their interest in aviation. The subjects studied are interesting and varied, and activities include flying days, field camps and range shoots.

---

### Base Amenities

---

The following services are located on RAAF Base Williamtown:

Aurora’s Unisex Hairdresser  
Tel: (02) 4034 7632

Australian Defence Credit Union (ADCU)  
Tel: (02) 4034 7559

Barber  
Tel: (02) 4034 7631

Defence Force Credit Union (Defcredit)  
Tel: (02) 4034 7634

Frontline (Canteen)  
Tel: (02) 4034 7627

Post Office  
Tel: (02) 4034 7635

Mechanic  
Tel: (02) 4034 7652

Mess facilities as well as an indoor sports centre, tennis courts, sports fields and a swimming pool are also located on the base.

# Education

## **NSW Government Schools**

### **Term Dates – 2012**

Term 1: Friday 27 January – Thursday 5 April

Term 2: Monday 23 April – Friday 29 June

Term 3: Monday 16 July – Friday 21 September

Term 4: Monday 8 October – Friday 21 October

### **Regional Education Liaison Officer (REDLO)**

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

The DCO booklet, *Education – New South Wales*, is available from the REDLO and contains information about preschool, primary, secondary and tertiary education in NSW. 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 the Defence School Transition Aide Program, which provides support to the children and families of Defence members, particularly when moving in and out of a school on posting or when a parent is absent from home.

Defence funds Defence School Transition Aides (DSTAs) in a number of primary schools in NSW. Staff are employed to assist families as they relocate to a new school. Their role includes:

- Assisting Defence parents and children to become familiar with the school and its facilities.

- Coordinating appropriate welcoming and farewelling activities for Defence children involving the school community.
- Monitoring Defence children's personal issues, such as friendship, peer groups and classroom difficulties.
- Contributing items of interest to the school newsletter.
- Providing opportunities for Defence families to meet other Defence families within the school community.
- Maintaining contact with Defence families who are enrolled in the 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.

Defence School Transition Mentors (DSTMs) are located in a number of secondary schools in the region where there are significant numbers of Defence families. Their role includes:

- Assisting young people from Australian Defence Force families to integrate into the school community.
- Coordinating appropriate welcoming and farewelling strategies for young people of Australian Defence Force families.
- Supporting students to develop their self-confidence and resilience.
- Encouraging young people to explore options and make the most of opportunities.
- Assisting young people in managing the challenges of transitions.
- Referring students where necessary to appropriate student support services.

- Identifying the issues and needs of individual students.
- Developing and implementing programs and resources that address issues and needs.
- Monitoring students' day to day social and emotional wellbeing.
- Supporting young people at school during times of parental absence from home for service requirements.
- Facilitating student participation in cultural, sporting, academic and personal development programs.
- Linking students to school and community programs.
- Raising awareness of Defence-related issues facing students, such as parental absence due to service requirements.

For information about which schools employ DSTAs and DTMs, contact the REDLO.

#### **REDLO NSW**

Tel: (02) 9393 3316

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

The NSW Department of Education and Training (DET) has a very informative website, Internet: [www.det.nsw.edu.au](http://www.det.nsw.edu.au). You will be able to access information on the department's policies on attendance, uniforms, discipline etc. There are also articles on how parents can assist their child's education, the different types and locations of schools, the structure of the education system and so on.

The NSW Board of Studies has the responsibility for the curriculum taught in schools in this state. It is also responsible for the School Certificate and Higher School Certificate examinations and awards. For all syllabuses and further information about the Board, go to Internet: [www.boardofstudies.nsw.edu.au](http://www.boardofstudies.nsw.edu.au). There is also a website specialising in the primary curriculum at Internet: [www.bosnswk6.nsw.edu.au](http://www.bosnswk6.nsw.edu.au).

The Universities Admissions Centre (UAC) website contains information about entry to university, the courses available, and contact details for the various universities.

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

TAFE NSW will provide information on over 1,200 courses at 130 locations across the state.

Internet: [www.tafensw.edu.au](http://www.tafensw.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 child care centres across Australia that participate in the National Childcare Accreditation Council Quality Improvement Program. These centres are managed by B4Kids Pty Ltd and are required to meet the State/Territory Child Care Regulations for licensing and the requirements for the Child Care Benefit (CCB). The centres provide priority of access to Defence families in accordance with Defence's Priority of Access (POA) guidelines.

A full list of the centres and the Defence POA guidelines are available on the DCO website.

### National Enrolment Call Centre

The B4Kids Enrolment Call Centre can be contacted on Tel: 1300 265 600, for Defence families to:

- access placements in Defence child care centres
- book child care in the preferred location in advance of relocating to that area

- receive information on other centres in the general line of travel between work and home, if child care is not available in the family's preferred centre
- receive information regarding employment in Defence child care centres.

### Family Day Care

Family day care is home-based child care by a qualified, monitored family day care provider. You can contact the schemes in your area through Family Day Care Australia on 1800 621 218.

### Handy Contacts

#### Defence Community Organisation

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

#### B4Kids Pty Ltd

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

Tel: 1300 265 600 or (07) 3326 5600

#### Child Care Access Hotline

– provides up-to-date information about child care options and locations

Tel: 1800 670 305

#### Department of Education, Employment and Workplace Relations (DEEWR)

– Office of Early Childhood Education and Child Care

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

#### MyChild Hotline

Tel: 13 36 84

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

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

#### Family Day Care Australia

Tel: (02) 4320 1100 or 1800 621 218

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

## Local Contact Details

Williamstown Child Care Centre (Defence priority centre)

Building 589, McNamara Dr

RAAF Base Williamstown

Tel: (02) 4034 0342

Fax: (02) 4034 6732

Port Stephens Five Star Family Day Care

Tel: (02) 4987 1203

Email: [fdc@portstephens.nsw.gov.au](mailto:fdc@portstephens.nsw.gov.au)

Maitland Family Day Care

Tel: (02) 4934 5716

Email: [admin@maitlandfdc.com.au](mailto:admin@maitlandfdc.com.au)

Newcastle Family Day Care

Tel: (02) 4904 3477

Email: [family@ncc.nsw.gov.au](mailto:family@ncc.nsw.gov.au)

A full list of childcare services is available from the local DCO on request.

# 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 on this page) can assist you in addressing and resolving your concerns.

<b>Area</b>	
Hunter	
<b>Names</b>	
Roger Lamothe	Neysa Johnston
<b>Telephone</b>	
(02) 4034 6964	(02) 4034 9565
<b>Mobile</b>	
0413 728 512	0429 127 082
<b>Fax</b>	
(02) 4034 6972	(02) 4034 6972

---

## Toll Transitions

---



Toll Transitions provide Defence members and their families with a total relocation service.

Your Toll Transitions case manager will assist you with your relocation requirements including travel, temporary accommodation, removal, storage and payment of your relocation allowances and entitlements.

You will receive a "Your Defence Relocation Guide", from Toll Transitions giving you detailed information to assist you with your relocation. You are also able to download this guide from the Toll Transitions website.

You can complete your Pre-AFR, AFR and inventory online at the Toll Transitions website [www.tolltransitions.com.au/defence](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**

---

## 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 on 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)**

# Health

---

## Ambulance Cover

---

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

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

Emergencies

Tel: 000

Bookings

Tel: 13 12 33

---

## Hospitals and Health Services

---

### Hunter Health Services

Hunter New England Health provides a range of health services to the people of the Hunter region, including public health, health promotion, community health, acute hospital, aged, mental health, rehabilitation and palliative care services.

Hunter HealthLink

24-hour Hunter Health Service Information

Tel: 1800 063 635

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

### Public Hospitals

Belmont Hospital

Croudace Bay Rd, Belmont

Tel: (02) 4923 2000

Calvary Mater Newcastle Hospital

Edith St, Waratah

Tel: (02) 4921 1211

James Fletcher Hospital

Watt St, Newcastle

Tel: (02) 4924 6500

John Hunter Hospital

(including the John Hunter Children's Hospital)

Lookout Rd, New Lambton

Tel: (02) 4921 3000

Maitland Hospital

550–560 High St, Maitland

Tel: (02) 4939 2000

Royal Newcastle Centre

Lookout Rd, New Lambton

Tel: (02) 4921 3000

Tomaree Community Hospital

Trevally St, Nelson Bay

Tel: (02) 4984 0700

### Private Hospitals

Christo Road Private Hospital

219 Christo Rd, Waratah

Tel: (02) 4967 2466

Hunter Valley Private Hospital

20 Mawson St, Shortland

Tel: (02) 4944 3777

Lake Macquarie Private Hospital

3 Sydney St, Gateshead

Tel: (02) 4943 3122

Lingard Private Hospital

23 Merewether Rd, Merewether

Tel: (02) 4969 6799

Maitland Private Hospital

Chisholm Rd, East Maitland

Tel: (02) 4933 8400

Newcastle Private Hospital  
14 Lookout Rd, New Lambton Heights  
Tel: (02) 4941 8400

NIB Private Hospital  
2 Lookout Rd, New Lambton Heights  
Tel: (02) 4957 0099

Toronto Private Hospital  
Cnr Cary St & Excelsior Pde, Toronto  
Tel: (02) 4950 4477

Warners Bay Private Hospital  
Fairfax Rd, Warners Bay  
Tel: (02) 4958 4288

### **Kaleidoscope Children's Health Network**

Kaleidoscope Children's Health Network encompasses the John Hunter Children's Hospital as well as a wide range of community-based services, and mental and dental health. For a full list of services and locations across the region please see the website:

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

John Hunter Children's Hospital  
Tel: (02) 4921 3670

Wallsend Kaleidoscope  
Tel: (02) 4924 6280

### **RAAF Base Williamstown Medical Section**

Williamstown Medical Section provides outpatient and small inpatient facilities for currently serving ADF members only.

Tel: (02) 4034 7407

### **Medical Practitioners**

Doctors and medical centres are listed in the Newcastle Yellow Pages under the heading 'Doctors – Medical Practitioners'. Most medical practitioners in the area do not bulk bill. Specialist practitioners are also available, however you may need a referral from a general practitioner (GP).

### **GP Access After Hours**

This service provides after-hours telephone advice and GP after-hours care through its Advice Line located in Newcastle and five clinics located at Belmont Hospital, John Hunter Hospital, Maitland Hospital, Newcastle Community Health Centre and the Toronto Polyclinic. The service bulk bills, although there can be out-of-pocket expenses for some pathology tests.

Tel: 1300 130 147

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

GP After-hours Clinic operates:

Monday to Friday, 6.00 pm to 11.00 pm

Saturday, 1.00 pm to 11.00 pm

Sunday, 9.00 am to 11.00 pm

Public holidays, 9.00 am to 11.00 pm

Telephone advice and medical assistance is available:

Monday to Friday, 6.00 pm to 8.00 am

Weekends; Saturday, 1.00 pm to Monday, 8.00 am

Public holidays, 8.00 am to 8.00 am the next day

---

### **After-Hours Chemist**

---

A full list of chemists open after 6.00 pm weeknights and on the weekends is available at Internet: [www.gpaccess.com.au](http://www.gpaccess.com.au).

# 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 and 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)

Newcastle Area

Cheryl Jones

Tel: (02) 4982 8882

Email: [cheryl.jones@dsnsg.org.au](mailto:cheryl.jones@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.

DFA's National Conference is held annually and provides an opportunity for face-to-face time where we discuss and develop feedback from all regions. We liaise with Defence stakeholders and work with areas that support ADF families. Together, as a team, solutions, additions, improvements and initiatives are created for ADF families.

### **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**

---

## Williamstown Support Groups

---

### **Williamstown Craft Group Inc.**

The craft group is both a craft and social group who meet at the Kitty Hawk Club on the base every Wednesday, 10.00 am to 12.00 pm (except school holidays). Child minding is available for a small charge, and tea and coffee are provided.

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

Internet: [www.williamtowncraftgroup.zoomshare.com](http://www.williamtowncraftgroup.zoomshare.com)

### **RAAF Williamstown Playgroup Inc.**

The playgroup is a great opportunity for children to learn, develop and meet other children, and for parents or carers to share ideas and make new friends. The playgroup operates from their hut on Henderson Drive on base, on Tuesdays and Thursdays from 10.00 am to 12.00 pm.

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

### **Williamstown Umbrella Support Group Inc.**

This group manages a number of activities, including The Buzz Community Newsletter, the Williamstown Toy Library and the Williamstown Welcome Baskets.

#### **The Buzz Community Newsletter**

Operating under the Umbrella group, The Buzz is a community newsletter produced by a team of volunteer spouses for the information of members and their families in the Williamstown area.

Internet: [www.thebuzznews.webs.com](http://www.thebuzznews.webs.com)

Email: [thebuzz@live.com.au](mailto:thebuzz@live.com.au)

### **Williamstown Toy Library**

Located in the DCO Building on RAAF Base Williamstown, the toy library has a fantastic range of indoor and outdoor toys for children of all ages, as well as books, DVDs and resource books for parents – all available for loan at a very low cost. Open every second Monday (the Monday that follows pay day) from 10.30 am to 12.30 am.

Internet: [www.wlmtoylibrary.zoomshare.com](http://www.wlmtoylibrary.zoomshare.com)

Email: [wlm.toylibrary@hotmail.com](mailto:wlm.toylibrary@hotmail.com)

### **Williamstown Welcome Baskets**

This group packages and distributes a grocery bag full of useful items to families during their relocation.

Email: [Williamstown.welcomebasketsgroup@y7mail.com](mailto:Williamstown.welcomebasketsgroup@y7mail.com)

For more information about these activities or to volunteer please contact the Williamstown Umbrella Support Group.

Email: [wlm\\_usg@yahoo.com](mailto:wlm_usg@yahoo.com)

### **Buddies in the 'Burbs**

Buddies in the 'Burbs are Defence partners who are willing to support others in their local area by planning social activities, and linking families in their local communities. These activities allow partners to meet one another, form friendships, offer support and share local knowledge. Our local Buddies are volunteers and each group is run independently. Buddies are currently located in the following areas:

- Newcastle
- Maitland
- Raymond Terrace
- Salamander Bay
- Singleton

Please call DCO Hunter for the contact details of the Buddy in your area.

# Local Community

## Local Area Information

As Australia's sixth-largest city, Newcastle offers all the benefits and amenities of a large city, but with all the friendliness of a regional town. Newcastle City has a population of approximately 141,700, with the Hunter region home to more than 986,000 people.

Newcastle boasts wonderful beaches, for a full spectrum of water sports, a favourable climate and a casual lifestyle. Newcastle is located on the east coast of NSW, two hours by train or car and 30 minutes by plane from Sydney.

Australia's second-oldest city, Newcastle is a city rich in cultural heritage. It is Australia's largest regional city and the 'capital of the Hunter Valley'. Newcastle is a city surrounded by 10 magnificent beaches, picturesque parks, history and culture.

Numerous attractions are within easy access of Newcastle and include everything from rainforests and wilderness areas to extensive vineyards. Sporting, leisure and social activities play a major role in the lives of the regional community. Those people fortunate enough to be posted to Williamstown will find that local clubs and organisations cater for every imaginable need. The Newcastle area enjoys an enviable reputation for its fine restaurants. Entertainment to satisfy most tastes is available at the many theatres and sporting clubs.

Should you wish to look beyond the Hunter region when planning your recreational breaks, the Sydney area offers almost inexhaustible attractions.

## Climate

Average rainfall: 1,121mm

Average temperatures, January: 18 °C to 28 °C

Average temperatures, July: 6 °C to 17 °C

These figures relate to conditions at RAAF Base Williamstown. The coastal areas receive more rainfall than the average, whereas the inland areas around Maitland receive less. The inland areas around Maitland also experience slightly cooler and hotter temperature averages.

During the colder months (June to August), the area comes under the influence of strong westerly winds. The Williamstown area is prone to fog in the autumn and winter months, often making driving conditions extremely hazardous.

# Essential Services

## Electricity and Gas

### ■ AGL

Accounts and enquiries  
Tel: 13 12 45

Gas emergencies  
Tel: 13 19 09

### ■ Energy Australia

General enquiries  
Tel: 13 15 35

Emergencies (loss of power)  
Tel: 13 13 88

For free and impartial price comparisons on your local utility providers go to  
Internet: [www.choiceswitch.com.au](http://www.choiceswitch.com.au).

## Water

Hunter Water Corporation

Accounts and general enquiries  
Tel: 1300 657 657

24-hour emergency and service faults  
Tel: 1300 657 000

## Councils

Lake Macquarie City Council  
126–138 Main Rd, Speers Point  
Tel: (02) 4921 0333  
Internet: [www.lakemac.com.au](http://www.lakemac.com.au)

Maitland City Council  
285–287 High St  
Tel: (02) 4934 9700  
Internet: [www.maitland.nsw.gov.au](http://www.maitland.nsw.gov.au)

Newcastle City Council  
282 King St, Newcastle  
Tel: (02) 4974 2000  
Internet: [www.newcastle.nsw.gov.au](http://www.newcastle.nsw.gov.au)

Port Stephens Council  
116 Adelaide St, Raymond Terrace  
Tel: (02) 4980 0255  
Internet: [www.portstephens.nsw.gov.au](http://www.portstephens.nsw.gov.au)

## Rubbish Collection

For information on rubbish collection to service residence areas, please contact your local council.

## Waste Transfer Stations

Salamander Bay  
Soldiers Point Rd  
Tel: (02) 4982 7514  
Open: Monday to Friday, 7.00 am to 3.30 pm  
Sunday, 8.00 am to 2.00 pm

Lemon Tree Passage  
Lemon Tree Passage Rd  
Tel: (02) 4982 4633  
Open: Wednesday, 7.00 am to 3.30 pm  
Sunday, 8.00 am to 11.00 am

Port Stephens Waste  
Tel: (02) 4983 4100  
Open: Monday to Friday, 6.00 am to 4.30 pm  
Saturday, 8.00 am to 2.00 pm  
Sunday, closed

Maitland  
Mt Vincent Waste Disposal Site  
Tel: (02) 4934 1888  
Open: 8.15 am to 4.00 pm (seven days)

Wallsend  
Summerhill Waste Management Centre  
Minmi Rd  
Tel: (02) 4985 6600 (weekdays only)  
Open: Weekdays, 7.30 am to 5.00 pm  
Weekends and public holidays, 9.00 am to 3.00 pm

# General Services

---

## **Australia Post**

For information regarding your nearest Post Office or postal enquiries.

Tel: 13 13 18

## **Australian Taxation Office**

Personal Tax Infoline

Tel: 13 28 61

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

## **Centrelink**

Appointments

Tel: 13 10 21

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

Offices are located at:

Charlestown – 331 Charlestown Rd

Newcastle West – 279 King St

Maitland – 226 High St

Mayfield – 188–194 Maitland Rd

Nelson Bay – 18–20 Yacaaba St

Raymond Terrace – 39 Sturgeon St

## **Electoral Commission**

Australian Electoral Commission

Tel: 13 23 26

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

NSW Electoral Commission

Tel: 1300 135 736

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

## **Police Stations**

In case of an emergency, Tel: 000.

Local offices:

Beresfield

Tel: (02) 4942 9899

Charlestown

Tel: (02) 4942 9999

Lemon Tree Passage

Tel: (02) 4982 4753

Maitland

Tel: (02) 4934 0200

Nelson Bay

Tel: (02) 4981 1244

Newcastle

Tel: (02) 4929 0999

Raymond Terrace

Tel: (02) 4983 0599

Waratah

Tel: (02) 4926 6599

## **State Emergency Service**

Region Headquarters – Hunter Region

72 Turton Rd, Metford

Tel: (02) 4931 3222

Maitland Office

Tel: (02) 4015 2000

Port Stephens Office

Tel: (02) 4987 2235

Newcastle Office

Tel: (02) 4940 8064

Lake Macquarie Office

Tel: (02) 4946 3600

Emergency assistance in flood and storms

Tel: 13 25 00

## Shopping Centres

- **Charlestown Square**  
Pearson St, Charlestown
- **Kotara Homemaker Centre**  
30 Northcott Dr, Kotara
- **Maitland City Centre**  
409 High St, Maitland
- **Raymond Terrace Market Place**  
William St, Raymond Terrace
- **Salamander Bay Shopping Centre**  
2 Town Centre Cct, Salamander Bay
- **Stockland Glendale**  
387 Lake Rd, Glendale
- **Stockland Green Hills**  
Molly Morgan Dr, East Maitland
- **Westfield Kotara**  
Cnr Park Ave & Northcott Dr, Kotara

Several other smaller suburban centres are located throughout the area.

## Visitor Information Centres

A great place to start when looking for information on the area's attractions, lodgings, maps and other items relevant to tourism.

Hunter Valley Wine Country Tourism  
Tel: (02) 4990 0900

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

Lake Macquarie Tourism  
Tel: (02) 4921 0740 or 1800 802 044

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

Maitland Visitors Information Centre  
Tel: (02) 4931 2800

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

Port Stephens Visitors Information Centre  
Tel: (02) 4980 6900

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

Nelson Bay Tourism  
Tel: (02) 4984 1855 or 1800 808 900

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

Newcastle Tourism  
Tel: (02) 4974 2999 or 1800 654 558

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

# Transport

## Driver's Licences and Car Registration

NSW licences and car registrations are issued by the Roads and Traffic Authority's (RTA's) Motor Registries.

RTA offices are located at:

4 Garnett Rd, East Maitland  
30 Yacaaba St, Nelson Bay  
130 Parry St, Newcastle West  
53 William St, Raymond Terrace

For opening hours

Tel: 13 22 13

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

## Defence Driving Licence Scheme

With the exception of Victoria and the Northern Territory, Commonwealth, state and territory authorities have agreed to the implementation of 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 will be recognised throughout Australia and, therefore, no requirement will exist to change a driving licence solely because of a transfer interstate (be sure to update

your address details with your state/territory Licensing Body). On expiry, however, licences are to be renewed in the current state or territory of residence.

### ■ Car Registration

Registering a vehicle in NSW can be quite a daunting task – what with ‘Blue Slips’ and ‘Green Slips’, it can get quite confusing. Please read the following information carefully.

If you have a vehicle that is currently registered interstate, or has expired interstate registration, you will need to register it in NSW. You need to go to a motor registry, or send an authorised representative, to register the vehicle.

You will need to provide the following:

1. **Proof of your identity.**
2. **Proof of entitlement to register the vehicle** (To be exempt from stamp duty, the vehicle should be registered the same way as currently registered interstate. You must provide a current certificate of registration. If the certificate has been lost, an RTA Motor Registry can organise verification.)
3. **Proof of your residential address in New South Wales.**
4. **A Blue Slip** from an Authorised Unregistered Vehicle Inspection Station (AUVIS). A Blue Slip is an unregistered vehicle safety inspection report which proves that a vehicle has passed the required roadworthiness, design and identity standards. A Blue Slip is also used when interstate vehicles are registered in NSW, and sometimes when second-hand vehicles are selected for additional inspection – this might include interstate and/or imported and modified vehicles. These stations are usually mechanic shops and service stations, and are all around the local area. There is a small cost involved in obtaining a Blue Slip.

5. **A valid Green Slip** – a Green Slip or compulsory third-party (CTP) insurance protects vehicle owners and drivers who are legally liable for personal injury to any other party in the event of a personal injury claim made against you by other road users. It is compulsory in most states and territories for every vehicle using public roads to have a Green Slip. This must be done every year when the vehicle is registered. It is up to the consumer to find a CTP provider that suits them, so shop around and make sure you contact more than one CTP provider. Your CTP insurance covers you, your passengers, and other road users such as drivers, passengers, pedestrians and cyclists. It does not cover damage to property and other vehicles in the event of an accident – however it does cover human injuries caused from a trailer if you are towing.

6. **A completed Application for Registration form**, available from your local RTA office or online at Internet: [www.rta.nsw.gov.au](http://www.rta.nsw.gov.au).

7. **An engineer's certificate**, if the vehicle has been modified beyond the owner-certified level, or is an Individually Constructed Vehicle (ICV).

8. **Payment** for fees, taxes and charges.

All vehicles presented for registration may need to be inspected by the RTA's Vehicle Identification Inspection Unit (VIU). There is an additional fee for this inspection. If your vehicle needs a VIU inspection, you will be notified at the time of registration.

Registration and associated costs vary, depending on the tare and type of vehicle being registered.

Please note: When renewing registrations in NSW, the Blue Slip is replaced with a Pink Slip. A Pink Slip is a roadworthiness or safety inspection report for registered vehicles that

is valid for 42 days from the date of issue (for light vehicles). Your registration renewal papers will indicate if you need to have your vehicle inspected by an Authorised Inspection Station (AIS). Your vehicle must pass this test in order for it to be registered. All light vehicles require this unless they are exempt.

## **Public Transport**

### **■ Bus and Rail Services**

#### Transport Info Line

Provides information on bus and train timetables, track-work disruptions, fares, concessions, trip planning, bus stop locations, special events, news and general information.

Tel: 13 15 00

Internet: [www.131500.info](http://www.131500.info)

#### Countrylink

Tel: 13 22 32

Internet: [www.countrylink.info](http://www.countrylink.info)

#### Hunter Valley Buses (for Maitland, Raymond Terrace and Medowie services)

Tel: (02) 4935 7200

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

#### Newcastle Bus, Train and Ferry Information

Tel: 13 15 00

Internet: [www.newcastlebuses.info](http://www.newcastlebuses.info)

#### Port Stephens Coaches

Tel: (02) 4982 2940

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

### **■ Air Travel**

Newcastle Airport operates direct flights on a daily basis from Sydney, Brisbane, Melbourne and Canberra, as well as various regional centres.

#### Newcastle Airport – Williamtown

Tel: (02) 4928 9800

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

#### Qantas and Aeropelican

Tel: 13 13 13

#### Jetstar

Tel: 13 15 38

#### Norfolk Air

Tel: 1300 669 913

#### Brindabella Airlines

(flights to Canberra and Port Macquarie)

Tel: 1300 668 824

#### Tiger Airways

Tel: (03) 9335 3033

#### Virgin Australia

Tel: 13 67 89

### **■ Taxis**

#### Maitland, Beresfield and Raymond Terrace

Tel: (02) 4933 7333

#### Nelson Bay Taxi Service

Tel: (02) 4984 6699

#### Newcastle Taxis

Tel: 13 33 00

For those with speech or hearing difficulties, Newcastle Taxis has a fax booking service on Fax: (02) 4940 5910, and an internet booking service at Internet: [www.newcastletaxis.com.au](http://www.newcastletaxis.com.au).

### **■ Vehicle Assistance**

#### NRMA

#### Enquiries

Tel: 13 21 32

#### Emergency breakdown service

Tel: 13 11 11

# Pet Care

The *Companion Animals Act 1998* was introduced in NSW to protect pets, people and the wider community. It requires that all NSW dog and cat owners have their pets permanently identified and registered for life.

## Microchipping and Registration

Dog and cat owners are required to:

- have their animals implanted with a microchip by the time they are 12 weeks of age, at point of sale, or after change of ownership (whichever comes first)
- register their pets with the relevant NSW local council by six months of age.

Cats settled with their owners before the start of the *Companion Animals Act* on 1 July 1999 are exempt from lifetime registration. They must, however, be identified by either a microchip or a collar with a tag attached that shows their name and the address or phone number of their owner. Cats that are born before 1999 lose their exemption if they are impounded by the local council or if they are sold or given away.

When in a public place, dogs are required by law to have a collar around their neck with a tag attached showing their name and the address or phone number of their owner.

## Responsibilities of Dog Owners

If your dog is in a public place, it must be under the effective control of a competent person by means of an adequate chain, cord or leash. If your dog is being exercised in an approved off-leash area, it must always be under the effective control of a competent person. Contact your local council for details of off-leash areas. If your dog defecates in a

public place, it is an offence not to remove the faeces. Greyhounds must be muzzled at all times in a public place.

Dogs are not permitted in children's play areas, food preparation/consumption areas, school grounds, child care centres, shopping areas and wildlife protection areas.

## Responsibilities of Cat Owners

All cats must be identified by a form of identification that enables a local authority to ascertain the name of the cat and the address or telephone number of the owner. Cats are prohibited in wildlife protection areas and food consumption/preparation areas. You must ensure that your cat does not interfere with the peace, comfort or convenience of any person in any other premises or repeatedly damage anything outside the property on which it is ordinarily kept.

## Where to Get Further Information

Further information on companion animals can be found on the NSW Department of Local Government's website

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

Alternatively, contact your local council.

# Emergency Information

## **Police, Fire, Ambulance (emergency only)**

Tel: 000

## **Poisons Information**

Tel: 13 11 26

## **For emergency help in floods and storms, call the State Emergency Service (SES)**

Tel: 13 25 00

## **Be Prepared**

The SES is the lead response agency for floods and storms across NSW.

Preparing for these events is necessary to reduce the many costs associated with the damage that these events can cause. This includes financial, physical, environmental and psychological damage. These events can result in the loss of life. Being prepared can reduce your risk of damage.

These pages will assist you in being prepared for these events when they occur.

## **Storm Safe**

### **■ Preparing For and Coping With Storms**

Storms can happen anywhere and at any time of the year. In most areas of NSW, storms are most common during storm season (from October to the end of April), but it is important to stay ready all year round.

Severe storms can cause major damage. They can be accompanied by torrential rain, strong winds, large hailstones and lightning. Storms can cause flash flooding, they can un-roof buildings, and damage trees and power lines.

You can also be indirectly affected by storms, even if your property is not damaged. If access roads are cut or you have no power or telephone, you need to know what to do and where to turn for help.

The SES is responsible for dealing with storms in NSW. This includes planning for them and educating people about how to protect themselves and their property. During a storm, SES volunteers are responsible for managing storm debris, providing access to homes and businesses, making temporary repairs to storm-damaged structures, giving storm safety advice and rescuing people trapped or injured by storms.

## **Flood Safe**

### **■ Protecting Your Family and Property from Floods**

Flooding causes an average of \$128 million worth of damage in NSW annually. It is important to be aware of any flood risk that might exist where you live, where you have property and where you work.

Flooding is:

- relatively high water levels that overtop the natural or artificial banks in any part of a stream, river, estuary, lake or dam
- local overland flooding associated with drainage before entering a watercourse
- coastal inundation resulting from storm-induced super-elevated sea levels or large waves generated by storms.

## **Flash Flooding**

Flash flooding usually occurs in the headwaters of a stream and results in rapid rises in water levels in a short period of time. In places where the land is steep and close to the headwaters of watercourses or streams, flooding can happen within a few hours or less of heavy rainfall.

Although a warning of the chance of heavy rain might be possible, the arrival time and

depth of floodwater cannot normally be predicted. Flood depth can be many metres above the ground level, but flash flooding does not last more than a few hours.

It is often safer to stay inside a house than risk getting swept away in floodwater outside.

### Home Emergency Kit

#### ■ Preparing a Home Emergency Kit

A home emergency kit contains items that will assist you to respond in any emergency.

Your home emergency kit should contain:

- portable radio with spare batteries
- torch with spare batteries
- first aid kit
- candles and waterproof matches
- important papers, including emergency contact numbers
- copy of your family emergency plan
- waterproof bag for valuables.

If you are required to leave your property, place in your home emergency kit:

- a good supply of required medications
- any special requirements for babies, or the disabled, infirm and/or elderly
- strong shoes

- fresh food and drinks.

Keep your home emergency kit in a waterproof storage container. On a regular basis, check and restock items if you need to (remember to check use-by dates on batteries). Also, keep a list of emergency numbers on your fridge

### Bushfires

#### ■ Total Fire Ban Rules

During a Total Fire Ban, no fire may be lit in the open. Fire permits are suspended during a Total Fire Ban. This includes incinerators and barbecues that burn solid fuel; for example, wood or charcoal.

You may use a gas or electric barbeque, but only if:

- it is on a residential property within 20 m of the house or dwelling
- it is in a picnic area and the appliance is approved by the council, National Parks or State Forests
- it is under the direct control of an adult
- the ground within two metres of the barbecue is cleared of all materials that could burn
- you have an immediate and continuous supply of water available.

## Important Numbers

### Defence Services

All-hours Support Line  
(for Defence members and families)  
Tel: 1800 628 036

DCO Williamtown  
Tel: (02) 4034 6973

DCO Williamtown (after hours)  
Tel: 1800 801 026

1800 IM SICK (Defence only)  
Tel: 1800 467 425

Defence Housing Australia – Hunter  
Tel: (02) 4983 5300

Defence Housing Australia – Maintenance  
Hotline

Tel: 1300 366 615

Defence Service Centre

Tel: 1300 333 362

Defence Tax Hotline

Tel: 1800 806 053

Department of Veterans' Affairs

Tel: 13 32 54

Duty Chaplain

Tel: (02) 4964 7111

National Welfare Coordination Centre (NWCC)

Tel: 1800 801 026

RAAF Base Williamtown Base Main Switch

Tel: (02) 4964 7111

RAAF Base Williamtown Medical Section

Tel: (02) 4964 7407

Regional Education Liaison Officer (REDLO)

Tel: (02) 9377 3316

Veterans and Veterans Families Counselling  
Service

Tel: 1800 011 046

### **Community Services**

Alcohol and Drug Information Service NSW

Tel: 1800 422 599 (freecall)

AusPsych

Tel: (02) 4926 1688

beyondblue – National Depression Initiative

Tel: 1300 224 636

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

Crimestoppers Hotline

Tel: 1800 333 000

Employment Plus

Tel: (02) 4033 4800

Family Planning NSW

Tel: (02) 4929 4485

Hunter Gambling Counselling Service

Tel: (02) 4927 0196

Karitane (for help with babies)

Tel: 1800 677 961

Kids Helpline

Tel: 1800 551 800

Kids Kare Line (seven days, 2.45 pm to 10.45  
pm)

Tel: (02) 4921 2800

Legal Aid: Lawaccess

Tel: 1300 888 529

Lifeline

Tel: 13 11 14

Life Without Barriers

Tel: (02) 4013 4500

Family and Parents Line

Tel: 13 61 50

Parent Line (24-hour help)

Tel: 13 20 55

Relationships Australia

Tel: (02) 4940 1500 or 1300 364 277

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

The Hunter region covers a large geographic area, and within this area there exists many locally-based community support services, such as local community health centres, family support services, youth venues and many more. Please contact DCO Hunter for information on services within your area.



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