

# Welcome to Mt Isa

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## Welcome Message

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We hope that you enjoy your posting to Mt Isa, a place that is considered to be the ultimate location for exploring the amazing Australian Outback. Mt Isa is a vibrant and progressive city of more than 23,500 and has become the administrative, commercial and industrial centre of North West Queensland.

The residents of Mount Isa lack nothing when it comes to shopping. All of the shops and services that one would expect to find in a modern city can be found in Mount Isa. The major retail chains from Best & Less to Harvey Norman are represented together with a wide range of specialist retailers.

The medical and education facilities are modern and there is an array of sporting clubs, entertainment and activities accessible.

The DCO Welcome Booklet provides a range of community information that we hope you find useful during your posting. The Mount Isa Volunteer Resources Group also produces an excellent welcome pack and we encourage you to contact the group to request one (07 4749 0688). There is also a wealth of knowledge on the Mount Isa Chamber of Commerce website <http://www.mountisachamber.com.au/> and the Mt Isa City Council website <http://www.mountisa.qld.gov.au/web/guest>. Please contact your local DCO office prior to your posting for a suitability interview as is required.

DCO Cairns has professional staff available for assistance and they can be contacted on (07) 4053 9300. Office hours are 0830 to 1700 Monday to Friday. After hours emergency contact can be made through NWCC on 1800 801 026.

DCO staff visit Mt Isa once a year and will make regular phone and e-mail contact if requested.

If we can be of any assistance, please do not hesitate to contact us.

Karen Fitzpatrick  
Area Manager  
Defence Community Organisation  
Cairns (07) 4053 9300

# Defence Support Services

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## Defence Community Organisation (DCO)

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

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

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

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

### **Where To Find Us**

3 Jensen St, Manoora

Tel: (07) 4053 9300

Fax: (07) 4032 1340

Email: [dco.cairns@defence.gov.au](mailto:dco.cairns@defence.gov.au)

### **DCO Website**

The DCO website (Internet: [www.defence.gov.au/dco](http://www.defence.gov.au/dco)) provides Defence families with ready access to information on a broad range of ADF member and family topics.

### **After Hours Emergency Support**

The DCO office is open from 8.30 am to 5.00 pm, Monday to Friday. All requests for emergency DCO assistance outside these hours and on public holidays should be directed to the National Welfare Coordination Centre (NWCC) on Tel: 1800 801 026.

NWCC will not transfer callers directly to DCO but, where necessary, will pass a request for assistance to a DCO Duty Officer who will return the call. DCO assistance out of hours is available in emergency situations only. Any non-emergency cases are referred for follow-up assistance during normal business hours.

## Defence

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Mount Isa is host to one Defence Establishment. This establishment is D Coy - 51st Battalion Far North Queensland Regiment (51 FNQR).

### **Location of D Coy 51st FNQR Battalion**

Ryan Rd, Mt Isa  
Tel: (07) 4743 5044.

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## Overview of D Coy 51st FNQR Battalion

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Delta company has the largest area of responsibility in 51FNQR Battalion. The headquarters for D Coy is Mount Isa and there is also a Forward Mounting Base in Normanton.

The unit's task is to conduct reconnaissance and surveillance patrolling of the Gulf of Carpentaria and the inland area along the Barkly Tablelands. These tasks are achieved by liaising with local community and patrolling with long-range 4WD vehicles and especially designed small watercraft.

D Company members are mainly drawn from small, isolated communities such as Mornington Island, Burketown, Cloncurry, Karumba, Normanton and Croydon. As a Regional Force Surveillance Unit (RFSU) they value the indigenous soldiers for their extensive knowledge, personal network and resourcefulness.

Delta Company has 5 permanent ARA members and approximately 55 reserve members.

## Education

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### **Regional Education Liaison Officer**

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

The DCO booklet, *Education – 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.

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 system can be accessed at the following:

*Education Queensland*

Tel: (07) 4046 5222

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

*Diocesan Education Services*

Tel: (07) 4050 9700

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

*Independent Schools Queensland*

Tel: (07) 3228 1515

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

## Employment

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### The Partner Education and Employment Program (PEEP)

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#### **Take a PEEP at your future**

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

PEEP provides an education and employment allowance of \$12,000 for a ten-year period to assist recognised ADF partners to better position themselves for employment through a range of initiatives when posted with the ADF member.

The program has been developed in response to feedback received from the Defence Family Survey and an evaluation of the former Services Workforce Access Program for Partners (SWAPP) SELECT. Effective from 1 July 2010, PEEP replaces SWAPP SELECT.

Support available to partners includes assistance with: superannuation set-up; professional employment assistance; child care, education and training; personalised resume preparation; and professional re-registration expense payments.

The funding is capped at \$6,000 per posting for the agreed initiatives. Existing funding caps have been removed, apart from child care which remains capped at \$250 per child per posting. The requirement for training to be completed within 12 months has been eliminated to allow partners to undertake tertiary education to develop longer term career options.

#### **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 maybe 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 phone number supported by a team to assist partners in making the right choice about higher education and government loan options
- a flexible and 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 textbooks for the first five units
- extended online tutorial support.

## Looking for a job? Try Jobsearch

When seeking employment, ADF partners 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 form, please visit the DCO website.

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

# Children's Services

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## Defence Child Care Program

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The purpose of the Defence Child Care Program is to aid mobility by facilitating priority of access to child care for Defence families where the local community is unable to meet the demand for child care places. Accordingly, the program is focused on ensuring mobile Defence families can access some form of child care on arrival in the gaining locality. This is achieved through a variety of centre and non-centre-based child care. Defence does not directly subsidise the cost of any form of child care for Defence families, nor is child care an entitlement.

### Defence Child Care Centres

There are currently 21 Defence/corporate child care centres across Australia that participate in the National Childcare Accreditation Council Quality Improvement Program. These centres are managed by B4Kids 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.

Unfortunately, there are no Centres available in the Mt Isa area.

### National Enrolment Call Centre

B4Kids operates a national booking/contact number (Tel: 1300 265 600), for families to access placements in Defence/corporate child care centres. Further information on B4Kids centres can be found at Internet: [www.b4kids.com.au](http://www.b4kids.com.au).

Contact B4Kids to:

- 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/corporate child care centres.

### Handy Contacts

*Defence Community Organisation*

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

*B4Kids Pty Ltd*

Tel: 1300 265 600

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

*Child Care Access Hotline*

Tel: 1800 670 305

Provides up-to-date information about child care options and locations.

*Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA)*

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

*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)

### **Children's Services In Mt Isa**

There can be some difficulty locating a child care position in the Mt Isa region, particularly in the under-15-month age group. We advise booking a child care or kindergarten place as early as possible.

#### **Captain Kid Child Care Centre**

60 - 64 West St, Mt Isa. Tel (07) 4743 6311

#### **St Paul's Lutheran Child Care Centre**

109 Marian St, Mt Isa. Tel (07) 4743 2859

#### **Mt Isa Day Nursery & Kindergarten**

Cnr Alma & Miles Streets, Mt Isa. Tel (07) 4743 2554

#### **ABC Mt Isa**

7-9 Pamela St, Mt Isa. Tel (07) 4746 2400

### **Family Day Care**

Family day care is an alternative to centre-based care. Registered family day care providers adhere to Family Services Childcare Regulations when providing care for children from birth to 13 years in a comfortable home environment.

Contact your nearest family day care office for information on available child care (see below), or if you wish to become a provider. Remember that the DCO spouse employment/child care initiative can reimburse initial set-up costs if you choose to become a day care provider. Contact your local DCO office for further information.

Mt Isa Family Day Care Scheme

114 Fourth Ave, Mt Isa 4825 Tel (07) 4743 3009

### **Outside School Hours Care**

Outside school hours care (OSHC) is available at most primary schools or long day care centres for primary school children before and/or after school, on pupil-free days and during school holidays.

Contact the local schools in your area if OSHC is not available at your primary school.

## **Special Needs**

When Defence families with special needs are posted, they may have difficulties accessing the services they require. These problems tend to relate to obtaining (or keeping) appropriate specialised equipment, waiting lists for accessing respite or therapy services in the new locality, and having appropriate 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 comprehensive program of assistance and support 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 and reviewed by Defence
- 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.

### **Children with Special Needs**

The decision of 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 generally and 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 to facilitate the appropriate placement as soon as notification of posting is given, so that the support required is available for the student from the time of arrival at the new school.*

## Relocations and Housing

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### Defence Relocations and Housing Manager

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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 or relocation services, do not hesitate to contact your local Defence Relocations and Housing Manager, listed below.

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Merv Dicon - Tel: (07) 4411 7922 Mob: 0408 457 468 Fax: (07) 4411 7967

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## Defence Housing Authority

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DHA was established in 1988 with the aim of improving the quality and selection of housing for Defence members and their families. DHA manages approximately 17,300 residences around Australia and provides a range of services to help ease the pressure on Defence families – we will support you and your family throughout your tenancy, from moving in, to living in, and then moving out of your home.

If you need support throughout your tenancy, then our staff can assist you. You can phone our information line **139 DHA (139 342)** for advice or visit our website (**[www.dha.gov.au](http://www.dha.gov.au)**).

DHA also has Housing Management Centres and local offices located near major Defence establishments to provide effective support for you and your family wherever you need it.

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

**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**.

## Accommodation

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The Defence Housing Authority has 7 homes in Mt Isa all of which have a minimum of 4 bedrooms. All of these properties are spacious and all except one are low set in design with large storage areas and airconditioning.

The houses are evenly spread around Mt Isa and are close to shopping (max 5 mins to CBD). All homes are brick veneer or besser block.

# Health

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## ADF Family Health Trial

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### **Defence Families in Cairns Can Benefit from the ADF Family Health Trial**

Since May 2009, dependants of ADF members posted to Cairns, including outposts at Mt Isa, Thursday Island and Weipa, have been eligible to benefit from the ADF Family Health Trial. It's the Australian Government's way of saying 'thank you' for the commitment and sacrifices you make every day. The trial provides a payment for basic medical services and non-cosmetic dental services.

#### **Eligibility**

To be eligible to register for trial participation, you must be a recognised dependant of a permanent ADF member or a recognised dependant of a reservist on continuous full-time service. You must also reside in a trial location and be recognised for ADF housing purposes.

#### **Medical Cover**

Medical services included in the ADF Family Health Trial are eligible medical treatments provided in a general practice setting.

To find out how to access the benefits in your region and to view eligible medical treatments please visit the ADF Family Health website or contact the ADF Family Health team.

#### **Dental Cover**

Each registered dependant also receives a \$320 benefit per calendar year for non-cosmetic dental services. The dental benefit may be accessed anywhere in Australia. Where dental providers use HICAPS, dependants can use the ADF Family Health Card to claim the benefit electronically. In circumstances where electronic processing of claims is not available, a manual claim must be submitted. The dental claim form is available on the ADF Family Health website (see below).

#### **Fringe Benefits Tax (FBT)**

Services accessed as part of this trial may attract FBT and it is recommended that financial advice be sought before registration. (Links to additional information about FBT can be found on the ADF Family Health website.)

#### **How To Register**

ADF members can locate the registration form (AD858-1) via web forms. The form is also available on the ADF Family Health website. The conditions of use and a checklist are attached to the registration form to assist you with the registration process.

For additional information please contact the ADF Family Health team on Tel: (02) 6266 3547 or visit our website.

Intranet: <http://intranet.defence.gov.au/vcdf/sites/ADFDepHealth>

Internet: [http://www.defence.gov.au/health/Dependant\\_Healthcare/i-healthcare.htm](http://www.defence.gov.au/health/Dependant_Healthcare/i-healthcare.htm)

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## Other Health Information

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A full range of health and medical services including ambulance, counselling, dental, psychological, physiotherapy, optical and x-ray are available. The city boasts a regional base hospital providing a range of medical services. Specialists do visit the area and dates can be obtained from the hospital or your GP. For some treatments and operations you will need to be transferred to the Townsville hospital.

### **Dust**

It is important to remember when living in a mining town that it can be very dusty and it is therefore important to maintain good hygiene practices. As a general rule, washing hands on a regular basis, especially prior to meal times, and showering each night before bed is a good minimum standard,

### **Heat Rash**

Many children suffer from heat rash in our tropical climate, especially infants still in nappies. Medications are available from the pharmacy (or, in severe cases, the doctor) to ease the symptoms. It is important to dress children in light, loose-fitting clothing and keep them cool (via sprinklers, splash pool, fans and air-conditioned shopping centres).

### **Skin Cancer**

Australia has the highest rate of skin cancer in the world. Currently, two out of every three Australians develop some form of skin cancer during their lifetime, and each year about 1,000 people die from it. Ultraviolet radiation levels in Queensland remain in the high to extreme category all year round; therefore, we have to be wise after sunrise – every day. The good news is that being sun smart is easy! All you have to do is develop the habit of protecting yourself before you go outside:

- limit your exposure
- remember that ultraviolet (UV) radiation is strongest between 10.00 am and 3.00 pm
- make use of shade
- wear clothing that covers as much of the skin as possible
- wear a hat with a broad brim of at least 8 cm, which protects your face, neck and ears
- wear good-quality wraparound sunglasses – those which comply with the Australian Standard AS1067 are best
- use SPF30+ broad-spectrum, water-resistant sunscreen.

### **Contacts**

#### ■ **Mt Isa Hospital**

30 Camooweal Street, Mt Isa  
Tel: (07) 4744 4444

#### ■ **Barkly Medical Centre**

Camooweal Street, Mt Isa  
Tel: (07) 4749 5300

#### ■ **Gemini Medical Centre**

Tel: (07) 4744 2242

#### ■ **Camooweal Health Centre**

Camooweal St, Mt Isa  
Tel: (07) 4748 2159

### **Ambulance Service**

In an emergency, phone 000.

Residents of Queensland are automatically covered for ambulance, as an ambulance levy is included

in electricity bills.

# Defence Community Groups

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## Defence Special Needs Support Group

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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, a 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)

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## Defence Families of Australia

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Defence Families of Australia (DFA) has been representing the views of Defence families for more than 20 years. It is a voluntary group of energetic and dedicated Defence spouses appointed by the Minister for Defence Science and Personnel. We are in the unique position of having access to the Minister, Chief of the Defence Force (CDF), senior Defence members and key organisations that directly impact on the lives of Defence families.

DFA's aim is to improve the quality of life for Defence families by providing a recognised forum for their views, and by reporting, making recommendations and influencing policy that directly affects families. The DFA Executive attracts volunteers from all services and ranks to ensure that we represent families adequately and understand the issues at all levels. We are all living the unique lifestyle that comes from being married to a Defence member. DFA also recognises that families today are very diverse and face different challenges as they move through their phases of life.

Geographically, DFA volunteers are located all around Australia, representing families at a local, regional and national level. Our National Delegates are situated in each state and we try to have a Senior Representative on each base also. We rely on good communication between each other and the families in each region to ensure that, when issues are raised, they are taken to the appropriate stakeholder at a local level or, if necessary, raised at a national level.

Issues and committees that DFA is currently involved in include:

- child care expansion program
- Family Support Funding Advisory Committee
- Defence Housing Australia Advisory Committee

- new housing classification policy
- superannuation review
- deployment, relocations and housing support
- education assistance review
- support to community groups and houses

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.

### **Support!**

DFA seeks the opinion of families about essential services and entitlements. By joining our DFA family network, you are supporting our aims to represent your needs and improve service conditions for all ADF families. Please take a few minutes to enter your details on our website. Internet: [www.dfa.org.au](http://www.dfa.org.au)

You will receive quarterly DFA news bulletins updating you on DFA activities and contribute to being a 'voice for Defence families'.

### **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 or check out our website.

Up-to-date family/spouse information is also available on our website.

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

### **For Help and Advice**

**Tel: 1800 100 509**

## Locality Information

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### **Geography and Climate**

The city of Mount Isa is located 1829km from Brisbane and 883km from Townsville (the nearest major city).

Mount Isa covers an area of 43,310 square kilometres making it geographically the second largest city in Australia to Kalgoorlie-Boulder, WA. With a population of approximately 23,500, Mount Isa is a major service centre for North-West Queensland. It is a thriving city well equipped to satisfy residential, business and industrial needs.

Located within the Mount Isa City Boundary is the town of Camooweal, 'The Western Gateway to QLD'. Camooweal is approximately 200km west of Mount Isa and its main street is actually the highway, making it the longest street in the world!

Mount Isa has a great climate with an average of 9.5 hours of sunshine a day and only 50 wet days per year.

There are two distinct seasons - the wet season from November to March and the dry season centred on June, July and August.

Summer months are hot with average minimums in the low 20s (degrees celcius) and maximums in the high 30s. All defence houses and most businesses are air-conditioned.

Winter is much more pleasant with average daytime temperatures in the mid-20s and nights averaging 12 degrees. The lowest temperature on record for Mount Isa is -2.9 degrees.

## **History**

In 1923 lone prospector, John Campbell Miles, while travelling on a gold prospecting trip to the Northern Territory, camped by the banks of the Leichhardt River. Sampling a nearby rock outcrop he realised that it was heavily mineralised. Campbell Miles had stumbled upon one of the world's richest copper, silver, lead and zinc ore bodies. He decided to call his discovery Mount Isa after the stories he had heard of the Mount Ida goldfield in Western Australia.

Almost 100 years later, the Mount Isa Mine (now owned by Swiss mining giant, Xtrata) is still one of Australia's largest producers of copper ore.

The early pioneers of Mount Isa faced many hardships. The lack of water, remote locality, the summer heat, high costs and scarcity of essential items made life extremely difficult. Despite these hardships, the pioneers endured to create a city that has attracted people from all around the world.

For more information about the rich history of Mt Isa visit <http://www.celebrateisa.com.au/>.

## **Shopping and Entertainment**

The residents of Mt Isa lack nothing when it comes to shopping. All of the shops and services that one would expect to find in a modern city can be found in Mt Isa. The major retail chains such as K-Mart, Coles, Best & Less, Rockmans, Sports Power, Mathers Shoes, Millers, Super Cheap Auto, Retravisation, Harvey Norman, Autobarn and Woolworths are represented together with a wide range of specialist retailers. There is also the modern way of shopping for out of area items, being the internet.

Entertainment activities include (but are not limited to) cinema, public swimming pool, PCYC, skatepark, playway park and Mt Isa Super Bowl.

## **Sport & Recreation**

With its population drawn from all corners of the world, there is an extensive array of sport and recreational pursuits from football and bowhunting to Irish dancing.

Horse racing meetings are conducted at the Buchanan Park Racecourse and Mt Isa is also home to Australia's largest rodeo - The Mt Isa Rotary Rodeo held in August each year.

Splashz Aquatic centre offers a 50m, 7 lane swimming pool with a rapid river, leisure pool, beach entry and water features. Splashz offers learn to swim classes, squad coaching, aqua aerobics and water polo.

The City Civic Centre provides a venue for a feast of cultural entertainment, ranging from theatre to cabaret to rock concerts. The city also plays host to travelling exhibitions and is proud of its eclectic group of resident artists.

The Mt Isa City Library offers an extensive collection of books, magazines, DVDs, CDs, newspapers and toys. Public access to internet is available and for the kids there is storytelling and other activities held throughout the year.

Lake Moondarra provides water for Mt Isa residents and businesses. The dam also provides a base for many recreational pursuits such as water skiing, kayaking, picnics, fishing and swimming.

## **Attractions**

The Buchanan Park Events Complex is the award winning home of both the Mt Isa Rotary Rodeo and the Mt Isa Mining Expo. The complex hosts large outdoor display areas, ample parking and the Xstrata pavilion (an expansive, airconditioned, indoors exhibition area which can also be hired for private functions).

The Mt Isa Family Fun Park is the largest all abilities playground in Queensland. It offers locals and visitors alike the perfect facility to play, relax and enjoy. The park offers free BBQ facilities, bike track, large grassed areas, junior and senior play areas, water park, sensory garden, liberty swing and double flying fox. The park operates daily from 8am to 9pm and can be found on Church Street, behind the PCYC and Splashez Aquatic Centre.

The Outback Park is an extensive, creative landscape with a central lagoon surrounded by lush, native plants and a Lawn Hill gorge inspired waterfall.

Riversleigh Fossil Centre educates and interprets for visitors the fossils extracted from nearby Riversleigh fossil fields. Riversleigh Fossil Centre is unique among centres offering 'fossil tourism', as Palaeontologic research can be watched and experienced first hand during daily lab tours with the resident Palaeontologist. When important finds such as 'Thingadonta,' 'Elvis the Pelvis' and 'Big bird' first emerged from the vats of ascetic acid dissolving the limestone, tourists and visitors were able to observe in real time these landmark discoveries. The Riversleigh fossil deposit is the richest and one of the most important fossil fields in Australia . Outback at Isa is entrusted by the scientific and academic world to further the research and continue the discoveries

Get a spectacular birds' eye view of Mt Isa from the city's Hilary St lookout. The lookout, with its global signpost, offers a 360 degree panorama view of the city and mine area. A spectacular place to view the sun setting and the Mt Isa mine at night.

### **Local Laws**

Council Local Law Officers can investigate complaints regarding abandoned vehicles, illegal camping, illegal burning, animals and poultry. Vermin control, council areas, public health, safety, conveniences and other topics are covered. Local laws are available for public viewing at the Mt Isa City Council website <http://www.mountisa.qld.gov.au/web/quest/local-laws>.

## **General Services**

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### **Banking**

Mt Isa has a variety of banking groups including ATMs and bank branches.

ANZ - Miles St

ANZ ATM only - KMart Plaza, Simpson St

Commonwealth - Miles St

National Bank - Miles St

QLD Country Credit Union - Camooweal St

Suncorp - KMart Plaza, Simpson St

Westpac - Simpson Central, Simpson St

## **Post Office**

There are two post offices and a business centre in Mt Isa

Post Office Shop - Webb Street

Post Office Shop - Isa Square, Simpson Street

Business Centre & SHop - Cnr Camooweal & Isa Streets

## **Newspapers**

The local newspaper is The North West Star <http://www.northweststar.com.au/> and this is printed Monday - Friday. There are also daily deliveries of the major metropolitan newspapers such as the Courier Mail (Brisbane), The Australian and The Financial Review.

## **Television**

Five broadcast television stations operate in Mt Isa. These are Imparja, Southern Cross Central, ABC, SBS and NITV (National Indigenous Television).

Digital television transmissions have commenced in Mt Isa. New channels provided by the ABC and SBS can be received with a digital set top box or digital TV. Additional channels from the commercial broadcasters that are available in most other areas of Australis are expected to commence transmission in 2011 - 2012. Analogue transmissions will be switched off by 31 December 2013.

## **Religious Facilities**

There are a number of religious organisations in Mt Isa and most denominations are catered for. Organisations include:

Church of Jesus Christ of Latter Day Saints - Barton Street

Good Shepherd Catholic Church - Stanley Street

Mount Isa Baptist - Isa Street

Anglican Church - Railway Avenue

Salvation Army - West Street

Uniting Church - Barkly Hwy

St Paul's Lutheran - Cnr Marian & Falcon Streets

Seventh- Day Adventist - Cnr Sunset Drive & Abel Smith Pde

Christian Outreach Centre - 10-12 Enterprise Road

## **Electoral**

The electorate of Kennedy covers an area of approximately 568,993 sq km from the Gulf of Carpentaria and Mareeba in the north, to Boulia in the south, and from the QLD border in the west to the Pacific Ocean in the east. The main towns include Atherton, Camooweal, Charters Towers, Cloncurry, Georgetown, Gordonvale, Hughenden, Ingham, Innisfail, Mareeba, Mount Isa, Normanton and Tully.

To put your name on the electoral roll for local, state and federal elections or to change your address, contact the Australian Electoral Commission <http://www.aec.gov.au/index.htm>.

# Essential Services

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## Local Council

Local council provides a range of services such as water usage, pet regulations and registrations, parking areas, garbage collection days, libraries and transport. The main Cairns City Council office is located at 23 West Street, Mount Isa.

Tel: (07) 4747 3200

Internet: <http://www.mountisa.qld.gov.au/web/guest/home>

## Water

Council meters the consumption of all water connections within the city of Mt Isa. Conserving water is a high priority for the area. The standard allocation for a private residence is 950 KL per year - 900KL for use on your property and 50KL to maintain the nature strip. It is a great idea to take a note of your water meter reading and to keep track of your water usage.

## Electricity

Power is supplied by Ergon Energy.

Customer service

Tel: 13 10 46

Emergency and faults

Tel: 13 22 96 (24 hours)

Regional Office

109 Lake St, Cairns

To have power connected to your home, call Ergon. They offer same-day connection but require at least 24 hours notice for final readings and disconnection. A connection fee is charged to your first bill and is reimbursed when you vacate the home.

## Telephone

Telephone connection can be arranged over the telephone.

Telstra Customer Service

Tel: 13 22 00

Optus Customer Service

Tel: 1300 301 937

## Garbage Collection

The Mt Isa City Council offers a twice weekly garbage collection service for the standard 240 litre 'wheelie bins'. For garbage collection routes, where to place your wheelie bin, what refuse will be collected and public holiday information visit the council's website:

<http://www.mountisa.qld.gov.au/web/guest/refuse-collection>.

# Transport

## Defence Driving Licence Scheme

With the exception of Victoria and 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 are recognised throughout Australia, and thus there is no requirement to change a driving licence solely because of a transfer interstate. However, on expiry, licences need to be renewed in the current state or territory of residence.

Defence Force personnel are not required to register their motor vehicles immediately upon entry to Queensland, and are allowed to retain interstate registration until the registration expires. However, once the interstate registration expires, vehicles are to be re-registered in Queensland.

Note: It is advised that you check your third-party eligibility with your current compulsory third-party insurer if you wish to retain your interstate registration.

### **Registration Requirements**

#### **■ Cars and Motorcycles**

In order to have your motor vehicle registered, you must have the following:

- completed application
- certificate of roadworthiness from an approved inspection station (most garages)
- compulsory third-party insurance for a period of 6 or 12 months
- proof of ownership (previous registration certificate)
- personal identification – either a Queensland driver's licence or two forms of identification, e.g. keycard and interstate licence
- gas certificate must not be more than 30 days old for vehicles fitted with gas.

You must present your vehicle at the Department of Transport, Shop 1, 29 Simpson St, Mt Isa for inspection. Proof of current interstate registration is required. Registration costs are determined by the number of cylinders (for most vehicles).

#### **■ Trailers/Caravans/Boats**

No compulsory third-party insurance is required if towed by a vehicle currently registered in Queensland. A vehicle registered in another state, unless compulsory third-party insurance is obtained, should not tow a trailer registered in Queensland. All caravans and trailers over 750 kg require a roadworthy certificate. Trailers are to be presented to the Department of Transport, Kenny St office, for inspection. Lights, indicators and a numberplate light must be attached and in working order.

To register your boat:

- complete a registration application form, available from a Queensland Transport Customer Service Centre (QT CSC) that handles marine business
- have appropriate identification with you (your driver's licence, birth certificate or passport)
- take boat details with you, such as: length, manufacturer, model, engine serial number, engine manufacturer and engine horsepower/kilowatt power.

To transfer an interstate registration to Queensland registration, complete the Application for Registration form available at a QT CSC (or call Tel: 13 23 80 to have a form sent to you); take the completed form to a QT CSC with your interstate registration certificate, proof of ownership and appropriate identification; and pay the appropriate registration fee.

#### **■ Boat Licences**

Boat licences and registrations are obtained from the Queensland Transport Department, Shop 1, 29 Simpson Street, Mt Isa. Queensland Transport has moved to a virtual licence for boats.

## ■ Driver's Licence

To change over to a Queensland driver's licence, produce identification including name, address and signature. Membership cards are not accepted for licensing purposes. If your licence has expired, Queensland Transport must obtain traffic history and licence details from the issuing state.

Items suitable for identification are:

- birth certificate (documentation is required if name has changed, e.g. through marriage)
- current interstate driver's licence
- signature, e.g. keycard
- proof of residency, e.g. electricity or telephone account or electoral enrolment advice.

## Queensland Transport Department

Shop 1

29 Simpson Street, Mt Isa

Tel: 13 23 80

Tel: (07) 3834 2011 (interstate callers)

Opening hours:

Monday - Friday, 8.30 am to 4.30 pm

Wednesday - 9.30 am to 4.30 pm

## Public Transport

Mount Isa city and surrounds are serviced by a fleet of taxis. Additionally, many of the city's clubs have courtesy buses to and from their establishments that run seven days a week and into the early hours of the morning. Greyhound Australia has a depot in Mount Isa with coach services to and from Townsville, Brisbane and Tennant Creek.

The city is served by QR passenger train 'The Inlander,' which travels overnight to Townsville twice a week in each direction.

Mount Isa Airport has regular daily services to Brisbane, Cairns and Townsville, as well as once-weekly services to Darwin and the Gold Coast. The primary carriers which service Mount Isa and district are Qantaslink, Airnorth and Regional Express.

# Pet Care

Proper care in Mt Isa is essential. Ensure that your pet has enough drinking water each day and that the water is changed regularly. Your pet can develop 'hot spots' in the hotter months, and veterinary care is recommended for treating the condition.

Veterinary surgeons recommend that you vaccinate your dog each year and provide heartworm prevention medicine. For cats, vaccinate for feline enteritis and cat flu.

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

Applications for registering dogs are available at the cashier counter of the council. Registration tags are to be worn by dogs at all times. There is a maximum of two dogs per property to be kept in a residential area.

# Emergency Information

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## Flood Information

Mount Isa City Council utilises a Disaster Management Plan which outlines the procedures to follow in case of a disaster.

For information regarding road conditions QLD Tel: 1300 130 595

For information regarding road conditions NT Tel: 1800 246 199

Fire & Rescue Tel: (07) 4743 2233

State Emergency Service Tel: (07) 4749 5537 or 132 500

Mt Isa Police Station Tel: (07) 4747 1111

Camooweal Police Station Tel: (07) 4748 2148

Emergency Fire, Police, Ambulance: 000

# Important Numbers

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## Defence Services

### ■ DCO Cairns Reception

Tel: (07) 4053 9300

### ■ REDLO North Queensland

Tel: (07) 4753 6532

### ■ DHA Reception

Tel: (07) 4040 2400

### ■ 24-hour DHA Maintenance Line

Tel: 1300 366 615

## Other Services

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

Tel: 1800 020 031

### ■ Defence Health

Tel: 1800 335 425

### ■ Credit Union

Tel: (07) 4035 8345

### ■ All-hours Support Line

Tel: 1800 628 036

### ■ National Welfare Coordination Centre (NWCC)

Tel: 1800 801 026

■ **Defence Equity Advice**

Tel: 1800 644 247

**Handy Phone Numbers**

■ **Car registration/Driver's licence**

Tel: 13 23 80

■ **Centrelink**

Employer Hotline

Tel: 13 11 58

Appointments

Tel: 13 10 21

■ **Cairns City Council**

Tel: (07) 4747 3200

■ **Electoral Enrolment**

Tel: 1800 801 665

■ **Ergon Energy**

Tel: 13 22 96

■ **Mount Isa Base Hospital**

Tel: (07) 4744 4444

■ **Barkly Medical Centre**

Tel: (07) 4749 5300

■ **Medicare**

Tel: 13 20 11

■ **Police**

Tel: (07) 4747 1111

■ **State Emergency Service**

Tel: (07) 4749 5537

# Map

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[http://www.mountisa.qld.gov.au/c/document\\_library/get\\_file?uuid=340e2ca0-ceb2-4739-b307-59b489f668b4&groupId=311561](http://www.mountisa.qld.gov.au/c/document_library/get_file?uuid=340e2ca0-ceb2-4739-b307-59b489f668b4&groupId=311561)