

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 ALBURY WODONGA



Australian Government

Department of Defence

Welcome to Albury Wodonga

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

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

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

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



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Introduction and Welcome

Welcome to the Albury Wodonga Military Area

Greetings all,

Welcome to the Albury Wodonga Military Area (AWMA). Whether you are new to the area or on a return posting, the AWMA continues to have a lot to offer both you and your family. The Australian Defence Force (ADF) has a long and distinguished history at Bandiana, and as a consequence we are closely involved with the local community. The communities on both sides of the border are very positive about Defence, and genuinely welcome and encourage Defence members and their families to become involved in community activities. I hope that you and your family will continue this tradition and take advantage of every opportunity to participate in and enjoy the extensive range of activities and facilities available to you.

The AWMA is an ideal location from both a work and family perspective. The base is located on the outskirts of Wodonga, on the Victorian side of the border. The working environment is mostly modern and well-designed, and features world-class training facilities. The Defence sporting and recreational facilities are also of a high standard, and are complemented by the many and varied sporting and recreational clubs in the local region. From a family perspective, Albury Wodonga has a population of 100,000 and both cities provide a comprehensive range of services. Albury Wodonga and the nearby region have many attractions within easy reach, and feature unique historical and cultural sites

and a range of entertainment venues. Explore from the snow to the weir, and make the most of the opportunities that abound. The capital cities of Melbourne, Canberra and Sydney are also within easy access via reliable transport options including road, rail and air.

The Defence Community Organisation (DCO) is devoted to assisting you and your family in adjusting to the Albury Wodonga area. The staff's vast knowledge and experience is at your disposal, answering any concerns about relocating, settling in and getting started in this new locality. They offer advice, counselling, support services and links to other local welfare agencies that are designed to assist you and your family. I encourage you to make full use of their expertise and enthusiasm in order to ensure that you and your family have everything you need to feel at home.

This is my third posting to Albury Wodonga, and each time the attraction to the area has grown. The progress in community, business, recreation and housing development continues apace, all of which serves to provide the Defence community with great opportunities. There are many attractions in the Riverina and north-east Victoria, and I encourage you to get out and experience them, be it as a family or as an individual. I trust you enjoy your posting to the AWMA as much as I do!

Colonel Andrew Adams
Commandant
Army Logistic Training Centre
Senior ADF Officer – AWMA
August 2011

Defence Support Services

Defence Community Organisation (DCO)

How We Can Assist You

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

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

HQ DS-SNSW (RMV)

Carlisle Way

Gaza Ridge Barracks

North Bandiana

Tel: (02) 6055 2130

Email: dco.bandiana@defence.gov.au

DCO Website

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

After Hours Emergency Support

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

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

Chaplains

The Albury Wodonga Military Area is under the pastoral care of chaplains posted to the Army Logistic Training Centre (ALTC). They are available to give assistance on a wide range of personal and family issues, providing support through counselling and confidential advice.

The chaplains can help military members and their families to find a place of welcome in the various church communities in the Albury Wodonga area.

During working hours, the chaplains are located at:

Chaplains Office, HQ ALTC South Bandiana
Tel: (02) 6055 4218 or 0438 112 126

Chaplains Office, ALTC Bonegilla
Tel: (02) 6055 4625 or 0428 286 010

Duty Chaplain
Tel: 0409 603 308

For details regarding services in the chapels or any other matter, please contact the chaplains on one of the above numbers.

All-hours Support Line

The All-hours Support Line is a confidential, 24-hour, seven days a week service for ADF members and their families. It is designed to help people access ADF or civilian mental health services more easily in each location. Services that can be accessed include psychology, medical, social work and chaplains.
Tel: 1800 628 036

Defence Legal Office

One permanent Legal Officer, with administrative support including Reserve Officers, staffs the Defence Legal Office. The primary role of the Area Legal Officer is to provide legal advice to the local Commanders, and to assist, as units require, with legal matters that arise. The Legal Officer also provides support to individual members on Service-related issues.

Limited Service-related legal aid, by way of advice only, is provided to members. This includes drafting wills, and power of attorney for members and their partners.

Further information regarding the Legal Aid scheme can be obtained from DI(A) PERS 111-2.

The Legal Office is located at
Building 109 (demountable between Chapel and Museum)
Gaza Ridge Barracks
South Bandiana
Tel: (02) 6055 2176

Everyman's Drop-in Centres

The Everyman's Welfare Service is a Christian philanthropic organisation that provides amenities and support to Defence personnel, both in the barracks and the field. The Everyman is a neutral person in the Defence environment, available to support and assist you. The drop-in centres have a TV, video, computer games, books, newspapers, internet, tea and coffee, and snacks at reasonable cost. Families are encouraged to use, and are most welcome at, the play areas and shaded barbecue facilities.

Bandiana Drop-in Centre

Borella VC Club, South Bandiana
Tel: (02) 6055 2257

Defence

Army Logistic Training Centre (ALTC)



ALTC is commanded by a Headquarters group, which includes an Operations Group, a Plans Group, a Training Development Group, and as of January 2008, six distinct training divisions:

- Army School of Logistic Operations (ASLO)
- Army School of Electrical and Mechanical Engineering (ASEME)
- Army School of Transport (AST)
- Army School of Ordnance (ASO)
- Army School of Health (ASH)
- ADF Chaplains College (ADFCC)

The ALTC conducts training in three locations in Victoria: Albury Wodonga, Puckapunyal and Crib Point (HMAS *Cerberus*). Maritime training is conducted at Ross Island Barracks in Townsville, Queensland.

The ALTC handbook is available on the Defence intranet. The homepage contains the latest information on courses being conducted, with updated course schedules and information for new staff members.

Intranet: <http://intranet.defence.gov.au/armyweb/Sites/ALTC/>

Defence switchboard: 1300 333 362
(1300 DEFENCE)

Duty room: (02) 6055 2418 or (02) 6055 2376

Joint Logistics Unit (Vic)

Joint Logistics Unit (Vic) [JLU (V)] is a business unit of the Joint Logistics Group.

The JLU (V) Headquarters is based at Wadsworth Barracks, East Bandiana, and has sites at Puckapunyal, Hobart, and the Watsonia and Victoria Barracks in Melbourne. It also has management responsibility for nine clothing stores in south-eastern Australia.

JLU (V) is primarily a warehousing and maintenance organisation with national and regional logistical support responsibilities for armoured and soft-skinned vehicles, spare parts, loan stores and combat clothing. JLU (V) has a large warehousing complex in North and East Bandiana, as well as a comprehensive deeper-level maintenance facility at East Bandiana.

JLU (V)'s workforce consists mainly of contracted staff supported by Defence civilian staff and some military staff.

Defence Support – Southern NSW

The business of Defence Support – Riverina Murray Valley (CSI-RMV) is the delivery of estate and facilities services, and base infrastructure support such as garrison, clerical and administrative services, to Australian Defence Force clients.

Albury Wodonga Military Area Health Centre

The Albury Wodonga Health Centre (AWHC) is located at Latchford Barracks, Bonegilla. A 20-bed ward and casualty, pharmacy and physiotherapy departments add to the excellent range of health care facilities. Situated at Latchford Barracks is a dental unit; and attached to AWHC is an out-posted Regimental Aid Post (RAP), Gaza Ridge, South Bandiana.

The following are available:

Reception/Casualty
Tel: (02) 6055 4270

Ward
Tel: (02) 6055 4256

RAP South Bandiana
Tel: (02) 6055 2166

Dental
Tel: (02) 6055 4273

National Health Advisory Service for Members
(available 24 hours, seven days)
Tel: 1800 467 425 (1800 IM SICK)

**‘A’ Squadron, 4th/19th Prince of Wales’
Light Horse Regiment**

‘A’ squadron, 4th/19th Prince of Wales’ Light Horse Regiment is an Army Reserve unit located at North Bandiana, and is the only armoured unit in northern Victoria and southern New South Wales. The role of the squadron is to provide Light Cavalry reconnaissance support to 4th Brigade.

Parade times: 7.30 pm to 10.30 pm,
Tuesday nights.
Tel: (02) 6055 2567 or 0409 241 093

Australian Navy Cadets

The Australian Navy Cadets (ANC), which is an element of the Australian Defence Force Cadets, is a voluntary youth organisation sponsored by the Royal Australian Navy and open to boys and girls from 12 and a half to 20 years of age. The ANC provides young people with developmental and training opportunities in a fun and adventurous maritime environment.

TS (Training Ship) *Albury* is the local ANC unit and is located at Gaza Ridge Barracks, South Bandiana. Cadets at TS *Albury* parade from 10.00 am to 3.00 pm on Sunday. Sailing days are Sundays from 9.00 am to 4.00 pm during the warmer months.

Weekend postings are held periodically during the year. A weekend posting commences on a Friday afternoon at 5.00 pm and continues through until 4.00 pm on a Sunday.

You can contact TS *Albury* on Tel: (02) 6055 2489 and leave a message, or contact the Commanding Officer on Tel: (02) 6026 4691.

Army Cadets, 37 Army Cadet Unit

The Army Cadets meet every Thursday night at South Bandiana, from 6.00 pm to 9.00 pm during the Victorian school term. For further details, call Tel: (02) 6055 2337 on parade nights.

For further information on the Army Cadets, contact CAPT Neville Wiggins on Tel: 0418 118 427.

Anyone interested in joining is welcome to drop around anytime on a parade night and talk to the Cadet Officers about joining. Army Cadets is open to boys and girls from 12 and a half to 18 years.

**Air Force Cadets, 412 Sqn
(Albury/Wodonga)**

The Australian Air Force Cadets (AAFC) is located on the corner of Avalon Street and Dalton Place (near the Albury Airport). The AAFC is a voluntary youth organisation sponsored by the Royal Australian Air Force and is open to young people between the ages of 13 and 18. The Cadets parade on Friday evenings from 6.00 pm to 10.00 pm.

Anyone interested in learning about aircrafts and flying should contact the unit on Tel: (02) 6041 4894, or mobile 0427 414 894 or call in for a visit on parade nights.

Further information is available on the unit website.

Internet: <http://412sqn.aafc.org.au/>

Services on Base

■ Living-in and Transit Accommodation

Living-in and transit accommodation for ADF members posted to or visiting the Albury Wodonga Military Area (AWMA) is located at North and South Bandiana and Bonegilla. For all officers' mess, sergeants' mess and other rank accommodation bookings, keys, meal cards and enquiries, contact:

AWMA Accommodation Cell Headquarter Building (Building 1)
Latchford Barracks, Bonegilla
Tel: (02) 6055 2967

■ Other Ranks' Mess

There is an other ranks' mess in each base location except East Bandiana.

In both Bandiana and Bonegilla, the officers' and sergeants' messes operate independently but are housed in single buildings with a common kitchen and divided dining room. At South Bandiana, the mess building occupies a hill site with views of the barracks and surrounding country. At Bonegilla, the mess occupies a quiet woodland site overlooking a small lake frequented by water birds.

■ Army Logistic Officers Mess (ALOM) and Army Logistic Sergeants Mess (ALSM)

The ALOM and ALSM are the home of Logistic Corps Officers, Sergeants and Warrant Officers, combining the mess traditions of the Ordnance, Electrical and Mechanical Engineers, Transport, Catering and Health Services Corps. A busy mess social calendar provides a variety of functions for the entertainment of members of both messes.

■ Mess Accommodation

Both the officers' and sergeants' mess accommodation is managed under contract. Facilities include open fireplaces, a bar, an outdoor entertainment area, a children's playground and a barbecue.

■ Soldiers' Clubs

Army Logistic Soldiers Club (ALSC), incorporating Borella VC Soldiers' Club, Hume Club and Lowerson Club.

The ALSC caters to soldiers of the rank Corporal and below from the units of the AWMA. The bar and lounge facilities are operated by Australian Commercial Catering. Facilities include a bar and lounge, TV rooms, pool tables, dart boards and arcade games, an outdoor entertainment area and barbecue, and a children's playground.

■ Canteens

The canteens are operated by Australian Commercial Catering on behalf of Frontline. The canteens stock snack food, some grocery items, health care products, washing powder, magazines etc. They now have a chef on board with meals available to the general public as well as to military personnel.

■ Libraries

The libraries' catalogue can be accessed at Internet: www.defence.gov.au/library.

You will need to register as a borrower – either at the above web address or in person at the library.

Defence Library Research Service

Tel: 1800 333 362

Email: defence.library@defence.gov.au

■ Latchford Barracks, Bonegilla

Latchford Library provides specialist-subject publications on health, automotive mechanics, building and construction, fitting and machining, and management.

Tel: (02) 6055 4293

Email: DSL.AlburyLibrary@defence.gov.au

■ Gaza Ridge Barracks, South Bandiana

Gaza Ridge Library provides specialist publications on logistics, electronics and management.

Tel: (02) 6055 2460

Email: DSLAlburyLibrary@defence.gov.au

Both libraries offer networked computers, photocopiers and fax machines, TV and video facilities, quiet study areas and small group discussion areas.

Intranet: <http://library.defence.gov.au>

Credit Unions

■ Australian Defence Credit Union (ADCU) and Defence Force Credit Union (Defcredit)

The ADCU and Defcredit are available at Gaza Ridge Barracks South Bandiana and Latchford Barracks.

Post Office

■ Military Post Office (MILPO), Bandiana

Wattle Road, Gaza Ridge Barracks, North Bandiana

Products and services include: mail services and packaging; bill payment services; banking services; money orders and Western Union money transfers; personal identification and verification services; phone recharge; post office boxes; collectable stamps, coins and associated products; stationery, office supplies, gifts and cards; and special services for Defence Forces – HMA Ships and Australian Forces Post Office (AFPO) postal services.

Tel: (02) 6055 2495

Fax: (02) 6024 2500

Email: susan.balle@defence.gov.au

Recreational Facilities



■ Bandiana Area Cinema

The Bandiana area cinema seats 394 people. The cinema is open for screenings on Thursday, Friday and Saturday evenings at 7.00 pm. Matinees are held on Wednesdays and Fridays during the Victorian school holidays commencing at 1.00 pm, and Saturday matinees as listed in NECANA newsletter or on the AWMA website.

A movie morning tea is held at 9.40 am on the last Thursday of the month, with a movie screening at 10.00 am. The cinema is closed for four weeks of the year during the Christmas and New Year period. The funds raised from movie patrons go into the Area Amenities Fund to benefit the Defence community within the AWMA. National rating standards apply.

Patronage of the cinema is restricted to: active ADF members; Australian public service (Defence) staff; cadets on duty; dependants and guests of active ADF members; commercial contractors working within AWMA; regional police, fire and ambulance; and Country Fire Authority and State Emergency Service members and their immediate family.

Approval must be sought for all personnel who meet application requirements.

Any enquiries, contact the Area Cinema Manager.

Tel: (02) 6055 2142

■ Defence Holiday Units

Information on all Service holiday resorts can be found on the following websites:

Royal Australian Navy Central Canteens Fund

Internet: www.ranccf.com/holidays.htm

Army Amenities Fund

Internet: www.armyholidays.com.au

RAAF Welfare Recreational Company

Internet: www.raafholidays.com.au

Department of Defence

Internet: www.defence.gov.au/dpe/dpsa/holiday_ops.htm



■ The Army Museum Bandiana

The museum is located in Gaza Ridge Barracks, South Bandiana, about 4 km east of Wodonga, along the Murray Valley Highway (Anzac Parade). The museum is open to the public Mondays to Saturdays from 9.30 am to 4.00 pm. It is closed on Sundays, Good Friday, Anzac Day, Christmas Day and Boxing Day. A small entry fee applies.

Tel: (02) 6055 2525

Fax: (02) 6055 2886

Email: bandiana.museum@defence.gov.au

Internet: www.defence.gov.au/army/AWMA_MUS/



■ Bandiana Golf Club

The Bandiana Golf Club is located on Donegan Road, South Bandiana. Under arrangements negotiated with the ALTC, membership is available to all personnel in the AWMA. (Members are required to hold a Defence Pass in order to access membership, and a police check may be conducted on application.) Competitions are held for men, ladies and juniors.

Lessons can be arranged with the club's professional, who conducts regular clinics. As a member of Bandiana Golf Club, you are permitted to bring up to six visitors with you to enjoy a round of golf. Check with the manager for full details.

Tel: (02) 6055 2136

■ Sporting Facilities

The AWMA provides and has access to many first-class sporting facilities. Outdoor facilities include all-weather athletic tracks, AFL and NRL football ovals, cricket pitches, soccer fields and tennis courts. There are two gymnasiums, one at North Bandiana and one at Latchford Barracks, with a 50-metre swimming pool. The gym facilities provide climbing walls, hockey (indoor and outdoor), basketball, netball, volleyball, badminton, three squash courts and weight rooms.

Spouses and dependants are encouraged to use the facilities, and should apply for a Recreational Facilities Pass. Applications can be obtained from unit clerks, the gym Physical Training Instructor (PTI) or from the AWMA website.

For more information, contact the gymnasium or pool staff at:

Latchford Barracks

PTI

Tel: (02) 6055 4384

Tel: (02) 6055 4206

Pool staff

Tel: (02) 6055 4051

North Bandiana

PTI

Tel: (02) 6055 2948

Gym staff

Tel: (02) 6055 2548

■ AWMA Amenities Hire Service

The AWMA Amenities Board is an organisation formed to raise and disperse funding for the benefit of military members on the AWMA. The funds are raised through equipment hire, the internet café at the Soldiers' Clubs and the area cinema. Funds are dispersed to support the Defence community, primarily soldiers, and to support the Soldiers' Clubs. This service is available to all ADF members and Defence civilians in the AWMA. A list of equipment and charges is listed in the monthly NECANA newsletter or on the AWMA website.

Tel: (02) 6055 2345

Veterans and Serving Member Support Organisations

■ Department of Veterans' Affairs

The Department of Veterans' Affairs provides information for veterans and their families on benefits and services available; outreach to rural remote areas; and consultative meetings with ex-Service organisations to ensure the specific needs of the veteran community are addressed, and to develop relevant health programs.

General enquiries

Tel: 13 32 54

Wodonga Network

Tel: 1300 551 918

Returned and Services League (RSL) Wodonga

The RSL provides programs for the wellbeing, care, compensation and commemoration of serving and ex-serving Defence Force members and their dependants, and promotes general community awareness of Defence needs.

Tel: (02) 6024 2023

Hume Veterans' Information Centre

This information centre provides confidential advice on entitlements, pension and welfare information services for all veterans and Service members and their dependants.

Tel: (02) 6056 5285

Veterans and Veterans Families Counselling Service (VVCS)

The VVCS provides confidential counselling and support to veterans and peacekeepers and their families.

Tel: 1800 011 046

Education

Regional Education Liaison Officer

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

The DCO booklets *Education – Victoria* and *Education – New South Wales* are available from the REDLO and contain information about preschool, primary, secondary and tertiary education in Victoria and New South Wales. They also cover services available for children with special needs, information on changing schools and details of the Education Assistance Scheme.

Defence School Transition Aide

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

They may:

- organise activities that welcome and farewell ADF families, and help them settle into the new school community
- assist the school to understand the needs of ADF parents and their children
- inform the school and support families if ADF members are deployed
- help families with special needs

- assist families to collect work portfolios and academic records or reports for the new school
- act as a point of contact for ADF families in the new school.

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

Contact the REDLO for further information.

REDLO

Tel: (03) 9282 3006

Email: redlo.vic@defence.gov.au

Handy Contacts

A range of schooling options are available in Wodonga. There are schools available in the public, private, Catholic and special needs sectors. In addition to this, you can access schools in the Albury area.

Victoria, internet: www.eduweb.vic.gov.au/schoolsonline

New South Wales, internet: www.det.nsw.edu.au

Employment

The Partner Education and Employment Program (PEEP)

Take a PEEP at your future

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

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

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

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

Tertiary studies assistance under PEEP

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

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

Looking for a job? Try Jobsearch

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

Internet: www.jobsearch.com.au

Want a peep at PEEP?

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

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

Children's Services

Defence Child Care Program

The purpose of the Defence Child Care Program is to aid mobility by facilitating priority of access to child care for Defence families where the local community is unable to meet the demand for 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 childcare centres across Australia which participate in the National Childcare Accreditation Council Quality Improvement Program. These centres are managed by B4Kids Pty Ltd and are required to meet the State/Territory Child Care Regulations for licensing and the requirements for the Child Care Benefit (CCB). The centres provide priority of access to Defence families in accordance with Defence's Priority of Access (POA) guidelines.

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

National Enrolment Call Centre

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

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

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

Family Day Care

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

Handy Contacts

Defence Community Organisation

Internet: www.defence.gov.au/dco/childcare.htm

B4Kids Pty Ltd

Internet: www.b4kids.com.au

Tel: 1300 265 600 or (07) 3326 5600

Child Care Access Hotline

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

Tel: 1800 670 305

Department of Education, Employment and Workplace Relations (DEEWR)

– Office of Early Childhood Education and Child Care

Internet: www.mychild.gov.au

MyChild Hotline

Tel: 13 36 84

The National Childcare Accreditation Council (NCAC)

Internet: www.ncac.gov.au

Family Day Care Australia

Tel: (02) 4320 1100 or 1800 621 218

Internet: www.familydaycare.com.au

Youth Services

Wodonga

Wodonga Council values the importance of young people and the distinct contribution that they make to the community. Wodonga Youth Services is strongly connected to local networks associated with young people, coordinating local responses to strengthen the capacity of the community to respond to local issues. The Youth Services office is located at:

Council Offices
104 Hovell St
Wodonga VIC 3690

City of Wodonga Youth Services aims to provide opportunities for young people in not only the programs they run but also in a volunteering capacity, not only at Council but in the community.

They endeavour to help young people get volunteer positions that best suit their needs and interests. You can not only volunteer at this service but also in the community at other youth specific organisations, and they can refer you to those that would best suit your needs. Think about the amount of time you are able to dedicate to volunteering, given other demands on your time such as school or university and other extracurricular activities.

Some items to note are National Youth Week (early April), Youth Card, FreeZa Music events and Red Week including Redfest, Red Carpet, Red Showcase and Red Expressions. All details can be found on the City of Wodonga council website.

Internet: www.wodonga.vic.gov.au/youth
Tel: (02) 6022 9300
Fax: (02) 6022 9322

Albury

Albury City has a new Youth Council. The nine-strong team is aged between 14 and 18 years. The Youth Council model is based on the Albury City Council. Youth Councils are a valuable way to encourage participation of young people in our community, providing them with a sense of community ownership.

Programs include participation in the Kool Skools project; sporting teams and events, including the skate park; and the Retro Youth Café on Dean Street. The Retro Youth Café offers free internet access, information on local services, and food. It is a popular place for young people to go and hang out, obtain information, meet and participate. See the Albury Council website for more information.

Internet: www.alburycity.nsw.gov.au
Tel: (02) 6023 8111
Fax: (02) 6023 8190

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 decision made by DHA or Toll, your local DRHM listed below, can assist you to address and resolve your concerns.

Area
Bandiana
Name
Lea Gayfer
Telephone
(02) 6055 2187
Mobile
0439 452 291
Fax
(02) 6055 2560

Defence Housing Australia



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

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

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

Internet: www.dha.gov.au

Tel: 139 DHA (139 342)

Toll Transitions



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

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

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

You can complete your Pre-AFR, AFR and inventory online at the Toll Transitions website www.tolltransitions.com.au/defence and "Your Defence Relocation Guide" explains the simple steps required to do this. You are able to maintain multiple inventory details online, giving you a current record of your goods and their whereabouts at any point in time. You can use these saved inventories should you move again.

After your move, in the unfortunate event of loss or damage, you can submit your notice of Loss or Damage online direct to Toll Transitions' Warranty Management Centre (WMC).

For 24-hour relocation enquiries and assistance, contact Toll Transitions on Tel: **1800 819 167**.

ADF Transition Centre

Regional ADF Transition Centre staff can assist all separating ADF members to access information relevant to their needs, as well as with transition administration.

Transition Centre staff can provide information on, and link members into, Defence and government support services such as the ADF Rehabilitation Program, Defence Community Organisation, Department of Veterans' Affairs, ComSuper and Centrelink.

They can advise on Defence procedures, such as choosing separation dates, assist with completing Defence requirements, and assist the member and their family with becoming separation ready.

If you would like any information or assistance in regards to separation from the full-time ADF, please do not hesitate to contact the ADF Transition Centre at Bandiana on the number below.

Area
Bandiana North
Name
Kevin Haggerty
Telephone
(02) 6055 2119
Mobile
0438 447 308
Fax
(02) 6055 2560

Health

Health Services

Health services in the Albury Wodonga region are reasonably comprehensive, with services and facilities offered by both the Victorian and New South Wales governments on respective sides of the border, as well as by private providers. Most married quarters are located in Victoria, but researching each area to ascertain which state offers better services for your family may be worthwhile. Various government health websites may assist you to find the particular health facilities and services that you need. Wodonga is usually listed as Hume Health Region; Albury is usually listed as Greater Murray Health Region.

Victoria

Victorian Department of Human Services
Internet: www.dhs.vic.gov.au

Better Health Channel
Victorian health services directory and self-help health information.
Internet: www.betterhealth.vic.gov.au

Hume Region (includes Wodonga)
Tel: (03) 5722 0555

New South Wales

NSW Department of Health
Internet: www.health.nsw.gov.au

Greater Southern Area Health Service
Tel: (02) 6933 9100

National

Department of Health and Ageing
Tel: 1800 500 853 (Aged and Community Care Information Line)
Internet: www.health.gov.au

Health Insite
Self-help health information.
Internet: www.healthinsite.gov.au

Hospitals

Albury Wodonga Health (AWH) formed on 1 July 2009, integrating the Albury and Wodonga hospitals into one body.

Wodonga

Albury Wodonga Health

Wodonga Campus
Vermont St, Wodonga
Tel: (02) 6051 7111
General hospital services provided: emergency, obstetrics, surgery, dental health, acute care, rehabilitation and dialysis.

Maternity and Obstetric Unit

(for all patients in Albury Wodonga and surrounding areas, whether private or public)
Wilson St, Wodonga
Tel: (02) 6051 7250

Murray Valley Private Hospital

Nordsvan Dr, Wodonga
Tel: (02) 6055 3100

Albury

Albury Wodonga Health

Albury Campus
Borella Rd, Albury
Tel: (02) 6058 4444

Mercy Health Service

Poole St, Albury
Tel: (02) 6042 1400

Albury Wodonga Private Hospital

1125 Pemberton St, Albury
Tel: (02) 6041 1411

Albury Wodonga Day Surgery and Endoscopy Unit

4 Baker Cct, Albury
Tel: (02) 6041 1511

Community Health Centres

Gateway Community Health Service
Tel: (02) 6022 8888

Albury Community Health Services
Tel: (02) 6058 1800

Child Health Clinics

Child health clinics and vaccination sessions are operated by Wodonga and Albury councils.

Wodonga City Council
Tel: (02) 6022 9300

Albury City Council
Tel: (02) 6023 8111

Albury Wodonga Emergency and After-hours Medical Services

Emergency services are available at both Albury Campus hospital and Wodonga Campus hospital. A private after-hours general practice (GP) clinic has been established at Albury

Campus with 24 border doctors included on its roster. The clinic operates by appointment only. Appointments can be made by phoning (02) 6021 0188 half an hour before and during clinic hours. Clinic hours are provided below. The clinic operates by appointment on weeknights between 7.00pm and 10.00pm, and during two sessions each day on the weekend. This is not a bulk-billed service. Cost is over the Medicare rate with a discount for pensioners. This clinic is open to patients with acute episodes and is not an alternative regular GP service.

In Wodonga (as well as the 24-hour emergency department at the hospital) there is 24-hour GP cover run through a roster of GPs. Call one of the following clinics and the message will tell you how to access a doctor and where to attend.

Federation Clinic,

Day	Open	Close
Weeknights	7.00 pm	10.00 pm
Saturday	9.00 am	12.00 pm
	4.00 pm	7.00 pm
Sunday	10.00 am	1.00 pm
	4.00 pm	7.00 pm

1 Forde Ct, West Wodonga
Tel: (02) 6059 2500

Central Medical Group,
224 Beechworth Rd, Wodonga
Tel: (02) 6024 3233

Wodonga West Medical Clinic,
195 Melbourne Rd, Wodonga
Tel: (02) 6056 2447

Vermont St Private Medical Practice,
56 Vermont St, Wodonga
Tel: (02) 6024 2577

Be aware that the costs may be well over the Medicare rates.

Ambulance Cover – Victoria

Emergency

Tel: 000

Membership

Tel: 1800 64 84 84

Internet: www.ambulance.vic.gov.au

The membership scheme provides low-cost cover against ambulance costs anywhere in Australia. If you have private health cover for your family, check to see if your policy offers you unlimited ambulance coverage. If your family does not have private health insurance or your insurance does not cover the cost of an ambulance, you can become an ambulance member for a fee. Family membership is currently \$150 per annum or \$75 for a single membership. Three-year and five-year memberships are also available.

Ambulance Cover – New South Wales

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

However, some ambulance services are provided free of charge to people in receipt of 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

Defence Community Groups

NECANA Association Inc.

The NECANA Association Inc. is made up of representatives of Defence community support groups in the Albury Wodonga Military Area. It is a coordinating body that keeps abreast of activities in the area and issues affecting Defence families. Membership is not limited to support group representatives, but open to all interested Defence family members. Meetings are held once a month.

The NECANA Association Inc. also coordinates the Pack-a-Picnic program in the AWMA. For further information, contact the coordinator on Tel: 0400 711 752.

NECANA Newsletter

A band of skilled and enthusiastic volunteers put together a newsletter for the Defence community each month called the NECANA. It includes information about activities and services in the area. Volunteers deliver the NECANA to your home. To have your address added to our delivery list, please call Jane on Tel: (02) 6024 3929.

If you would like to submit an article or an item to the newsletter, please contact the editor. Articles or items for inclusion in the NECANA can be forwarded by disk, email, phone or letter.

Please contact the editor on
Tel: 0434 710 056

Email: necana@aapt.net.au

NECANA Association Inc.
MILPO Bandiana VIC 3694

Defence Special Needs Support Group



The Defence Special Needs Support Group (DSNSG) is a national volunteer organisation established to provide support, information and assistance to Defence families who care for someone with a disability or special need. Membership is free. Services provided include local support groups, respite programs, posting plans, specialised support for adults with special needs, Computers 4 Kids, access to grants, national newsletter, social skill programs for children and much more. For more information, contact the national office.

National Coordinator

Margaret Fisk

Tel: 1800 037 674

Email: national.coordinator@dsnsg.org.au

Internet: www.dsnsg.org.au

Defence Families of Australia



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

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

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

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

- ensuring Deployment Support is appropriate and available to all families
- enhancing the Partner Education and Employment Program funding

- shifting the focus on mental health to the entire Defence family unit in order to adequately support the ADF member
- providing feedback to Toll on relocations administration procedures
- working with the ADF Financial Services Consumer Council to develop useful education on financial management for Defence families
- monitoring the introduction of the National Defence Families Identification Card.

Join DFA today free!

By joining DFA as a member, you are supporting its aim to represent the needs of all Defence families. Please take a few minutes to enter your details on the website www.dfa.org.au/user/register/

When you become a DFA member you will receive quarterly eNewsletters and email alerts, and access to the DFA website which

will provide you with access to a wealth of resources:

- My Home and My Calendar with local news and events in your posting location
- timely updates on information and changes affecting Defence families
- advice and tips from other partners in the areas of Moving, Absence from Home, Education, Health, Employment and Money
- an opportunity to provide Defence and Government with your feedback and suggestions for improvements in My Voice.

How can you be involved in DFA?

If you are interested in learning more about DFA or becoming a volunteer in your area, please contact your local National Delegate (details on the DFA website).

Visit www.dfa.org.au or call the DFA Infoline 1800 100 509.

Local Community

Albury Wodonga Tourism

There are many commercial tourist offices in Albury, Wodonga and surrounding towns. These will provide you with information about places and activities of interest in the region. Refer to travel agents in the Yellow Pages.

The Gateway Visitor Information Centre Wodonga on the Lincoln Causeway and the Albury Visitor Information Centre situated in Railway Place, on the corner of Smollett and

Young Streets Albury, both have information about the whole area. You can pick up a calendar of events, a leaflet about the local area, activities or history of the area, as well as maps and newsletters.

Gateway Visitor Information Centre Wodonga
Tel: 1300 796 222
www.destinationalburywodonga.com.au

Albury Visitor Information Centre
Tel: 1300 252 879
www.visitalburywodonga.com

The Countrylink Travel Centre at the Albury Railway Station can also assist with travel information for New South Wales.

Tel: 13 22 32

Internet: www.countrylink.nsw.gov.au

The V-Line Information Desk at Wodonga Railway Station will assist with travel information for Victoria.

Tel: 13 61 96

Internet: www.vline.com.au

Community Information

Albury and Wodonga, the twin cities on the border of New South Wales and Victoria, have their own local councils and state government bodies. Some Commonwealth Departments operate out of both cities; others (e.g. Centrelink in Albury) use one cross-border area office.

Both councils have informative websites dealing with all aspects of living in their city.

City of Albury website:

www.alburycity.nsw.gov.au

City of Wodonga website:

www.wodonga.vic.gov.au

Neighbourhood Houses and Community Centres

Neighbourhood Houses and community centres are situated throughout the Albury Wodonga area. These offer a wide range of activities for adults and children.

The Neighbourhood House or community centre near you can give you more information about the activities on offer. These centres are community-run, and are excellent places to develop skills and meet people, and they often require volunteer assistance.

■ Wodonga

Bandiana Neighbourhood House
Melaleuca Cres, North Bandiana
Tel: (02) 6055 2137

Baranduda Community Centre
Sage Cct, Baranduda
Tel: (02) 6020 8643

Birallee Park Community House
39 Emerald Ave, Wodonga
Tel: (02) 6059 2590

Felltimber Community Centre
Cnr Melrose Dr & Felltimber Creek Rd,
Wodonga
Tel: (02) 6043 4550

Trudewind Road Neighbourhood House
Quirk Ct, Wodonga
Tel: (02) 6024 3950

■ Albury

Woomera Aboriginal Corporation
684 Daniel St, Glenroy
Tel: (02) 6025 3475

Glenecho Neighbourhood House
949 Burrows Rd, Glenroy
Tel: (02) 6025 8325

Westside Community Centre
16 Mulga Pl, West Albury
Tel: (02) 6041 2236

Lavington/Springdale Heights
Cardo Dr, Lavington
Tel: (02) 6025 3988

Thurgoona Community Complex
Kosciusko Rd, Thurgoona
Tel: (02) 6043 1588

Mirambeena Community Centre
19 Martha Mews, Lavington
Tel: (02) 6025 8622

General Services

Newspapers

The local newspaper is *The Border Mail*. Issues are printed daily, except for Sunday.

A local free paper is delivered weekly to most homes in the main Albury Wodonga area. Some local communities produce and circulate neighbourhood newsletters.

Legal Services

Family Law Court

1st Floor, 463 Kiewa St, Albury

Tel: 1300 352 000

Internet: www.familycourt.gov.au

Family Mediation Service

558–560 Mitchell St, Albury

Tel: (02) 6058 0700

Family Relationship Centre

282 Beechworth Rd, Wodonga

(02) 6057 5300

Hume Riverina Community Legal Service

12 Stanley St, Wodonga

Tel: 1800 918 377

Victoria Legal Aid

Tel: 1800 677 402

Internet: www.legalaid.vic.gov.au

Legal Aid New South Wales

Tel: 1800 888 529

Internet: www.legalaid.nsw.gov.au

Womens' Domestic Violence Advocacy Scheme

Tel: (02) 6021 3059 or (02) 6041 1977

Libraries

Wodonga Library

Hovell St

Tel: (02) 6022 9117

Albury Library Museum

Cnr Kiewa & Swift Sts

Tel: (02) 6023 8333

Lavington Library

Griffith Rd

Tel: (02) 6058 5500

A mobile library travels to surrounding towns in the Upper Murray region, calling into places like Bandiana and Baranduda on its way.

Churches

Churches and service times for particular denominations are listed weekly in *The Border Mail*. Contact phone numbers are listed in the Yellow Pages.

Essential Services

Emergency Services

Telephone 000 for all emergencies requiring police, fire or ambulance services. For education programs, non-urgent bookings, information etc., phone the following:

■ **Ambulance**

Albury
663 Dean St
Tel: 13 12 33

Wodonga
31 South St
Tel: 13 30 09

■ **Police**

Albury
539 Olive St
Tel: (02) 6023 9299

Wodonga
100 Hovell St
Tel: (02) 6049 2600

Police Assistance Line (NSW)
Tel: 13 14 44

■ **Fire**

Albury
821 Mate St
Tel: (02) 6021 3174

Wodonga
Cnr Stanley & Smythe Sts
Tel: (02) 6043 8820

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, personnel and their families' driving licences 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 domicile. Families in Wodonga need to be aware that this scheme does not apply in Victoria. Licences must be changed within three months of taking up residency.

Driver's Licence and Registration

If you will be residing in New South Wales, i.e. in the Albury/Thurgoona areas, members and their dependants may continue to drive on an interstate licence provided that:

- it has not been withdrawn
- it has not been suspended
- the member holds a valid driver identification document issued by the Department of Defence.

Once the driver's licence expires, a new licence from the state in which you reside must be obtained. Even though a driving test is not necessary, an appointment is required. Proof of residence may also be required. Contact the relevant body before your licence expires to make the necessary arrangements. The same principles apply to all registrations, i.e. vehicles, trailers, trucks, boats and motorcycles etc.

■ Victoria

VicRoads

82–86 Elgin St, Wodonga
(opposite Wodonga Plaza)
Tel: 13 11 71
Phone for information.

An appointment is necessary for all registrations of vehicles, trailers, trucks, motorcycles etc. Roadworthy checks are compulsory for registration. An appointment is also necessary for interstate licence change-over.

Internet: www.vicroads.vic.gov.au

■ New South Wales

Road Traffic Authority (RTA)

Cnr Hume Hwy & Macauley St, Albury
PO Box 1114
Tel: 13 22 13
Internet: www.rta.nsw.gov.au

Road Rules

■ U-turns and Overtaking

From 9 November 2009, there were some changes to the road safety rules regarding U-turns and overtaking over the centre dividing line, lane lines and painted islands.

■ Centre Dividing Line

A driver must not overtake, or do a U-turn, across a single continuous centre line, or a single continuous line to the left of a broken line. However, a driver can cross over a centre dividing line (except a double continuous centre dividing line) when entering or leaving the road.

■ Lane Lines

A driver must not change lanes over a single continuous lane line.

■ Painted Islands

A driver must not drive over a painted island that is surrounded by a single continuous line. However, a driver can drive over the island if they are entering or leaving the road, or entering a turning lane that begins immediately after the painted island.

A driver must not drive over a painted island at a freeway on-ramp. It is also illegal to drive on a painted island that is surrounded by a double line.

■ What you have to do

Remember that you can only cross a single continuous centre line if you are entering or leaving the road, or to avoid an obstruction. You cannot overtake or do a U-turn over a single continuous line or a double continuous line.

Public Transport

■ Bus – local

In Albury Wodonga, as a general rule, Dysons services Wodonga school bus routes, and Martin's services Albury.

Dysons

Tel: (02) 6056 3100

Martin's Albury

Tel: (02) 6040 4400

Note: There are bus services to the bases in the Albury Wodonga Military Area. There is also a free taxi service for Defence members travelling within the military area. In addition, there is a courtesy bus service to the Albury and Wodonga central business districts (CBDs) – timetables available locally.

Taxi service (Defence)

Tel: (02) 6055 2580

■ Bus – to Melbourne Airport

Airport Direct operate a coach from Wodonga to Melbourne Airport. You do not need an airline ticket. Check with the website for travel details.

Internet: www.airportdirect.com.au

■ Taxis

Wodonga Taxis

Tel: (02) 6024 3444

Albury Radio Taxis

Tel: (02) 6025 2255

■ Trains

V/Line – daily train service to Melbourne, from Wodonga Railway Station.

Tel: 13 61 96

Internet: www.vline.com.au

CountryLink – daily train service to Melbourne and Sydney, including XPT (express), from Albury Railway Station.

Tel: 13 22 32

Internet: www.countrylink.nsw.gov.au

■ Airlines

The airport for Albury Wodonga is situated about five minutes drive east of the centre of Albury. Connecting flights across Australia and to international destinations are made through Qantas, Rex, Brindabella or Virgin Australia airlines.

Rex

Tel: 13 17 13

Qantas Airways

Tel: 13 13 13

Virgin Australia

Tel: 13 67 89

Brindabella Airlines

Tel: 1300 668 842

Pet Care

Pets

The local councils request that families with pets comply with local guidelines. Check council by-laws and owner responsibilities for your particular area.

■ **Wodonga enquiries**

The Supervisor, Civic Service
Tel: (02) 6022 9300

All dogs and cats over six months old must be registered and wear an identification tag. If your dog or cat is currently registered with another council (and you must have proof), there is only a nominal fee for a replacement tag.

■ **Albury enquiries**

Customer Service Centre
Tel: (02) 6023 8111

Lifetime registration applies in NSW. New puppies and kittens must be microchipped by a vet. You then need to register this microchip number with the council. This registration is valid for the animal's lifetime.

If you obtained a cat before 1 July 1999, it must have a microchip or a collar and identification tag. Cats in this category do not have to be registered with the local council.

Emergency Information

Emergency Services

Telephone 000 for all emergencies requiring police, fire or ambulance services.

The Albury Wodonga region is located in a high fire risk area and is supported by fire services from both Albury and Wodonga.

Victoria is serviced by the Country Fire Authority (CFA), which is located at 1 Smythe Street, Wodonga.

Tel: (02) 6056 3022

Internet: www.cfa.vic.gov.au

The NSW Rural Fire Service covers the rural area around Albury.

Tel: 1800 679 737

Internet: www.rfs.nsw.gov.au

For Albury city area, the NSW Fire Brigade can be contacted on Tel: (02) 6021 3174.

Internet: www.nswfb.nsw.gov.au

Important Numbers

Telephone Counselling and Information Services

Albury Community Health Services
Tel: (02) 6058 1800

Albury Family Support Services
Tel: (02) 6041 1950

Australian Breastfeeding Association
Tel: (02) 6041 2351

Australian Hearing Services
Tel: (02) 6041 2044 or 13 17 97

Community Information and Referral Centre,
Wodonga
Tel: (02) 6056 3222

Coinda Family Support Group Inc.
Tel: (02) 6056 4844

Diabetes Education Community Health Centre
Tel: (02) 6058 1800

Disability Advocacy and Information
Tel: (02) 6056 2420

Family and Adolescent Counselling Service/
Resolve
Tel: (02) 6056 2802

Family Link (home-based respite care for
children)
Tel: (02) 6040 1059

Family Planning and Women's Health
Tel: (02) 6058 1800

Grief Support Inc. (24 hour)
Tel: (02) 9489 6644

Kirinari Community Services
(disability 24-hour support)
Tel: (02) 6056 2111

Maternal & Child Health Services
Albury, Tel: (02) 6042 1446
Wodonga, Tel: (02) 6022 9300

Red Cross
Tel: 1800 422 717 or (02) 6041 2717

St David's Uniting Care
Tel: (02) 6021 7099

Upper Murray Family Care
Tel: (02) 6022 8000

Victims of Crime Counselling
Tel: 1800 633 063

Veterans' Affairs, Department of
Tel: 1300 131 945

Veterans and Veterans' Families Counselling
Service
Tel: (02) 6056 1341 or 1800 011 046

Veterans' Information Centre, Hume
Tel: (02) 6056 5285

Volunteer Resource Bureau Inc.
Tel: (02) 6021 0990

Women's Centre
Tel: (02) 6041 1977

Women's Refuge – Betty's Place
Tel: (02) 6041 4141

Defence Hotlines

All-hours Support Line (within Australia)

Tel: 1800 628 036

All-hours Support Line (outside Australia)

Tel: +61 2 9425 3878

Army Fair Go

Tel: 1800 100 064

DCO Emergency After Hours Contact

Tel: 1800 801 026

Defence Equity Advice

Tel: 1800 803 831

Defence Family Matters

Tel: (02) 6127 2316

Defence Health

Tel: 1800 335 425

Defence Whistleblower Hotline (24 hours)

Tel: 1800 673 502

Family Information Network for Defence

Tel: 1800 020 031

Flexible Remuneration

Tel: 1800 632 496

Military Compensation and Rehabilitation
Services

Tel: 1300 550 461

Military Superannuation

Tel: 13 23 66

National Health Advisory Service for Members
(available 24 hours, 7 days)

Tel: 1800 467 425 (1800 IM SICK)

National Welfare Coordination Centre

Tel: 1800 801 026

Service Direct

Tel: 1800 333 362 (1800 DEFENCE)

Notes



Australian Government
Department of Defence