

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 GREATER WESTERN SYDNEY



Australian Government

Department of Defence

Welcome to Greater Western Sydney

This Welcome Book has been prepared by the Defence Community Organisation (DCO) for Defence personnel and their families posted to the greater Western Sydney region. This includes personnel posted to Royal Australian Air Force (RAAF) Base Richmond, RAAF Glenbrook and Defence Establishment Orchard Hills.

The book captures a wide range of general and local information to assist you to settle into your new location. The surrounding region – including Blue Mountains, Hawkesbury Valley, Hills District and Penrith Valley – have a lot to offer you, making this a posting with many exciting opportunities.

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

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

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Introduction and Welcomes

Senior ADF Officer - RAAF Base Richmond

First, may I offer my congratulations on your posting to the Royal Australian Air Force (RAAF) Base Richmond. A Base that has a long and proud history of service to the nation, and a high level of integration with the Hawkesbury region.

As the Senior ADF Officer for RAAF Richmond, I am committed to supporting you and your family during your transition, with the Defence Community Organisation (DCO) at Richmond being a key provider of support.

DCO has produced this Welcome Book to provide you and your family with information that will assist with your move into the local area. It has been carefully developed for Defence personnel and their families, and will be a very useful reference guide during your posting. After you arrive at Richmond, I recommend that you take the opportunity to attend an induction briefing that will provide you with information about the Base, the local region, and importantly, the support services available to you and your family. You will be advised of the dates for the Base induction briefings as you complete your inwards clearances.

Throughout the year, DCO offers a range of information sessions addressing family support issues. Please feel free to take advantage of these sessions, which are sure to provide invaluable information. However, if you have any questions that refer to family support issues, entitlements or bookings concerning your move to Richmond, you can contact DCO on Tel: (02) 4587 1130, the Defence Service Centre on Tel: 1800 020 031 or the Customer Service Centre (CSC) on Tel: 02 4587 2311.

The move to Richmond, like any posting, will come with its own challenges, and while there will be a number of support networks in place, if you are not receiving the best possible assistance, you should make your complaint known to your unit administrative officer or to the team leader of CSC, on Tel: (02) 4587 3192 or the Defence Relocations and Housing Manager (DRHM) on Tel: (02) 4587 2314. All of these people will offer you a high standard of service in sorting out any issues that you have.

I wish you the very best in your move into the area.

Gary Martin
Air Commodore
Commander Air Lift Group

Senior ADF Officer - RAAF Glenbrook

Welcome from SADFO RAAF Base Glenbrook

Congratulations on your posting and welcome to Headquarters Air Command (HQAC) at RAAF Base Glenbrook.

RAAF Base Glenbrook is not only the home of Headquarters Air Command; it also has Defence Support – Western Sydney and the Chief Officer Information Group in location. The Base itself is an especially attractive environment, surrounded by bushland yet with exquisite views across to Sydney. I suspect you're already looking forward to coming after reading that.

The move to Glenbrook, like any posting, comes with challenges. To assist in your transition you will have the support of Defence Housing Australia (DHA) for your housing requirements and Toll Transitions for removals. However, during your transition phase, if you feel you are not receiving the best possible assistance, you should make this known to the CO HQAC on Tel: (02) 4737 7334 or the Administrative Officer on Tel: (02) 4737 7164.

Following your arrival at Glenbrook, you will have the opportunity to attend an induction briefing in early February that will provide you with information about the Base, the local region, and importantly, the support services available to you and your family. You will also be advised of the dates for the Base induction briefings as you complete your inwards clearances.

DCO has produced this Welcome Book to provide you with information that will assist with your move into the local area. It has been carefully developed for Defence personnel and their families, and I am sure you will find it will be a very useful reference guide during your

posting. The guide contains relevant Information and advice on support services, child care, schools, emergency services etc. And should you need more complex support, DCO is there for you as well.

I wish you and your family the very best on your move and settling in the Glenbrook area.

Peter Davis

Group Captain

**Senior Australian Defence Force Officer
RAAF Base Glenbrook**

Senior ADF Officer - Defence Establishment Orchard Hills

Defence Establishment Orchard Hills The Northern Rd ORCHARD HILLS NSW 2748

Welcome to Defence Establishment Orchard Hills (DEOH) and to western Sydney. This region has a great deal to offer and even though DEOH is a small base in terms of population it offers a comfortable and enjoyable working environment. For those of you who have previously served in this area, welcome back. To you and to those new starters, I commend this Welcome Book to you. It has been put together by the Defence Community Organisation (DCO) to assist you with the settling-in process by providing you and your family some useful information.

I am sure that your new unit and Defence Housing Australia will do their utmost to assist your move, but DCO Richmond is also available should you need assistance with your transition. Defence has high-quality professional support agencies and a dedicated volunteer and community network available to assist Defence members and their families. I hope that you are able to make the most of your posting to Sydney, enjoying not only the professional challenge that a new posting brings.

The western Sydney area is well-served by a supportive civilian community, with high-quality schooling options, a wide array of sporting and recreational facilities, and easy access to popular holiday destinations such as the Blue Mountains. I encourage you and your family to enjoy this unique area.

I encourage you to take the time to look through this book and speak with DCO about any assistance that you may require

G.G. POTTER

Colonel

**Director Explosive Ordnance Services
and SADFO DEOH**

Defence Support Services

Defence Community Organisation (DCO)

How We Can Assist You

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

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

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

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

Where to Find Us

■ RAAF Richmond

14 Delarue St

RAAF Base Richmond NSW 2755

Tel: (02) 4587 1130

Fax: (02) 4587 1129

Email: dco.richmond@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.

Chaplaincy Services

Chaplaincy support is offered to all serving members and their dependants. Chaplains offer spiritual and pastoral support in a variety of circumstances, ranging from normal chapel worship services to after-hours crisis intervention.

Chapel Services

The two base chapels at Richmond are available to all members and their dependants, as well as civilians working within Defence. There are no weekend services, but to enquire about special pastoral services (e.g. baptisms, weddings and funerals), contact the chaplaincy centre.

Tel: (02) 4587 1215

A Bible study/discussion group is currently held at the chaplaincy centre on Tuesdays at 11.30 am, and a Protestant service held on Thursdays at 11.45 am in the All Saints Chapel.

A short prayer service is held weekly at Glenbrook.

Pastoral Care and Counselling

Chaplains are available to members and their dependants as a first point of contact when experiencing difficulties of any kind. Chaplains provide a completely confidential service, listening to and assisting members and their families with a wide range of issues – including relationship, financial, career, grief and loss, and other personal issues. Chaplaincy support to dependants of deployed personnel is also a normal part of the chaplains' duties.

RAAF Welfare Trust Fund (RWTF)

RAAF chaplains administer the RWTF, a low-cost loan scheme for Permanent Air Force (PAF) members and RAAF Reserve members on full-time service. Details of assistance available through the fund can be found on the website, Internet: <http://defweb.cbr.defence.gov.au/rwtf>, or through the chaplains.

On-call Chaplain

A chaplain is always available on-call for after-hours emergency needs. You can contact the duty chaplain on Tel: (02) 4587 1215 during working hours or on Tel: 0427 281 741 at any other time, or by phoning the switchboard on Tel: 1800 333 362 and asking to speak to the chaplain at Richmond.

Contacting the Chaplains

General chaplaincy enquiries

Tel: (02) 4587 1215

Richmond chaplains

Tel: (02) 4587 2545, (02) 4587 2546

or (02) 4587 2547

Glenbrook chaplain

Tel: (02) 4737 7224

Defence Support Group (DSG)

With representatives on every Defence site around the country, Defence Support (DS) provides essential services and support every day to more than 80,000 personnel. In this way, DSG is one of the vital elements underpinning Defence capability, as well as being central to communities in which Defence operates.

DS Northern New South Wales (NNSW) provides a range of administrative, personnel, garrison support and infrastructure services to Defence employees in the offices and bases within the Northern NSW region.

For more information and contact details, contact the Defence Service Centre on Tel: 1800 000 677 or, alternatively, you can speak to the local Customer Service Centre at RAAF Richmond on Tel: (02) 4587 2311.

Defence

Introduction to RAAF Base Richmond

Welcome to RAAF Base Richmond, Australia's busiest Air Force base, the second oldest after Point Cook, and the home of Air Lift Group. It is hoped that the diversity of challenge and variety offered to you at the base and in the Hawkesbury local area will make your stay rewarding and enjoyable.

RAAF Base Richmond was the first RAAF base to be established in New South Wales (NSW), and is now the hub of the Air Force because of its logistics significance. The following units and major commercial contractors to Defence are all located at RAAF Base Richmond:

- 1 Airfield Operations Support Squadron
- 1 Combat Communications Squadron
- 15 Ground Liaison Section
- 176 Air Dispatch Squadron
- 2 Airfield Defence Squadron – Richmond
- 22 (City of Sydney) Squadron
- 285 Squadron
- 3 Expeditionary Health Squadron
- 37 Squadron
- 44 Wing Detachment Richmond (Air Traffic Control)
- 68 Ground Liaison Section
- 87 Squadron Air Mobility Tactical Intelligence Flight
- ADF Investigative Services - Joint Investigations Office Richmond
- Air Movements Training and Development Unit
- Air Lift Systems Program Office
- Air Force Improvement Team – Richmond
- Australian Aerospace
- Ball Aerospace
- Canadian Aerospace Engineering
- Defence Community Organisation
- Defence Maintenance Management
- Defence National Storage and Distribution Centre – Richmond
- Defence Support Richmond
- Headquarters Air Lift Group
- Headquarters 84 Wing
- Headquarters 86 Wing
- Lockheed Martin
- Marshall Aerospace
- QANTAS Defence Services
- Raytheon
- Rosebank Engineering
- School of Post Graduate Studies - Detachment Richmond
- Serco Sodexo
- US Air Force Detachment

RAAF Base Richmond Facilities

Pass Office

The Pass Office is manned 24 hours a day. Access can be gained from within the Base or from Percival St, 300 metres south of the main gate. The Pass Office is situated at the southern end of the Service Police Building.

Tel: (02) 4587 3683 / 3677

Sporting and Fitness Facilities

A variety of sporting facilities are available at RAAF Base Richmond including squash courts, tennis courts, gymnasium, a 50-metre swimming pool and soccer/football grounds. These facilities are available for use by dependants. For those non-military members wishing to use sporting and fitness facilities there is a deed of indemnity form which needs to be completed and returned to the PTIs prior to use. For more information contact the PTIs.

Gymnasium

The gym is available for use all year round; however, dependants under 16 years of age must be accompanied by an adult and are not permitted to train. The gym is fully equipped with weights and cardio equipment and the staff are able to provide individual fitness programs to participants. It is open from 7.00 am to 4.30 pm, Monday to Friday. After-hours access can be provided by the serving member presenting their military ID for registration at the gym

SNCOIC P&RT Tel: (02) 4587 2615

Richmond Pool

Richmond has a 50-metre pool, open during the summer months. This is usually from the October long weekend until Anzac Day. The pool may be used by dependants when it is not needed by units for training or physical training (PT). Dependants can contact the gym to check PT session timings and planned closures.

Tennis Courts

Three tennis courts are available for general use and can be booked using the facilities booking board displayed inside the gym.

Squash Courts

Squash courts are available for use and can be booked by contacting the gym directly.

Boxing Studio

Located on McNamara Ave, the Boxing Studio is primarily used for allocated PT sessions and is controlled through the gym. Circuit style PT classes are run during lunch time on Monday and Wednesday each week 11.30 am to 12.30 pm. Dependants are welcome to join in on these classes once they have completed the deed of indemnity.

Metro Cinema

The Metro Cinema operates Friday and Saturday nights with movies starting from 7.00 pm. The cinema also has a small candy bar selling popular items and popcorn. The cinema is open to members of the Defence Force, their dependants, Defence civilians and invited guests. 24-hour movie information is available by calling the number below.

Ticket prices at the time of printing are as follows:

- Adults (15+) = \$6.00
- Children (3–14) = \$3.00
- Infants (0–3) = Free

Tel: (02) 4587 2617

RAAF Richmond Messes

RAAF Richmond has three Defence Messes; Officers' Mess, Sergeants' Mess and Airman's Mess. The Messes serve meals for breakfast, lunch and dinner, seven days a week.

Richmond Bistro

Located on McNamara Ave, the Richmond Bistro Cafe offers a selection of hot food, sandwich bar options, coffee and cake. It is open Monday to Friday from 7.00 am to 2.00 pm.

Tel: (02) 4587 2465

Newsagency and Post Office

Located on McNamara Ave, the Base Newsagency and Post Office offers a wide range of services including dry-cleaning, passport processing souvenirs and convenience items. It is open during the following hours:

- Monday to Thursday, 6.00 am to 5.00 pm
- Friday, 6.00 am to 3.00 pm
- Saturday, 6.00 am to 12.00 pm.
- Sunday – closed

Tel: (02) 4587 2679.

Credit Unions

■ Australian Defence Credit Union (ADCU) Richmond

ADCU is located at the southern end of Building 327, McNamara Ave. It is open Monday to Friday from 9.00 am to 4.00 pm.

Tel: (02) 4588 5333 or (02) 4587 2720

■ Defence Credit Union (Defcredit) Richmond

Defcredit is located at the southern end of Building 327, McNamara Ave. It is open Monday to Friday from 9.00 am to 4.00 pm. An automatic teller machine (ATM) is located at the front of the credit union.

Tel: (02) 4587 2603.

Barber Shop

Located on McNamara Ave, the Barber shop is open Monday to Thursday from 8.30 am to 5.30pm, and Friday from 8.30 am to 4.00 pm.

Tel: (02) 4587 2687

Hairdresser

Located on McNamara Ave, the Base Hairdresser, Sandra's Hair Techniks, is open on the following days:

- Monday and Thursday: 9.30 am to 4.30 pm
- Tuesday: 9.30 am to 2.00 pm
- Friday: 9.30 am to 1.00 pm

The hairdresser is closed on Wednesdays.

Tel: (02) 4587 3251

Introduction to the Defence Establishment Orchard Hills

Welcome to the Defence Establishment Orchard Hills (DEOH), which is located near Penrith and adjacent to the relatively new suburb of Glenmore Park. The base is convenient to the M4 Motorway and other major arterial roads.

The base has a large land area that is used as buffer zones to ensure the safe storage of explosives and a small domestic precinct housing a number of lodger units.

DEOH is the home of:

- Directorate Explosive Ordnance Services (DEOS), Joint Logistic Command
- Joint Proof and Experimental Unit (JPEU), Joint Logistic Command
- Guided Weapons Branch, Defence Materiel Organisation
- RAAF Defence Explosive Ordnance Training School (DEOTS)
- RAAF Explosive Ordnance Disposal Flight (EODF)
- Special Operations Logistics Squadron (SOLS)
- Thales Australia
- Land Base Magnetic Test Range (LBMTR)
Royal Australian Navy

On-base Facilities

Mess facilities – DEOH has an Officers' Mess and a Combined Sergeants and Other Ranks' Mess. There is limited mess accommodation.

Sporting Facilities

The gymnasium is located immediately on the left as you enter the Base; it is well-equipped, has a sauna, and can be accessed by military personnel and their dependants once approval has been given and swipe-card access granted from the security post at the front gate. The swimming pool is open Monday to Friday, 6.00 am to 10.00 pm, and Saturday, Sunday and public holidays from 9.00 am to 9.00 pm. It is closed over winter (Easter long weekend until October long weekend). The swimming pool is also available for use by military members and their dependants.

The Orchard Hills Golf Club is a nine-hole course with 18 different tee offs. It is located inside the Base's security fence line. Because the course is situated inside the Defence Establishment, photo identification (ID) is compulsory for entry. Orchard Hills Golf Club is a semi-private golf course primarily used for the benefit of military personnel. Members of the public can be invited to play as long as they call to book on Tel: (02) 4736 1266 or 0415 851 259.

Introduction to RAAF Glenbrook

RAAF Base Glenbrook, located 60 km west of Sydney, is the RAAF's most prestigious location, with spectacular views over the plains of Penrith towards Sydney. Glenbrook is the home of Head Quarters Air Command, Defence Information Systems Communication Element and Defence Support Western Sydney. Glenbrook is ideally located, with a supportive local community and the major retail centre of Penrith only minutes away by car or train and the Blue Mountains National Park and all its wonders equally accessible.

■ **Defence Credit Union (Defcredit) Glenbrook**

Defcredit Glenbrook is located at Level 3, Supply Flight Building 112, RAAF Glenbrook. It is open Monday, Thursday and Friday from 10.00 am to 2.00 pm, but is closed on Tuesdays and Wednesdays.

Tel: (02) 4737 7229.

Education

Regional Education Liaison Officer (REDLO)

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

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

Defence School Transition Aide Program

Defence funds Defence School Transition Aides (DSTAs) and Defence Transition Mentors (DTMs) in a number of schools in the state. DSTAs (Primary) and DTMs (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/DTM helps all Defence children at the school should they seek or require assistance. It is not intended that the DSTA/DTM work with one child on a long-term basis.

Contact the REDLO for further information.

REDLO NSW

Tel: (02) 9393 3316

Email: redlo.nsw@defence.gov.au

Handy Contacts

Guide to NSW Secondary Schools

Internet: www.schoolchoice.com.au

Public Schools NSW

Internet: www.schools.nsw.edu.au

Employment

The Partner Education and Employment Program (PEEP)

Take a PEEP at your future

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

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

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

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

Tertiary studies assistance under PEEP

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

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

Looking for a job? Try Jobsearch

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

Internet: www.jobsearch.com.au

Want a peep at PEEP?

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

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

Children's Services

Defence Child Care Program

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

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

National Enrolment Call Centre

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

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

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

Family Day Care

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

Handy Contacts

Defence Community Organisation

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

B4Kids Pty Ltd

Internet: www.b4kids.com.au

Tel: 1300 265 600 or (07) 3326 5600

Child Care Access Hotline

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

Tel: 1800 670 305

Department of Education, Employment and Workplace Relations (DEEWR)

– Office of Early Childhood Education and Child Care

Internet: www.mychild.gov.au

MyChild Hotline

Tel: 13 36 84

The National Childcare Accreditation Council (NCAC)

Internet: www.ncac.gov.au

Family Day Care Australia

Tel: (02) 4320 1100 or 1800 621 218

Internet: www.familydaycare.com.au

Child Care

For a comprehensive list of child care services available in your area, please contact the Family Liaison Officers at the Defence Community Organisation on Tel: (02) 4587 1130.

Other agencies that can assist you include
Internet: www.mychild.gov.au

Playgroups

If you have a child or children aged between birth and five years and would like to meet, learn and play with other Defence children and carers, call the Family Liaison Officer at the Defence Community Organisation on
Tel: (02) 4587 1130.

Playgroup Association of NSW

441 Victoria St, Wetherill Park

Tel: (02) 1300 887 674

Internet: www.playgroupnsw.com.au

Special Needs

When Defence families with special needs are posted, they may have difficulties accessing the services they require. The problems families experience are due to the different eligibility criteria for accessing services, such as therapy (speech and occupational therapy) and respite, due to the lengthy waiting lists and, in some instances, the lack of service providers. When relocating, some families require housing modifications and specific accommodation which caters for the additional requirements of the family member with special needs.

In order to address some of these difficulties Defence has a policy (PACMAN Ch 8 Part 6) that provides a range of assistance measures that can be accessed by ADF families who are formally recognised as having a dependant with special needs. The Dependants with Special Needs Program includes:

- a process whereby families have their status as a member with a special needs dependant formally recognised
- a process whereby families have the assistance required by the special needs dependant reviewed prior to relocating
- a special needs pre-posting visit
- assistance to access specialised equipment in the new locality
- assistance to access therapy services in the new locality
- assistance to access respite services in the new locality
- assistance with identifying appropriate housing and transit accommodation.

Contact your local DCO office for more information or request a CD ROM that explains the process for applying for recognition or, at the time of posting, to undertake an assessment of assistance required by the special needs dependant.

Children with Special Needs

The decision on where to enrol a student, and with what level of support, will depend on a number of factors, including the student's educational needs, the expressed desires of parents and caregivers, the capacity of the education system to provide the level of support services required at a particular location, and the availability of appropriate support services at alternative locations.

It is important that parents of children with special needs contact the REDLO as soon as notification of posting is given to facilitate the appropriate placement, so that the support required is available for the student from the time of arrival at the new school.

Relocations and Housing

Defence Relocations and Housing Manager

Defence Relocations and Housing Managers (DRHMs) are employed to assist ADF members and their families by liaising with Defence Housing Australia (DHA), Toll Transitions and the Defence Community Organisation in each region, to make their relocation easier for them and their families. If you have an enquiry regarding your housing, maintenance, allocation and/or relocation services, or if you are dissatisfied with the service provider or decision made by DHA or Toll, your local DRHM listed to the right, can assist you to address and resolve your concerns.

Area
Richmond
Name
Sara Sullivan
Telephone
(02) 4587 2314
Mobile
0408 481 880
Fax
(02) 4587 1337

Defence Housing Australia



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

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

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

Internet: www.dha.gov.au

Tel: 139 DHA (139 342)

Toll Transitions



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

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

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

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

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

For 24-hour relocation enquiries and assistance, contact Toll Transitions on

Tel: 1800 819 167.

Health

After-Hours Chemist

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

Ambulance Cover

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

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

Emergencies, Tel: 000

Bookings (non-emergency), Tel: 13 12 33

Child Immunisation

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

Immunisation Hotline
Tel: 1800 671 811

Where to Get Children Immunised

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

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

Hospitals and Health Services

Hospitals – Serving Members Only

3 Expeditionary Health Squadron
Tel: (02) 4587 1850

Alcohol Rehabilitation and Education Program

Tel: (02) 4587 3009
1800 IM SICK (1800 467 425) (Defence members only)

Local Health Districts – Greater Western Sydney

Eight Local Health Districts cover the Sydney metropolitan region and seven cover rural and regional NSW. The two Local Health Districts impacting on Greater Western Sydney include:

Nepean Blue Mountains Local Health District

■ Blue Mountains District ANZAC Memorial Hospital

Cnr Woodlands Road and Great Western Hwy, Katoomba
Tel: (02) 4784 6500

■ Hawkesbury District Hospital and Hawkesbury Community Health Centre

Cnr Day & Macquarie Sts, Windsor
Tel: (02) 4560 5714

■ Lithgow Integrated Health Service

Col Drewe Drive, Lithgow
Tel: (02) 6350 2300

■ Nepean Hospital

Derby Street, Kingswood
Tel: (02) 4734 2000

■ Springwood Hospital

Huntley Grange Road, Springwood
Tel: (02) 4751 0300

■ The Hills District Community Health Centre

183–187 Excelsior Ave, Castle Hill
Tel: (02) 8853 4500

Sydney West Area Health Service

■ Auburn Hospital and Community Health Service

Hargrave Road, Auburn
Tel: (02) 8759 3000

■ Blacktown Hospital

Blacktown Road, Blacktown
Tel: (02) 9881 8000

■ Mount Druitt Hospital

75 Railway St, Mount Druitt
Tel: (02) 9881 1555

■ The Children's Hospital at Westmead

Cnr Hawkesbury Road and Hainsworth Street,
Westmead.
Tel: (02) 9845 0000

■ Westmead Hospital

Cnr Hawkesbury & Darcy Road, Westmead
Tel: (02) 9845 5555

Women's Health Centres

124 Lurline St, Katoomba
Tel: (02) 4782 5133

230 Derby St, Penrith
Tel: (02) 4721 8749

■ Hills Women's Health Practice

170A Old Northern Rd (Cnr Oxley Ave), Castle Hill
Tel: (02) 9688 6678

■ The Women's Cottage

22 Bosworth St, Richmond
Tel: (02) 4578 4190

■ Penrith Women's Health Centre

Cnr Station & Henry Sts, Penrith
Tel: (02) 4721 8749

Women's Information and Referral Service

■ Department for Women

Tel: 1800 817 227
Internet: www.women.nsw.gov.au

General Services

All-hours Support Line
Tel: 1800 628 036 (freecall within Australia)
Tel: +61 2 9425 3878 (outside Australia)

Australian Breastfeeding Association NSW

PO Box 680
Baulkham Hills NSW 2153
Tel: (02) 9639 8686
Internet: www.breastfeeding.asn.au

Australian Organ Donor Register

Tel: 1800 777 203.

Health Insurance

iSelect

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

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

Tel: 1800 102 000
Internet: www.iselect.com.au

Medicare Offices

For details of your nearest Medicare office, please contact Medicare

Tel: 13 20 11
Internet: www.medicareaustralia.com.au

- Blacktown – Shop 3008, Westpoint Shopping Centre, Patrick St
- Castle Hill – Shop 518, Castle Towers Shopping Centre, Castle St
- Katoomba – 33–35 Waratah St
- Parramatta – Shop 1115, Westfield Parramatta, Church St
- Lithgow – Shop 49, Lithgow Valley Shopping Centre, Lithgow St
- Penrith – Shop 260, Penrith Plaza, High St
- Richmond – Shop 48, Richmond Marketplace, March St
- Springwood – Shop 5, Macquarie Centre

Defence Community Groups

Defence Special Needs Support Group (DSNSG)



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

National Coordinator

Margaret Fisk

Tel: 1800 037 674

Email: national.coordinator@dsnsg.org.au

Internet: www.dsnsg.org.au

Defence Families of Australia (DFA)



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

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

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

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

- ensuring Deployment Support is appropriate and available to all families
- enhancing the Partner Education and Employment Program funding
- shifting the focus on mental health to the entire Defence family unit in order to adequately support the ADF member
- providing feedback to Toll on relocations administration procedures
- working with the ADF Financial Services Consumer Council to develop useful education on financial management for Defence families
- monitoring the introduction of the National Defence Families Identification Card.

Join DFA today free!

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

When you become a DFA member you will receive quarterly eNewsletters and email alerts, and access to the DFA website which will provide you with access to a wealth of resources:

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

How can you be involved in DFA?

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

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

Deployment Interest Group

The Defence Community Organisation (DCO) appreciates the valuable role that partners and families of serving members play in supporting one another through deployments and extended exercises etc.

DCO can sponsor social gatherings (which support networking), and is currently calling for volunteers to form a new interest group. You will have a DCO Family Liaison Officer to support you with the set-up and, if desired, a DCO venue where the group can meet.

If you are interested, or if you have ideas on possible activities or events, please call the Family Liaison Officer at DCO on Tel: (02) 4587 1130.

Current support/social groups include:

■ Mums and Bubs – Windsor

Wednesdays 10.30 am to 12.00 pm

Group Contact: Tanya Baldwin

Tel: (02) 4776 2899

■ **Defence Spouses Coffee/Dinner/Catch-up Club – Richmond**

1st Monday of the month
Group Contact: Trish
Tel: 0449 711 204

■ **The Chatterbox Group**

Meets on Wednesday
Group contact: Michelle
Tel: 0422 954 340

■ **Kissingpoint Cottage – Dundas**

Email: kissingpointcottage@bigpond.com
Tel: (02) 9874 4052

Playgroup

Wednesday 10.00 am to 12.00 pm

Mums and Bubs

Tuesday 10.30 am to 12.00 pm

Craft

Friday 10.30 am to 12.30 pm

Locality Information

Councils

Councils are responsible for managing local areas, and they offer a range of services and facilities for their local communities, including roads, rubbish, sewerage, sport and recreation, parks and gardens, supporting the economy, community and social services, cultural services, regulation of land use, and air and water quality. Councils are in part funded by rates, which are paid by landowners. The following councils or local government areas are the ones closest to RAAF Base Richmond and are in the Hawkesbury and Blue Mountains environs.

■ **Blacktown City Council**

62 Flushcombe Rd, Blacktown
Tel: (02) 9839 6000 / 1300 133 491
Internet: www.blacktown.nsw.gov.au

■ **Hawkesbury City Council**

366 George St, Windsor
Tel: (02) 4560 4444
Internet: www.hawkesbury.nsw.gov.au
Monday to Friday, 8.30 am to 5.00 pm

■ **Katoomba Council**

2–6 Civic Place, Katoomba
Tel: Upper Mountains (02) 4780 5000

Internet: www.bmcc.nsw.gov.au
Monday to Friday, 8:30am to 5:00pm

■ **Penrith City Council**

601 High Street, Penrith
Tel: (02) 4732 7777
Internet: www.penrithcity.nsw.gov.au
Open Weekdays 9.00 am to 8.00 pm; Sat 9.00 am to 5.00 pm; Sun 10.00 am to 5.00 pm

■ **Springwood Council**

104 Macquarie Rd, Springwood
Tel: Lower Mountains (02) 4723 5000
Internet: www.bmcc.nsw.gov.au
Monday to Friday, 9:00am to 5:00pm

■ **The Hills Shire Council**

129 Showground Road, Castle Hill
Tel: (02) 9843 0409
Internet: www.thehills.nsw.gov.au
Monday to Friday 8.30 am to 4.30 pm

Blue Mountains

Located less than two hours' drive from Sydney, the Blue Mountains offer a natural wonderland of untamed bush, spectacular rock formations and native wildlife.

Vast views reach to the horizon, waterfalls plummet to the valleys below, and there are numerous lookouts and other places where you can sit alone with nature – all this and more on Sydney's doorstep.

Whether it's a luxurious hotel or resort, a charming guesthouse, or an inexpensive cottage, you'll find it here; and there is a great range of restaurants, cafes and country pubs to match.

Highlights include picturesque towns and villages with shops, boutiques, art and antique galleries, and cafes. There are activities for all ages and fitness levels – from high-adventure abseiling, mountain biking or horse riding, to a gentle stroll through the pristine scenery.

In the Blue Mountains region, luxury, tradition and a stunning natural environment combine to provide you with a living experience you will never forget!

Places of Interest

The Three Sisters, Zig Zag Railway, Scenic World, Jenolan Caves, The Edge Cinema, Mount Tomah Botanic Garden, award-winning restaurants, bushwalking, antique shopping, eco tours, Norman Lindsay Gallery and the Everglades Gardens – just to name a few places and activities that you will love to explore.

■ **Glenbrook Visitor Information Centre**

Hammett Place, Great Western Highway
Tel: 1300 653 408

Open: 8.30 am to 4.00 pm, closes at 3.00 pm on Sunday

■ **Katoomba (Three Sisters – Echo Point) Visitor Information Centre**

Echo Point Road

Tel: 1300 653 408 / (02) 4781 1861

Open: 9.00 am to 5.00 pm Monday to Friday

Internet: www.bluemountainstourism.org.au

Climate

The climate in the mid-lower mountains is very similar to that of Penrith, with mild winters

(6–17°C) and warm to hot summers (16–28°C).

The upper mountains' temperatures are significantly cooler, with winter temperatures (3–9°C) and summer temperatures (12–22°C) providing a perfect environment for cold-climate flora.

Average rainfall for the region ranges from 289 mm during the winter months to 486 mm during the summer.

Penrith Valley

Penrith Valley, with its stunning array of rivers, mountains and lakes, is just a 55-minute drive from the centre of Sydney and offers a great escape from the hustle and bustle of the city. Make the most of your visit to the area and explore pockets of unspoiled bushland and national park, as well as the many treasured historic landmarks scattered throughout the region. Enjoy the area's lively arts scene by visiting its many unique museums and art galleries or, for a change of pace, get your adrenalin pumping with a white-water adventure at Penrith Whitewater Stadium.

The eastern escarpment of the spectacular Blue Mountains plateau begins less than 5 km west of Penrith and extends over a quarter of a million hectares of native bushland. The spectacular gorge – which can be viewed from the deck of the Nepean Belle Paddlewheeler or explored at your own pace on foot – should not be missed.

Places of Interest

Penrith Valley is packed full of great activities and events to make your stay enjoyable and unique.

Try white-water rafting, horse riding, bushwalking, cycling, rollerblading, or taking the kids for a picnic by the beautiful Nepean River.

■ **Penrith Valley Tourist Information Centre.**

Car Park, Panthers World of Entertainment
Mulgoa Rd, Penrith

Tel: (02) 4732 7671

Internet: www.penrithvalley.com.au

Climate

Penrith Valley enjoys a climate of relatively mild winters (6–17 °C) and warm to hot summers (16–28 °C). Average rainfall for the region ranges from 138 mm during the winter months to 283 mm during the summer.

Hawkesbury Valley

Hawkesbury City (local government area) is an urban and rural location on the north-western edge of the Sydney metropolitan area. It covers 2,776 square kilometres and includes the headwaters of the Hawkesbury River and its upper reaches (from Yarramundi to St Albans/Wisemans Ferry), and a large part of the Greater Blue Mountains parks system. Seventy-two per cent of Hawkesbury City is National Parks.

Hawkesbury City is one of the oldest settled areas in Sydney, and dates from the Colonial period. Governor Lachlan Macquarie, the fifth Governor of the Colony of NSW, named five towns on the 6 December 1810 – Windsor, Richmond, Castlereagh, Pitt-Town and Wilberforce. Four of the towns are located in modern Hawkesbury City. The greater Hawkesbury area celebrated the Bicentenary of Governor Macquarie in 2010.

Windsor, a key town in Hawkesbury, also holds significance for the local Aboriginal people, the Darug.

The M2 Motorway (and Blacktown Road) and Windsor Road provide good access to and from Sydney. Via the motorway network, domestic and international airports are a convenient one hour away.

About an hour's drive north-west of Sydney, or a train trip away (Richmond train line from Central, Town Hall or Wynyard Station in Sydney), you will find the start of the Hawkesbury Valley, at the foot of the Blue Mountains, near Yarramundi. The valley's river, the Hawkesbury River, meanders north and

then east, via Richmond, Windsor, Wisemans Ferry and Brooklyn, to the eastern seaboard at Pittwater. Richmond and Windsor have magnificent town parks and many historic buildings that are still in use today. The many parks that are the Blue Mountains are recognised as the Greater Blue Mountains World Heritage Area. The Blue Mountains is a wilderness area and includes the Wollemi National Park, where the Wollemi pine or 'dinosaur pine' was discovered.

The Hawkesbury area grows a range of produce, as well as value-added goods for the Sydney market and beyond. This includes stone fruits, oranges, apples, pecan nuts, berries, various vegetables and mushrooms (capital of country), poultry meats, table biscuits, dessert pies, goat cheese and wine. Supplies can be accessed from markets held in the area, the farm-gate trail, and other roadside stalls. Many orchards are open for 'pick your own' customers. The orange orchards are found on the plains around Freemans Reach and Agnes Banks, while the apple and stone fruit orchards are at Bilpin, Grose Vale and Kurrajong.

If arts and crafts interest you, there are a variety of artisan workshops, from wood turners and potters to painting classes.

■ Hawkesbury Visitor Information Centre

Ham Common

Hawkesbury Valley Way, Clarendon
(opposite RAAF Base Richmond)

PO Box 146

Windsor NSW 2756

Tel: (02) 4578 0233 or 1330 362 874

Internet: www.hawkesburytourism.com.au

Climate

The Hawkesbury Valley experiences a moderate rainfall throughout the year. Winter temperatures range from 2–14°C, with summer temperatures ranging from 23–38°C.

The Hills

The Hills Shire (local government area) is an urban metropolitan shire in north-western Sydney. It covers 380 square kilometres and includes areas of state forest, national parks and part of the Hawkesbury Valley (at Wisemans Ferry). The Hills is known for its undulating landscape and peaceful garden suburbs.

The M2 Hills Motorway provides a rapid link to other parts of Sydney – the central business district (CBD) and the domestic and international airports are a convenient 45 minutes away.

The Hills region figured early in Sydney's history with the Battle of Vinegar Hill. In 1804, 200 convicts broke out of Castle Hill Government Farm to travel to Windsor, gain arms, set other convicts free, and then attack Sydney and sail to freedom. Troops were dispatched and the convicts were defeated at Rouse Hill. Ten of the rebel leaders were hanged; many others received up to 150 lashes.

The area has a number of attractions including the Featherdale Wildlife Park and Tobruk Merino Sheep Station.

■ Sydney Hills Visitor Information Centre

656B Old Northern Rd, Dural NSW 2158
PO Box 75, Castle Hill NSW 1765
Tel: (02) 9651 4411 or
1800 644 557 (outside Sydney)
Internet: www.sydneyhills.com.au

■ Hills, Hawkesbury & Riverlands Tourism

Internet: www.hhart.com.au

Climate

The Hills region experiences a moderate rainfall throughout the year. Winter temperatures range from 3–15°C, with summer temperatures ranging from 18–35°C

Sydney

Sydney is the capital of NSW, and its oldest and largest city. Although its vast urban sprawl now stretches from the mountains to the sea, and for approximately 60 km from Palm Beach in the north to Waterfall in the south, the city's main landmarks and historical buildings are concentrated within a relatively small downtown area, and are easily accessible on foot.

Take a walk around Sydney – start your tour with a stroll along Macquarie Street towards the Opera House. Sydney's most elegant and historic avenue, Macquarie Street, is lined with beautifully restored colonial buildings. Francis Greenway's lovely church of St James faces the simple Georgian Hyde Park Barracks, which once housed convicts but now houses exhibitions of early Sydney. Past the gracefully colonnaded Mint, now a museum, you'll come to the showcase piece of this street, the cinnamon-and-rose-painted Parliament House, which you can visit. The Grecian-style edifice on the corner is the State Library of New South Wales, containing the world's best collection of Australiana.

Behind Bridge Street, not far from Circular Quay, is Macquarie Place, displaying the cannon and anchor of Captain Phillips' flagship, *Sirius*, beneath its old gas lamps.

Sydney's Beaches and Other Attractions

Sydney is famous for its beaches. Bondi, Sydney's most famous beach, is an ocean beach only 15 minutes' drive from the city. Other surfing beaches nearby include Bronte and Coogee. The best beach in the southern suburbs is Cronulla.

Crossing the Sydney Harbour Bridge, you reach the northern suburbs. There's a breathtaking view of Middle Harbour and its coves from Spit Bridge. An attractive road winds to Manly, which has a superb beach and a holiday atmosphere. The Corso is lined with cafes and food bars. Manly Underwater World is worth visiting. Nearby is Taronga Park Zoo, whose superb dress-circle harbour setting makes it one of the most appealing zoos in the world.

The Best of Sydney

Internet: www.visitnsw.com.au

Internet: www.sydney.com.au

Popular Areas and Suburbs

■ Balmain

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

■ Darling Harbour

Shops, museums, great dining and plenty of entertainment.

■ Manly

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

■ Paddington and Moore Park

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

■ The Rocks and Millers Point

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

Popular Museums and Galleries

■ Art Gallery of New South Wales

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

Tel: (02) 9225 1744

Internet: www.artgallery.nsw.gov.au

■ Australian Museum

Outstanding natural and Aboriginal history displays.

Tel: (02) 9320 6000

Internet: www.amonline.net.au

■ Australian National Maritime Museum

Everything from surfboards to boats and ships moored outside.

Tel: (02) 9298 3777

Internet: www.anmm.gov.au

■ Hyde Park Barracks Museum

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

Tel: (02) 8239 2311

Internet: www.hht.net.au

■ Powerhouse Museum

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

Tel: (02) 9217 0111

Internet: www.powerhousemuseum.com

Popular Beaches

■ Bondi

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

■ Cronulla

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

■ Manly

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

■ Palm Beach

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

Popular Free Attractions

■ Royal Botanic Gardens

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

■ **St Mary's Cathedral**

Take a free tour of Sydney's Catholic cathedral and its stunning mosaic-floored crypt.
Tel: (02) 9220 0400
Internet: www.sydney.catholic.org.au

■ **Sydney Observatory**

Free hands-on astronomy displays by day, and low-cost viewing at night.
Tel: (02) 9921 3485
Internet: www.sydneyobservatory.com.au

■ **Sydney Opera House**

Although there is a charge for a tour of the interior, a walk around this world-famous building is free, and a must!
Tel: (02) 9250 7250
Internet: www.sydneyoperahouse.com

■ **Victoria Barracks**

Visit on a Thursday before 10.00 am for a free tour and Army band performance (depending on band availability and weather permitting).
Tel: (02) 9339 3303

Popular Walks

■ **Bondi to Bronte**

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

■ **Harbour Foreshore**

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

■ **Manly to the Spit**

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

■ **The Rocks**

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

■ **Watsons Bay to South Head**

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

Popular Parks and Reserves

■ **Centennial Park**

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

■ **Chinese Garden of Friendship**

Relax in this tranquil oriental oasis at Darling Harbour.
Tel: (02) 9281 6863
Internet: www.chinesegarden.com.au

■ **Ku-ring-gai Chase National Park**

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

■ **Royal Botanic Gardens**

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

■ **Sydney Harbour National Park**

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

Popular Places for Kids

■ **The Entertainment Quarter (Fox Studios Australia)**

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

■ **IMAX Theatre**

Watch thrilling larger-than-life movies on this eight-storey-high screen.
Tel: (02) 9281 3300
Internet: www.imax.com.au

■ **Sydney Aquarium**

Walk beneath the harbour and see sharks and seals at this large aquarium.
Tel: (02) 9262 2300
Internet: www.sydneyaquarium.com.au

■ **Taronga Zoo**

Australian fauna – plus tigers, elephants, bears and much more.
Tel: (02) 9969 2777
Internet: www.sydney.com.au

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

Popular Spots on Sydney Harbour

■ Harbour Cruise

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

■ Manly

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

■ Watsons Bay

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

■ Taronga Zoo

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

■ Harbour Islands

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

■ Taronga Zoo/Maritime Museum/ Powerhouse Museum Passes

Some Defence bases and units have passes for the above attractions. You need to book passes in advance, especially during peak periods such as school holidays. Fees for passes range from \$10 to \$20 and usually admit at least two adults plus two children. If you are interested, please contact Cheryl Sayers on Tel: (02) 9393 3227, or Lorraine Wright on Tel: (02) 9377 3276 at Royal Australian Navy Ticketing Canteens Fund (RANCCF) www.ranccf.com/navyticketing

Clubs and Organisations

Blacktown RSL Club

Second Ave, Blacktown
Tel: (02) 9622 5222

Blacktown Workers Club

Campbell St, Blacktown
Tel: (02) 9830 0600

Castle Hill RSL

77 Castle St, Castle Hill
Tel: (02) 8658 4800
Internet: www.castlehillrsl.com.au

Katoomba RSL

86 Lurline St, Katoomba
Tel: (02) 4782 2624

Panthers Glenbrook

Hare Street, Glenbrook
Tel: (02) 4739 8629

Panthers North Richmond

33 Beaumont St, North Richmond
Tel: (02) 4571 1757 or 1800 061 991 (freecall)

Panthers World of Entertainment

Mulgoa Rd, Penrith
Tel: (02) 4720 555 or 1800 061 991 (freecall)
Internet: www.panthersworld.com.au

Parramatta Leagues Club

13–15 O'Connell St, Parramatta
Tel: (02) 8833 0777
Internet: www.parraleagues.com.au

Richmond Club

6 East Market St, Richmond
Tel: (02) 4578 1144

Richmond Golf Club

Bourke St, East Richmond
Tel: (02) 4578 1739
Pro Shop
Tel: (02) 4578 2272

Springwood District Community Club

Lawson Rd, Springwood
Tel: (02) 4751 1811

Windsor and District RSL

Argyle St, Windsor
Tel: (02) 4587 6900
Internet: www.windsorrsl.com.au

Cadets

The ADF Cadets is a community-based organisation made up of over 22,000 youth and 2,000 adult staff in 450 units throughout Australia. To see if there is a unit in your locality, visit the Cadets' website.

Internet: www.cadetnet.gov.au

General Services

Australian Electoral Commission

Correct electoral enrolment is mandatory for every serving member.

Australian Electoral Commission
Enquiries: (02) 13 23 26

■ **State Head Office**

24 Campbell St, Haymarket
Tel: (02) 9375 6333
Internet: www.aec.gov.au

■ **Division of Lindsay**

311 High St, Penrith
Tel: (02) 4732 2162
Email: Lindsay@aec.gov.au

■ **Division of Greenway**

Windsor St, Richmond (behind ANZ bank)
Tel: (02) 4578 3022
Email: Greenway@aec.gov.au

■ **Division of Mitchell**

Level 1, 2–4 Old Castle Hill Rd, Castle Hill
Email: Mitchell@aec.gov.au

■ **Division of Macquarie**

Shop 4, Raymond Mall
7–9 Raymond Rd, Springwood
Tel: 4751 7524
Email: Macquarie@aec.gov.au

Australia Post

For information regarding your nearest post office and/or postal enquiries.
Tel: 13 13 18

Australian Taxation Office

Infolines
8.00 am to 6.00 pm, Monday to Friday
Personal tax: 13 28 61
Business tax: 13 28 66
Superannuation: 13 10 20
Fuel grants: 1300 657 162
Internet: www.ato.gov.au

Centrelink

Internet: www.centrelink.gov.au

Centrelink offices are located at:
Baulkham Hills – Seven Hills Rd
Blacktown – 38 Prince St
Windsor – 309 George St
Penrith – 598 High St
Springwood – 4/107–109 Macquarie St

Appointments

Tel: 13 10 21

Job seeking

Tel: 13 28 50

Retirement help

Tel: 13 23 00

Disability allowances

Tel: 13 27 17

Parents or guardians

Tel: 13 61 50

Youth allowance

Tel: 13 24 90

Internet: www.youthallowance.centrelink.gov.au

Students

Tel: 13 24 90

Austudy

Tel: 13 24 90

Abstudy

Tel: 13 23 18

Centrelink Employer Hotline

Tel: 13 11 58

Fax: 13 21 15

International services

Tel: 13 16 73

Career information

Tel: (02) 9209 1650

Teletype (TTY) for people with speech and hearing difficulties
Tel: 1800 810 586

Customer relations
Tel: 1800 050 004

Centrelink Area Support Office – Parramatta
Tel: (02) 9865 3600
National Office
Tel: (02) 6244 7788

Department of Community Services (DoCS)

Internet: www.community.nsw.gov.au

DoCS Helpline

To report child abuse and neglect.
Tel: 13 21 11 (24 hours)

311 High St, Penrith
Tel: (02) 4720 2400

Level 1, 300 George St, Windsor
Tel: (02) 4574 6666

Child Care Access Line
Tel: 1800 670 305

Commonwealth Carelink Centre

Nepean Region
(Blue Mountains, Hawkesbury, Penrith)

Commonwealth Carelink Centres provide information about a wide range of community, aged care and disability services in your local area. The information will help older people, people with disabilities, and those who care for them. Anyone can receive the information by calling Tel: 1800 052 222, or by visiting the office at 80 Henry St.

General banking

Australian Defence Credit Union (ADCU)
Building 327, McNamara Ave
RAAF Base Richmond
Tel: (02) 4588 5333
Fax: (02) 4588 5133
Office hours:
Monday to Friday, 9.00 am to 4.00 pm

Australian and New Zealand Banking Group Ltd
Tel: 13 13 14

Commonwealth Bank
Tel: 13 22 21

Defence Force Credit Union Limited (DEFECREDIT)

Richmond – Building 327, McNamara Avenue,
RAAF Base Richmond.
Office hours: Monday to Friday,
9.00am–4.00pm
Tel: (02) 4587 2695 or (02) 4587 2603
Fax: (02) 4578 4637

Glenbrook Office - Level 3, Supply Flight
Building 112, RAAF Base Glenbrook.
Office hours: Monday, Thursday and Friday,
10.00am–2.00pm
Tel: (02) 4737 7229
Fax: (02) 4739 8421

National Australia Bank Limited
Tel: 13 22 65

St George Bank Limited
Tel: 13 33 30

Westpac Banking Corporation
Tel: 13 20 32

Woolworths Ezy Banking
Tel: 13 72 88

Police Stations

■ Police Assistance Line (PAL)

Tel: 13 14 44

■ Crime Stoppers Hotline

Tel: 1800 333 000 (freecall)
Internet: www.crimestoppers.com.au

■ Blacktown Police Station

9–11 Kildare Rd
Tel: (02) 9622 0000

■ Castle Hill Police Station

Cnr Castle & Pennant Sts
Tel: (02) 9680 5399

■ Katoomba Police Station

217 Katoomba Street
Tel: (02) 4782 8182

■ **Penrith Police Station**

High St
Tel: (02) 4721 9444

■ **Quakers Hill Police Station**

Cnr Lalor & Pierce Rds
Tel: (02) 9678 8999

■ **Springwood Police Station**

4 Jerseywold Av
Tel: (02) 4751 0299

■ **Windsor Police Station**

13 Mileham St, Windsor
Tel: (02) 4587 4099

Major Shopping Centres

■ **Castle Towers**

Castle St, Castle Hill
Tel: (02) 9634 4911

■ **Nepean Square**

Station St, Penrith
Tel: (02) 4731 1733

■ **Penrith Plaza**

Henry St, Penrith
Tel: (02) 4721 4354

■ **Richmond Marketplace**

March St, Richmond
Tel: (02) 4588 6722

■ **Rouse Hill Town Centre**

Windsor Rd, Rouse Hill
Tel: (02) 9421 2300

■ **Westfield Parramatta**

Church St, Parramatta
Tel: (02) 9891 3929

■ **Westpoint Blacktown**

Patrick St, Blacktown
Tel: (02) 9621 3333

■ **Windsor Riverview Shopping Centre**

227 George Street
Tel: (02) 4577 2222

Tourism

■ **Penrith Visitor Information Centre**

Car park, Panthers World of Entertainment
Mulgoa Rd, Penrith
Tel: (02) 4732 7671

■ **The Blue Mountains Visitor Information Centres – Accredited**

Blackheath

Faulconbridge

Glenbrook

Katoomba

Leura

Megalong Valley

Mount Victoria

Mount Wilson

Springwood

Wentworth Falls

Tel: 1300 653 408

■ **Hawkesbury Visitor Information Centre – Accredited**

Ham Common, Hawkesbury Valley Way,
Clarendon
(opposite the RAAF Base)
Tel: (02) 4588 5895

■ **Sydney Hills Visitor Information Centre**

656B Old Northern Rd, Dural
Tel: (02) 9651 4411
Internet: www.sydneyhills.com.au

■ **Hornsby Visitor Information Centre**

28–44 George St, Hornsby
Tel: (02) 9847 6683
Internet: www.hawkesburyriver.org.au

Libraries

Libraries are the gateway to recreation, culture, information and knowledge. For the location of libraries, check the White Pages Business and Government Directory or alternatively check the State Library service at
Internet: www.nswnet.net

Newspapers

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

Internet: www.newspapers.com.au
Internet: www.smh.com.au/
Internet: www.dailytelegraph.com.au/

Essential Services

Electricity

Loss of supply, fallen wires, or other electrical emergency:
Ausgrid 13 13 88 (24 hours)

AGL

Accounts and enquiries
Tel: 13 12 45

Origin

Accounts and enquiries
Tel: 13 24 61

Gas

All-hours Emergency
Tel: 13 19 09

For free and impartial price comparisons on your local utility providers go to
Internet: www.choiceswitch.com.au.

Sydney Water

General enquiries
Tel: 13 20 92
All-hours Emergency
Tel: 13 20 90

Contact Hawkesbury City Council for some parts of Windsor and Richmond.

Optus

Operator assistance
Tel: 12 34
International directory assistance
Tel: 12 25
International service difficulties
Tel: 12 21

Customer service – residential
Tel: 1300 300 937

Customer service – business
Tel: 1300 302 937

Telstra

Faults and difficulties
Local and STD calls
Tel: 13 22 03

Directory Assistance Australia
Tel: 12 23

Reminder calls
Tel: 12 454

Internet: www.telstra.com.au/services

Transport

Defence Driving Licence Scheme

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

Partners of Defence members can drive in New South Wales on an interstate licence, but must carry with them a valid driver ID document issued by the Commonwealth. Refer to DI-G (Pers 17-2) Form AB135.

Registration in NSW

Registering a vehicle in NSW can be quite a daunting task – what with ‘Blue Slip’, ‘Pink Slip’, ‘Green Slip’ – and it can get quite confusing. Hopefully, the following information will address some of the questions you might have.

If your vehicle is registered interstate, it is classed as unregistered for NSW registration purposes. To transfer the registration of a vehicle from interstate to NSW you will need to take the vehicle for an inspection at an AUVIS (Authorised Unregistered Vehicle Inspection Station) to obtain a ‘Blue Slip’ – a Vehicle Identification and Inspection Report (identity and safety check). These are usually mechanic shops and service stations displaying a blue AUVIS sign, and are all around the local area.

Once you have obtained a Blue Slip, you will need to arrange to purchase a ‘Green Slip’ – compulsory third-party insurance. Green Slips

provide compensation for other people injured by your vehicle when you or the person driving your vehicle is at fault. Advise the insurer that a new policy is required, and the number plate field must be left blank.

Green Slips can be purchased through agencies at pharmacies, newsagents, banks and building societies. Shop around for quotes before you purchase, as there can be substantial differences in prices.

■ Green Slip Helpline

Tel: 1300 137 600

Internet: www.maa.nsw.gov.au/price_guides

■ Proof of Ownership

You will be required to prove ownership of the vehicle – i.e. have registration papers in your name. Interstate vehicles require a clearance from the Register of Encumbered Vehicles (REVS) – NT and the Australian Capital Territory (ACT) are exempt.

Contact the following numbers to obtain a clearance from NSW REVS:

- Queensland and Victoria
Tel: (02) 9600 0022
- Tasmania
Tel: (03) 6238 9263
- Western Australia
Tel: (08) 9222 0711
- South Australia
Tel: (08) 8232 0800

Note: REVS clearances are valid for 38 days from date of issue. If your vehicle is under finance, you will be required to produce authorisation from the lending body to register the vehicle in NSW.

Once you have obtained your Blue Slip, Green Slip and REVS clearance, you need to fill in the appropriate form at the Motor Registry and pay

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

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

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

The Motor Registry offices are notorious for waiting times, so allow plenty of time. When your registration comes up for renewal, a renewal notice will be sent to you in the mail. You are then required to obtain a Pink Slip (roadworthy certificate) from an authorised inspection station and a Green Slip (compulsory third-party insurance) and take them, along with the renewal notice, to the Motor Registry for payment.

Should you require further information, you can contact the Roads and Traffic Authority (RTA) Customer Service Centre on Tel: 13 22 13 or 1800 624 384 or
Internet: www.rta.nsw.gov.au.

Note: NSW authorities permit ADF members and their dependants to drive interstate-registered vehicles only until the expiry of the registration. Persons illegally operating in NSW can be liable for fines of up to \$2200.

■ Registration Costs

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

Roads and Traffic Authority (RTA)

Tel: 13 22 13 or 1800 624 384
Internet: www.rta.nsw.gov.au

- Castle Hill – 18 Anella Ave

- Parramatta –27-31 Argyle St
- Penrith South – 81–85 York Rd
- Richmond – Shop 5, Rear 173 Windsor St (enter from East Market St)
- Springwood – Shop 1, Raymond Mall, Raymond & Springwood Sts

NRMA

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

Customer Service

Tel: 13 11 22

Roadside Assistance

Tel: 13 11 11

Internet: www.mynrma.com.au

Public Transport

The Greater Western Sydney region has a comprehensive network of public transport, which includes buses, ferries (from Parramatta) and trains. These cover the Blue Mountains to Sydney (West to East), and Central Coast to South Coast (North to South).

Contact NSW Transport Info for details on all transport enquiries, including costs and information on the cheapest route to service your needs.

Tel: 13 15 00

Internet: www.131500.com.au

Toll Roads

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

Tel: 13 18 65

Internet: www.rta.nsw.gov.au

Pet Care

New law protects pets and people

In NSW, around 80,000 dogs and cats are lost, hurt or stolen each year. Most are impounded and are not able to be identified. Of those that are taken to pounds, many are not able to be identified. The *Companion Animals Act 1998* was introduced by the NSW Government to protect pets, their owners and the broader community. Under the Act, all owners of puppies and kittens must get their pet microchipped and registered with the local council.

Low-cost microchipping

Shop around for the best price and service on microchipping. Some vets, animal welfare organisations and councils offer discount rates. Vets, animal welfare organisations and other authorised people can microchip your cat or dog. Also, some local councils organise microchipping days.

Ask your vet or identifier if they will enter your details onto the Register directly. This will ensure your pet's details are recorded immediately, and avoid delays involved with sending off paperwork.

How to lifetime register your pet

Most dogs and cats require lifetime registration by the time they are six months old. The fees are a one-off payment for the life of the animal, and a change of details or ownership attracts no additional fee. Lifetime registration can be done at any local council. All NSW Councils are connected to the statewide Register. When you register, you will need:

- a certificate of microchipping or a letter from your vet
- proof of desexing from your vet or a statutory declaration

- any documents which entitle you to a discount.

■ Where to Get Further Information

Links to download a copy of the *Companion Animals Act 1998*, and to the Companion Animal Home Page, can be found at Internet: www.petregistry.nsw.gov.au.

Specific information regarding cats and dogs, including restricted and dangerous breeds, can be found at Internet: www.dlg.nsw.gov.au.

Links to dog obedience and agility clubs can be found at Internet: www.rnswcc.org.au, or ring the Royal NSW Canine Club on Tel: (02) 9834 3022.

For any further information, contact your local council.

Lost Pets

To report missing pets, contact your local council. Pets that roam the streets may be impounded by council officers.

RSPCA

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

Tel: (02) 9770 7555

Internet: www.rspca.org.au

Wildlife Information and Rescue Service

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

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

Internet: www.wires.org.au

Emergency Information

Bushfires, Floods and Storms

State Emergency Service (SES)

Emergency assistance

Tel: 13 25 00

General SES enquiries

Blue Mountains

Tel: (02) 4782 3200

Hawkesbury City

Tel: (02) 4575 1280

Penrith

Tel: (02) 9673 1277

Volunteering and safety information

Tel: 1800 201 000

Floods and storms

Tel: 13 25 00

State Emergency Service (NSW SES)

Sydney West Regional Headquarters

Unit 3, 7 St James Pl, Seven Hills

Tel: (02) 8811 7700

Internet: www.ses.nsw.gov.au

Fire Brigades – NSW (to report fires)

Tel: 000

43 March St, Richmond

Tel: (02) 4578 1222

Rural Fire Service (NSW)

Blue Mountains Fire Control Centre

Tel: (02) 4782 2159

Hawkesbury

Tel: (02) 4575 1601

Region East – Penrith

Tel: (02) 4722 8444

Floods

The Hawkesbury–Nepean region is flood prone, with a long history of often quite severe flooding. Although organisations such as the SES have completed plans for dealing with floods, as Hawkesbury–Nepean residents, we each have a responsibility to be aware of the dangers and to be prepared. Preparation, however, in no way overcomes the risk associated with living in a flood-prone region – all households should have an emergency plan.

You can help protect yourself and your family by making some simple plans. For example:

- Gather together all documents that would be hard or impossible to replace – wills, passports, photographs, birth certificates, memorabilia etc. Store them in a waterproof container, such as a zip-lock plastic bag, that can be easily carried with you in an emergency.
- Know where and how to turn off utilities such as gas and electricity at the meter. If you have to evacuate, all utilities should be turned off for your safety and that of emergency workers.
- Think of the needs of the whole family. If you are asked to evacuate, pack a supply of medications, toiletry and sanitary supplies, infant formulas, and any other special-need items for infants, young children, the aged and people with disabilities.
- Have waterproofed bags (zip-lock are ideal) in which to pack a change of clothing or valuables.
- Keep handy a list of emergency telephone numbers for services such as the SES (Tel: 13 25 00), and police and ambulance (Tel: 000).

- Have a working portable radio, a torch, spare batteries and a first aid kit.
- Arrange with family or friends living outside the flood-prone area to let you stay with them if you have to evacuate.
- Think of the best way to stack up your furniture. Electrical and other items easily damaged by water should be placed on the top of the stack.

Probably one of the most important flood-safe strategies to remember is: don't ignore warnings. You could be asked to evacuate before the danger of flooding is obvious. Listen to expert advice – don't wait, evacuate!

For further information, contact the FloodSafe Information Line
Tel: 1800 635 663

Prevention and Protection from Bushfires

There are simple steps that members of the community can take to protect their properties in areas that are at risk of bushfire.

The Rural Fire Service recommends that you:

- tie a white flag at the front of your property if you have a water source such as a dam, a bore or a swimming pool that is accessible by fire trucks – open gates and mark trails through the property in case the fire does approach
- move livestock from home paddocks
- clear long grass, dead leaves and thick undergrowth from around your home
- clear gutters
- remove flammable items from around your house, such as wood piles, paper, boxes and garden/household fuel such as petrol or paint
- have heavy-duty hoses connected to taps
- have battery-operated torches, in the event of a power failure

- fill your bathtub or water containers in case of power cuts
- have a battery-operated radio to listen to updates if power goes out
- well-watered lawns can act as firebreaks
- cotton long-sleeved shirts and pants, and leather gloves and shoes are appropriate clothing if a fire does approach your home
- prepare a family evacuation plan
- ask yourself who can look after your children and pets, and what documents you need to take with you – e.g. insurance papers, birth certificates, marriage certificate, passports, photographs etc.

The Rural Fire Services Control Centre is located at Macquarie Rd, Wilberforce. The Rural Fire Service is open from 8.00 am to 5.30 pm, Monday to Friday, and 9.30 am to 5.30 pm, Saturday and Sunday.

Fire enquiries
Tel: (02) 4560 6400

Report all fires to Tel: 000.

Listen to your local radio station for regular updates

Your local radio station is briefed continually by Fire Control in emergency situations. For information on public meetings and evacuation during the bushfire season, listen to:

- Radio Station 2BLU 89.1FM (Blue Mountains)
- Radio Station 89.9FM (Hawkesbury)
- Radio Station 101.7 WSFM (Hawkesbury/Sydney)

Important numbers

Emergencies

Police, Fire, Ambulance
Tel: 000

Defence Services

**3 Expeditionary Health Squadron - RAAF
Richmond**

- Emergencies
Tel: (02) 4587 2444
- Patient Ward
Tel: (02) 4587 3030
- 1800 IM SICK (Defence only)
Tel: 1800 467 425

ADF Mental Health Strategy

All-hours Support Line
Tel: 1800 628 036 (freecall within Australia)
Tel: +61 2 9425 3878 (outside Australia)

**Defence Community Organisation –
Richmond**

Tel: (02) 4587 1130

Defence Families Australia

Tel: 1800 100 509

Defence Health

Tel: 1800 335 425

Defence Housing Australia

Tel: 13 93 42

Defence Tax Hotline

Tel: 1800 806 053

Customer Service Line

Tel: 1800 249 711

Defence Service Centre

Tel: 1800 020 031

Defence Switchboard

Tel: 1300 333 362

Richmond Switchboard covers all Defence bases on the East Coast.

Fred McKay's Chaplaincy Centre

Tel: (02) 4587 1215

**National Welfare Coordination Centre
(NWCC)**

Tel: 1800 801 026

Regional Education Liaison Officer (REDLO)

Tel: (02) 9393 3316

Toll Transitions

Tel: 1800 819 167

**Veterans and Veterans Families Counselling
Service**

Tel: 1800 011 046

Community Services

**Alcohol and Drug Information and
Counselling Service**

Tel: 1800 422 599

Beyondblue Information Line

Tel: 1300 224 636

Crimestoppers

Tel: 1800 333 000

Do Not Call Register

Internet: www.donotcall.gov.au

Emergency Youth Accommodation Hotline

Tel: 1800 424 830

Family Drug Support

Tel: 1300 368 186

Family Crisis Centre

Tel: 1800 066 777

G-Line (Problem Gambling Help Line)

Tel: 1800 633 635

Kids Helpline

Tel: 1800 551 800

Lifeline

Tel: 13 11 14

Mensline Australia

Tel: 1300 789 978

Parent Line

Tel: 13 20 55

Poisons Information

Tel: 13 11 26

Police Assistance Line

Tel: 13 14 44

Rape Crisis Centre

Tel: 1800 424 017

Rural Fire Control

Tel: 1800 049 933

Salvo Youthline

Tel: (02) 9360 3000

School Security

Tel: 1300 880 021

SIDS for Kids NSW

Tel: 1800 651 186

State Emergency Service (SES)

Hawkesbury

Tel: 13 25 00

Blue Mountains

Tel: (02) 4782 3200

Penrith

Tel: (02) 9637 1277

Regional Headquarters Seven Hills

Tel: (02) 8811 7700

Moving Checklist

The following is a checklist of people and organisations you might need to advise of your change of address.

Finance

- Bank/building society/credit unions
- Hire purchase firms
- Credit card organisations
- Defence Force Home Corp.
- Investment organisations
- Store credit offices
- Stockbroker/accountant/adviser

Health

- Doctor
- Dentist
- Health fund
- Medicare
- Vet

Insurance

- Home
- House and contents
- Car/trailer/caravan/boat
- Life/salary etc.

Motor Vehicle

- Registration
- Driver's licence
- Automobile association

Subscriptions

- Magazines
- Book and record clubs

Memberships

- Clubs (sporting/social)
- Professional organisations

Housing

- Landlord/agent

Home Deliveries

- Newsagent
- Milk vendor
- Baker

Government

- Federal departments (Centrelink, Family Court, Veterans' Affairs etc.)
- Electoral roll
- State departments (courts, education, family services, health, firearm registration etc.)
- Local council departments (water, rates, library, pet registration, property transfer, car registration etc.)

Education

- Preschools
- Schools
- Correspondence courses
- Tertiary studies
- Education centre

Household Services

- Mail
- Telephone
- Electricity
- Gas
- Water

Note: As the majority of members will not know their new address until some time after arrival, they should advise that mail be addressed to the member's ship or establishment in the interim. You should also consider arranging with Australia Post to have your mail redirected from your old post office for a period. This can be arranged at your old post office before leaving. A fee is charged for this service



Australian Government
Department of Defence