

# 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 SHOALHAVEN



**Australian Government**

**Department of Defence**

# Welcome to Shoalhaven

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

The book captures a wide range of general and local information to assist you to settle into your new location. The Shoalhaven region has 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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# Defence Support Services

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## Defence Community Organisation (DCO)

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### 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.

On 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

Suite 2, Level 2, Bridgeton House

55–57 Berry St

Nowra NSW 2541

Tel: (02) 4421 3855

Fax: (02) 4423 0622

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

### DCO Website

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

### After Hours Emergency Support

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

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

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## Chaplains

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There are Australian Navy Chaplains at HMAS *Albatross* and HMAS *Creswell*. They have a unique role in the Royal Australian Navy (RAN), as they are both officers and religious leaders. The chaplain can be a spiritual leader, adviser, teacher and friend.

The chaplain is available to assist members and their families with a wide range of services, including: pastoral care with personal relationships, marriage issues, pre-marriage preparation, stress management, grief counselling, and a wide range of vocational and compassionate matters. If you feel you need a confidential talk, remember that the chaplain is just a phone call away, and is interested in your welfare and wellbeing.

The chapels at HMAS *Albatross* and HMAS *Creswell* are available to Service members and their immediate families for marriages, baptisms and other pastoral services by appointment with your chaplain. The privilege is also extended to civilian personnel employed at both establishments.

At HMAS *Albatross*, the chaplain's office is located in the Professional Offices Centre, adjacent to the Fleet Air Arm Chapel.



The chaplain can be contacted on Tel: (02) 4424 1276 or, in an emergency, call the duty chaplain on Tel: 0421 687 817.

At HMAS *Creswell*, the chaplain can be contacted on Tel: (02) 4429 7118, and the emergency mobile, Tel: 0421 687 817.

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## Chapel Services

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### **Catholic Services Mass**

8.00 am Sundays, HMAS *Creswell*

10.00 am Sundays, HMAS *Albatross*

### **Military Christian Fellowship (MCF)**

Meetings are held every Tuesday in the Chapel at HMAS *Albatross* from 12.05 pm to 12.55 pm. MCF is a non-denominational, all-ranks, tri-Service organisation that was set up to promote Christian life in the military, and to support military chaplains in their duties – especially in the areas of prayer and evangelisation. Contact the chaplain for details.

# Defence



## **HMAS Albatross**

The Royal Australian Naval Air Station is located 9km south-west of Nowra on Albatross Road.

HMAS *Albatross* was commissioned on 31 August 1948. Throughout the years of the air station's existence, Naval personnel and their families have been associated with the many and varied activities that take place in the local community.

### **Facilities at HMAS Albatross**

Personnel and their families can enjoy access to a number of facilities on base. The sporting facilities include tennis courts, a gymnasium and outdoor swimming pools. Personnel and their families can socialise at the wardroom officers' mess, the senior sailors' mess or Cockpit Tavern junior sailors' bar. Also located on base are credit unions, a hairdresser/barber, post office, Defence library, dry canteen and chapel. Once members post-in, they should organise a photo ID 'spouse card' for their spouse, to facilitate entry into the base.



## **HMAS Creswell**

HMAS *Creswell* is surrounded by the Booderee National Park and sits on the shores of Jervis Bay Marine Park. HMAS *Creswell* is listed on the National Register as a site of heritage significance, and one quarter of the buildings are heritage listed.

The RAN College provides single-service training for Navy undergraduates of the Australian Defence Force Academy, as well as non-specialist officer-training courses.

HMAS *Creswell* is approximately a 30-minute drive from the town centre of Nowra.



### **Living on the ‘Married Patch’ – HMAS Creswell**

Living within HMAS *Creswell* offers a unique lifestyle for families. You are a short stroll from some of New South Wales’ best beaches and bushwalking tracks. The sporting facilities of HMAS *Creswell* (tennis courts, golf course and gymnasium) are available for use.

Child care services are located on the base and include: Kangaroo Cottage, Jervis Bay; Jervis Bay Preschool; and Jervis Bay Primary School. There is also an early childhood clinic – ring St Georges Basin Community Health Centre on Tel: (02) 4443 7646 to book an appointment. A school bus service operates to the nearby Vincentia High School and to schools in Nowra.

### **On-base Services**

The HMAS *Creswell* post office is an agent for most banks and provides a dry-cleaning service.

Medical services are available in the Bay and Basin area, which is approximately 10 minutes away by car.

Shopping and banking facilities are available in the nearby villages of Vincentia and Sanctuary Point.

Refer to the various chapter headings for further information about the Jervis Bay area.

# 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 (NSW). It also covers services available for children with special needs, information on changing schools and details of the Education Assistance Scheme.

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

Defence funds Defence School Transition Aides (DSTAs) in a number of schools in 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 works 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](mailto:redlo.nsw@defence.gov.au)

## **Handy Contacts**

School Choice New South Wales  
Internet: [www.schoolchoice.com.au](http://www.schoolchoice.com.au)  
A guide to NSW secondary schools.

Public Schools New South Wales  
Internet: [www.schools.nsw.edu.au](http://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](http://www.jobsearch.com.au)

### Want a peep at PEEP?

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

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

# Children's Services

## Defence Child Care Program

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

### Defence Child Care Centres

There are currently 21 Defence child care centres across Australia that participate in the National Childcare Accreditation Council Quality Improvement Program. These centres are managed by B4Kids Pty Ltd and are required to meet the State/Territory Child Care Regulations for licensing and the requirements for the Child Care Benefit (CCB). The centres provide priority of access to Defence families in accordance with Defence's Priority of Access (POA) guidelines.

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

### National Enrolment Call Centre

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

- access placements in Defence child care centres
- book child care in the preferred location in

advance of relocating to that area

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

### Family Day Care

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

### Handy Contacts

#### Defence Community Organisation

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

#### B4Kids Pty Ltd

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

Tel: 1300 265 600 or (07) 3326 5600

#### Child Care Access Hotline

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

Tel: 1800 670 305

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

– Office of Early Childhood Education and Child Care

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

#### MyChild Hotline

Tel: 13 36 84

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

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

### Family Day Care Australia

Tel: (02) 4320 1100 or 1800 621 218  
Internet: [www.familydaycare.com.au](http://www.familydaycare.com.au)

The Family Liaison Officer (FLO) has a comprehensive list of all child care facilities in the Shoalhaven/Jervis Bay area, including occasional care, long day care and preschools. Visit the Shoalhaven City Council's website, Internet: [www.shoalhaven.nsw.gov.au](http://www.shoalhaven.nsw.gov.au), for further child care information.

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## Family Day Care

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Family day care is aimed primarily at children aged birth to five years, but can also assist school-aged children up to 12 years of age. Because it is a flexible service providing care according to family needs, this can include long day, part-time, occasional, before and after school, weekend, emergency, respite and 24-hour care. Family day care workers can take a maximum of five preschoolers and two school-aged children.

The Shoalhaven family day care is coordinated by the Shoalhaven City Council.

Shoalhaven Family Day Care  
4/80 Park Rd, East Nowra  
Tel: (02) 4421 7314

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## Playgroups and After School Care

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To find a playgroup close to your home, visit the Playgroup NSW Inc website, Internet: [www.playgroupnsw.com.au](http://www.playgroupnsw.com.au), and the Shoalhaven City Council website, Internet: [www.shoalhaven.nsw.gov.au](http://www.shoalhaven.nsw.gov.au).

### **SDFA Playtime (Shoalhaven Defence Families Association)**

Flat 1, Canberra Dr, Nowra Hill  
9.30 am to 11.30 am every Tuesday (during school term)  
Tel: (02) 4421 5766 (leave a message)

### **Banksia House, HMAS Creswell**

21 Benson Rd  
Playgroup meets on Tuesdays, 10.00 am to 12.00 pm, during school term  
Tel: (02) 4442 1278

(Currently not operating – please contact FLO at DCO for further information.)

### **Before and After School Care**

These centres offer after school care for children aged five to 12 years. The Defence Childcare Centre Kids Crew Room Outside School Hours Care (OSHC) offers before and after school care. A school bus service operates to and from the centre to schools in Nowra.

Visit Internet: [www.shoalhaven.nsw.gov.au](http://www.shoalhaven.nsw.gov.au) for further child care information.

### **Kids Crew Room OSHC**

Bedford St, Nowra Hill  
(adjacent to Nowra Hill Public School)  
Tel: (02) 4422 6155  
Internet: [www.b4kids.com.au](http://www.b4kids.com.au)

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## Cadets

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

Training and activities are geared to the interests of cadets, with a focus on aviation. Enrolment is limited to the age group 12 and a half to 18 years, but cadets can stay enrolled until they turn 20. AAFC meet on Tuesdays at 6.30 pm in K Hangar onboard HMAS *Albatross*. For enquiries, Tel: 0407 072 118.

### **Australian Naval Cadets**

Naval Cadets meet every Saturday between 8.45 am and 4.00 pm at Training Ship (TS) Shoalhaven onboard HMAS *Albatross*. Training camps and courses are run during school holidays and on weekends. All enquiries, Tel: (02) 4424 1067 or 0418 422 870 (Saturdays only).

For further information on ADF Cadets, visit Internet: [www.cadetnet.gov.au](http://www.cadetnet.gov.au).

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## Children with Special Needs

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### **Havenlee Special School**

75 Judith Dr, North Nowra

Tel: (02) 4421 3777

Internet: [www.havenlee-s.schools.nsw.edu.au](http://www.havenlee-s.schools.nsw.edu.au)

Havenlee is a public school that operates Monday to Friday (during school terms), between 9.00 am and 3.00 pm, for children aged four to 18 years with special needs.

### **Noah's Ark Early Intervention Centre for Children with Special Needs**

Cnr Worrigea & Osborne Sts, Nowra

Tel: (02) 4423 5022

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

Noah's Ark is an early intervention centre for children aged birth to six years, providing group developmental learning sessions, individual learning sessions, assessments, individual home programs, parent support, and a resource library with toys and equipment for children with special needs and their families.

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## Assistance for New Parents

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### **Volunteer Home Visiting Program**

The Volunteer Home Visiting Service is designed to assist parents with a new baby or children under three years.

Trained volunteers, supported by a coordinator, provide practical and social support in a family's home for approximately two hours per week.

For information, call Anglicare on

Tel: (02) 4423 1018.

### **Shoalhaven Family Care Cottage**

66–68 Berry St, Nowra

Tel: (02) 4424 6460

This is a free service provided by Illawarra

Health. It offers a day-stay facility specialising in support and assistance with breast/bottle-feeding, settling techniques, toddler management and post-natal depression support.

### **Shoalhaven Parent's Directory**

Internet: [www.parentdirectories.com.au/shoalhaven.html](http://www.parentdirectories.com.au/shoalhaven.html)

# Special Needs

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

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

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

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

## **Children with Special Needs**

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

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

# Relocations and Housing

## Defence Relocations and Housing Manager

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

<b>Area</b>
Nowra
<b>Name</b>
Steve Daley
<b>Telephone</b>
(02) 4421 3855
<b>Mobile</b>
0428 441 808
<b>Fax</b>
(02) 4423 0622

## Defence Housing Australia



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

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

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

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

**Tel:** 139 DHA (139 342)

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## Toll Transitions

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

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

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

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

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

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

# Health

## Hospitals

Shoalhaven Hospital (public)  
Scenic Dr, Nowra  
Tel: (02) 4421 3111

For after-hours medical attention, contact  
Shoalhaven Hospital

Emergency Department:  
Tel: (02) 4423 92623

Nowra Community Hospital (private)  
Weeroona Pl, Nowra  
Tel: (02) 4421 5855

## Ambulance

### ■ Ambulance Cover

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

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

In case of emergency, Tel: 000.

Local Ambulance Station  
(Do not use this number in an emergency)  
Tel: 13 12 33

## General Practitioners

Please call the Shoalhaven Division of General Practice for a listing of GPs with open books.  
Tel: (02) 4423 6233  
Internet: [www.sdgp.org.au](http://www.sdgp.org.au)

## Healthdirect Australia

A 24-hour telephone health advice line staffed by registered nurses that provide expert health advice.  
Tel: 1800 022 222

## Medicare Office

3/59 Junction St (access Berry St), Nowra  
Tel: 13 20 11

## Community Health Centres

Community health centres offer a variety of services for families, such as health prevention and education programs, home nursing, counselling and so on. All services are free and confidential. Please phone the centres for appointments.

Nowra Community Health Centre  
5-7 Lawrence Ave, Nowra  
Tel: (02) 4424 6300

St Georges Basin Community Health Centre  
Meriton St, St Georges Basin  
Tel: (02) 4443 7646

Jervis Bay Community Health Centre  
(situated behind Jervis Bay Primary School)  
For appointments, call St Georges Basin  
Community Health Centre on  
Tel: (02) 4443 7646.

### **Early Childhood Centres**

For advice on many aspects of babies' and preschoolers' health and development, medical screenings and support for parents of young children.

### **Immunisation Clinics for Children**

The council provides free immunisation clinics. Please phone the council's Health and Community Services Division to register.

Tel: (02) 4429 3111

### **Nowra Dental Clinic**

The Illawarra Area Health Service School Dental Clinics provide a free and comprehensive dental service for children, including check-ups, fillings and dental health education for children between the ages of two and 17 years.

Medicare cardholders are entitled to use this service. Tel: (02) 4424 6480 for an appointment at Nowra Community Health Centre.

## Defence Community Groups

### Defence Special Needs Support Group (DSNSG)



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

### **National Coordinator**

Margaret Fisk

Tel: 1800 037 674

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

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

## Defence Families of Australia (DFA)



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

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

Geographically, DFA volunteers are located all around Australia, representing families at a local, regional and a national level. National Delegates are situated in each state and it is preferable to have a Local Family

Representative in each Defence location, unit and base. Quality feedback is reliant on good communication between the Executive and family members in each region. When issues are raised, they are taken to the appropriate stakeholder at a local level or, if necessary, raised to a national level.

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

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

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

### Join DFA today free!

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

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

will provide you with access to a wealth of resources:

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

### **How can you be involved in DFA?**

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

**Visit [www.dfa.org.au](http://www.dfa.org.au) or call the DFA Infoline 1800 100 509**

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## Defence Community Centres

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There are two community centres associated with Defence in the Shoalhaven/Jervis Bay area. Both centres offer a variety of activities to get you involved and help you make new friends, and are managed by enthusiastic, hard-working volunteer committees.

### **Shoalhaven Defence Families Association Inc. (SDFA)**

The aim of SDFA is to encourage friendship among Service families through its various activities. SDFA acts as an umbrella group for Craft; Trim, Taut and Terrific (TTT); Playgroup; Book Club; and the *Timeout* newsletter. The association is very much tri-Service.

SDFA holds a wide variety of interesting and fun events throughout the year at Kookaburra Retreat and, hopefully, there will be something happening to suit nearly everyone.

Kookaburra Retreat  
Flats 1 & 2, Canberra Dr, Nowra Hill  
Tel: (02) 4421 5766

Please leave a message if unattended.

### **Banksia House Community Centre**

All Defence families are welcome at Banksia House (located at 21 Benson Rd, HMAS *Creswell*), whether you live on the base or in the Bay and Basin/Nowra area.

Just some of the activities you can get involved in include playgroup, adult craft and family activities.

Tel: (02) 4443 8710

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## Canberra Avenue Flats – HMAS Albatross/HMAS Creswell Units

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Family or friends visiting? Not enough space for them all at home? Why not take advantage of the Canberra Avenue Flats, just outside the gates of HMAS *Albatross*?

There are 10 fully-furnished units located just 10 minutes from town and across from the famous Museum of Flight. All you require are bedding, pillows, towels and approximately \$45 per night, or \$270 per week. Bookings can be made through the Accommodation Section – Serco.

Tel: (02) 4424 1369

There are four units located at HMAS *Creswell*. Priority is given to emergency accommodation needs.

Tel: (02) 4429 7900

# Locality Information

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## Geography

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The south coast of NSW consists of the following Regions—Illawarra, Shoalhaven, Clyde Coast, Eurobodalla and Sapphire Coast. HMAS *Albatross* and HMAS *Creswell* are located within the Shoalhaven Region in close proximity to the township of Nowra. The area is very scenic and includes coastal villages and small country townships. Nowra is located roughly equidistant from Canberra and Sydney and is approximately a two and a half hour drive from either city. Further information can be found at [www.southcoast.com.au](http://www.southcoast.com.au) and [www.shoalhaven.nsw.gov.au](http://www.shoalhaven.nsw.gov.au).

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## Local Climate

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The climate on the south coast of NSW is typically coastal in nature. Daytime maximum temperatures range, on average, between 25 °C in summer and 15 °C in winter, and night-time minimum temperatures generally range between 15 °C and 5 °C.

Rainfall patterns in the area, on average, are generous – there is an average yearly rainfall of approximately 1,300 mm. The majority of rain falls during the summer months, however rainfall is generally well-spread throughout the year, with five to 10 rainy days each month.

Winter in the Shoalhaven provides drier, windy conditions, as cool changes progress through the area, giving rise to sometimes gale-strength westerly to south-westerly winds. These winds are a major feature of the Shoalhaven area and can sometimes be destructive in nature. On 24 August 2003, cyclonic winds lashed the south coast of New South Wales. More than 230 Defence Housing Australia (DHA) homes in Nowra and Wollongong were damaged. Most of the damage was minor in nature, although several homes were severely affected by fallen trees and debris.

Summer conditions are mild, with local north-easterly or south-easterly sea breezes.

Local sea-surface temperatures range from 16 °C in the far south to 25 °C in the north.

For more information, visit

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

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## Sport and Sporting Facilities

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You can participate in a wide variety of sporting activities within the Shoalhaven community. Please refer to the Yellow Pages telephone directory, or visit Shoalhaven City Council's website, Internet: [www.shoalhaven.nsw.gov.au](http://www.shoalhaven.nsw.gov.au).

### **Jervis Bay Territory**

The Jervis Bay Territory occupies about 73 square kilometres on the southern shores of Jervis Bay.

The territory consists of a mainland area of just more than 6,500 ha, Bowen Island (51 ha) and about 800 ha of marine waters. An area of 403 ha is designated as Aboriginal land under the Aboriginal Land Grant Act 1986. The remaining land comprises un-leased Commonwealth land, Defence establishments, the Annex of the Australian National Botanic Gardens, and private leases.

The Jervis Bay Territory is a Commonwealth Territory in its own right. It is not part of the Australian Capital Territory (ACT), however ACT laws (so far as they are applicable) apply.

Residents of the Jervis Bay Territory are entitled to be enrolled in the Division of Fraser for Commonwealth Parliamentary elections.

Jervis Bay Administration is part of the Norfolk Island and Mainland Territories Section in the Department of the Environment and Territories.

### **The Jervis Bay Village**

The Jervis Bay Territory Administration Centre is located in Village Rd, Jervis Bay. It is the point of contact for the connection of essential services and motor vehicle registration.

Tel: (02) 4442 1217

Internet: [www.ag.gov.au](http://www.ag.gov.au), then click 'Territories of Australia' then select 'Jervis Bay'

Jervis Bay is approximately three hours' drive from Sydney or Canberra. There are many camping facilities in the area and lots of beautiful walking tracks.

For more information, visit

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

# General Services

## **Centrelink**

Centrelink needs to know your new address as soon as possible after your arrival in the Shoalhaven/Jervis Bay area.

4 Lawrence Ave, Nowra  
Internet: [www.centrelink.gov.au](http://www.centrelink.gov.au)

Disabilities Assistance  
Tel: 13 27 17

Family Assistance Office  
Shop 3, 59 Berry St, Nowra  
Tel: 13 61 50

Family Relationship Centre  
38–44 Berry St, Nowra  
Tel: (02) 4429 1400  
Internet: [www.familyrelationships.gov.au](http://www.familyrelationships.gov.au)

Family Relationship Advice Line  
Tel: 1800 050 321

## **Public Library Service**

The Shoalhaven City Council operates several libraries in the area.

Berry St, Nowra  
Tel: (02) 4429 3705

Hours: Monday to Friday, 9.30 am to 7.00 pm;  
Saturday, 9.30 am to 3.00 pm

A toy library operates within the library, with more than 1,000 toys available that are suitable for children from birth to age six. There is an annual or six-month subscription fee.

## **Shoalcoast Community Legal Centre**

50 Junction St, Nowra  
Tel: 1800 229 529 or (02) 4422 9529  
Internet: [www.shoalcoast.org.au](http://www.shoalcoast.org.au)

Shoalcoast Community Legal Centre provides free legal advice and referral on legal issues. Free telephone advice is available and appointments can also be booked.

## **Legal Aid**

Suite 1, Level 2, Bridgeton House  
55–57 Berry St, Nowra  
Tel: (02) 4422 4351

## **Law Access NSW**

Free legal information, referral and advice.  
Tel: 1300 888 529 (business hours)  
Internet: [www.lawaccess.nsw.gov.au](http://www.lawaccess.nsw.gov.au)

## **Chamber Registrar**

The Chamber Registrar offers free procedural advice in relation to court matters going before the courts.

Nowra Court House  
Plunkett St, Nowra  
Tel: (02) 4480 6900

Nowra Family Support Services  
1/80 Park Rd, East Nowra  
Tel: (02) 4421 5499

This service provides support to families in crisis, including: one-to-one visiting, creative playgroups and parenting groups.

## **Neighbourhood Centres**

Neighbourhood Centres operate many activities, such as: support groups, tax help, after-school homework centres, legal aid advice, craft groups and neighbourhood aid programs.

### **■ Nowra Neighbourhood Centre**

134 Kinghorn St, Nowra  
Tel: (02) 4421 5077

### ■ East Nowra Neighbourhood Centre

2/80 Park Rd, East Nowra  
Tel: (02) 4422 1299

### ■ Illawarra Multicultural Service

Tel: (02) 4422 5933

### Australian Electoral Commission

Shop 3B, Nowra Lane, Nowra  
Tel: (02) 4423 3057

### Local Newspapers

The *South Coast Register* is published on Monday, Wednesday (main edition) and Friday. The paper can be purchased at local newsagents. It contains very good coverage of local news and sporting events, and has a pull-out real estate section – in addition to employment and classified sections.

The *Nowra News* is published on Thursday and is delivered free to Shoalhaven households.

### Home Deliveries

#### Milk

Refer to the Yellow Pages

#### Newspapers

Check with your local newsagent to arrange delivery of Sunday papers.

### NRMA

The NRMA can transfer your membership from an interstate automobile club at no cost.

71 Kinghorne St, Nowra  
Tel: (02) 4422 1144  
Internet: [www.nrma.com.au](http://www.nrma.com.au)

#### Roadside Assistance

Tel: 13 11 11

### Financial Institutions

Australia's four major banks have branches located in Junction and Kinghorne Sts, Nowra.

### ■ Australian Defence Credit Union Ltd (ADCU)

ADCU provides a full range of personal financial services, including: savings, cheque and automatic teller machine (ATM) access card accounts; personal and mortgage loans; NPD; and on-board cheque and cash payment facilities.

Victualling Complex – HMAS *Albatross*  
Tel: (02) 4424 1861 or (02) 4421 5147

Next to post office – HMAS *Creswell*  
Tel: (02) 4429 7863

### ■ Defence Force Credit Union (Defcredit)

Defcredit offers a full range of financial services, and is equipped with 24-hour, seven-days-a-week phone and online banking. ATM access is available 24 hours a day in the foyer of Defcredit.

Victualling Complex – HMAS *Albatross*  
Tel: (02) 4424 1803 or (02) 4422 7381

### Recreational Fishing Licence Fee

When fishing in NSW waters, both freshwater and saltwater, you are required by law to pay the NSW Recreational Fee and carry a receipt showing the payment of the fee. This applies when spearfishing, hand-lining, hand-gathering, trapping, bait collecting and prawn netting, or when in possession of fishing gear in, on or adjacent to water. Licences can be purchased by calling Tel: 1300 369 365; from Kmart stores in NSW; from fishing agents; or by visiting Internet: [www.dpi.nsw.gov.au/fisheries/recreational/licence-fee](http://www.dpi.nsw.gov.au/fisheries/recreational/licence-fee)

### Fleet Air Arm Museum



# Essential Services

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## Electricity

There are a number of suppliers of electricity in the Shoalhaven. Refer to the Yellow Pages for suppliers or contact the Independent Pricing and Regulatory Tribunal on Tel: (02) 9290 8400 or Internet: [www.ipart.nsw.gov.au](http://www.ipart.nsw.gov.au).

Residents of HMAS *Creswell* can have their electricity connected by contacting Jervis Bay Administration. A refundable security deposit is payable within seven days.

Tel: (02) 4442 1217

## Gas

Gas in the Shoalhaven is supplied by several companies.

Independent Pricing and Regulatory Tribunal  
Tel: (02) 9290 8400

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

For general enquiries regarding area gas providers (natural gas).

Refer to the Yellow Pages telephone directory for suppliers of natural gas and Elgas (bottled gas).

## Telephone

For a copy of the telephone directory (area code 02) that covers the Shoalhaven area, call Sensis on Tel: 1800 810 211 to arrange delivery.

## Telephone Services Providers

### AAPT

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

Tel: 13 50 05

## Optus

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

Tel: 13 33 45

## Southern Phone Company

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

Tel: 13 14 64

## Telstra

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

Tel: 13 22 00

**Refer to the Yellow Pages for a full listing and mobile phone services.**

## Garbage Collection

All households in the Shoalhaven, inside the garbage collection zone, receive one garbage collection per week and one kerbside recycling service per fortnight.

For further information, contact Shoalhaven Council's Waste Management Unit.

Tel: (02) 4429 3374

For HMAS *Creswell* residents, contact Jervis Bay Administration Centre.

Tel: (02) 4442 1217

## Waste Depots

Most household and garden rubbish, as well as recyclables, can be deposited at the following landfill depots, which operate seven days a week.

Nowra: Flatrock Rd

Huskisson: Huskisson Rd

### **Recycling Collection Centres (glass, plastic and aluminium cans)**

Berry St car park, Worrigeer St, Nowra  
10 Victa Way, Bomaderry (also takes cardboard and paper)

### **Shopping Facilities**

Nowra has two distinct shopping areas, trading seven days a week, and Thursday until 9.00 pm.

Stockland Mall Nowra  
East St, Nowra (Princess Hwy)  
Woolworths, Kmart, credit unions and specialty shops.

The older shopping zone is in Berry at Junction and Kinghorne Streets, where you will find major banks, credit unions, specialty shops, cafes, chemists (with extended hours), Woolworths, and Nowra Mall, which houses Coles and more specialty shops.

Trading hours:  
Stockland Nowra and Nowra Mall – seven days a week.  
All areas are open Thursday until 9.00 pm.

Supermarkets have extended hours.

# Transport

## Defence Driving Licence Scheme

Under the Defence Driving Licence Scheme, members of the Australian Defence Force and their dependants are approved to drive on valid interstate licences in NSW until the expiry date of that licence. On expiry of the interstate licence, a NSW licence (ACT licence for HMAS *Creswell* personnel) must be obtained.

## Local Bus Services

### ■ Nowra Coaches Pty Ltd

Routes cover Bomaderry Railway Station and areas in Nowra south of the bridge, and the Jervis Bay area (HMAS *Creswell*). A service also operates from Nowra to Conjola, Bandalong and Ulladulla.

Tel: (02) 4423 5244

### ■ Shoal Bus

Routes cover Bomaderry, north Nowra and Nowra Fair. Services connect with Bomaderry Railway Station.

Tel: (02) 4423 2122

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

### ■ Kennedy's Bus Service

Operates a return service daily from Greenwell Point into Nowra, then to Bomaderry Railway Station. Services also operate to/from Camberwarra and Culburra Beach.

Tel: (02) 4421 7596

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

### ■ School Bus Service

Check with the bus line that services your area for school bus times and bus stops.

## Intra/Interstate Bus Services

Premier Motor Service operates daily services to and from Sydney (via airport), Nowra and Eden. A daily service is also offered from Melbourne through to Cairns.

Tel: 13 34 10

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

Priors Scenic Express operates a service Sunday to Friday to Sydney via Kangaroo Valley. It stops at Campbelltown, Liverpool and Parramatta.

Tel: 1800 816 234 (freecall)

## State Rail

### ■ Nowra/Bomaderry Railway Station

Meroo Street, Bomaderry, is the terminus of the South Coast railway.

Tel: (02) 4423 0141

### ■ City Rail Infoline

Tel: 13 15 00

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

Note: The train trip to Sydney takes three hours. You must change trains (normally at Kiama/Dapto) for the electric service to Sydney.

## Taxis

### ■ Nowra Radio Taxi Cooperative Ltd

Tel: 13 10 08

### ■ St Georges Basin Taxi Service

Tel: (02) 4443 7500 (covers Jervis Bay area) or 0412 429 439

## **Airport**

The closest airport is Kingsford Smith Airport, Sydney, approximately two hours' drive away.

Refer to the Yellow Pages for a listing of airport shuttle services.

## **Motor Vehicle Registration**

Defence Force personnel and their spouses or immediate dependants who bring private vehicles from interstate do not have to register their vehicles in NSW until their current interstate registration expires. You should be aware that failure to re-register your vehicle in a state or territory, when required to by the local legislation, is an offence. You should ensure that your third-party cover is valid at all times. Advice should also be sought from your own insurance company on the validity of comprehensive insurance cover within NSW or the Jervis Bay Territory. For more information, contact:

### **■ Roads and Traffic Authority**

Cumberland Ave (Cnr Flinders Rd), Nowra  
Tel: 13 22 13  
Internet: [www.rta.nsw.gov.au](http://www.rta.nsw.gov.au)

The ACT Motor Traffic Act 1936 applies in the Jervis Bay Territory, and vehicles are registered and drivers are licensed under that Act. As of 1 January 1996, owners must transfer their vehicle registration to ACT registration once their interstate vehicle registration expires. For further details contact:

### **■ Jervis Bay Administration**

Village Rd, Jervis Bay  
Tel: (02) 4442 1217

# Pet Care

## Registration

All dogs and cats in NSW born after 1 July 1999 must be micro-chipped at 12 weeks of age and registered with the council by six months of age (Companion Animals Act 1998).

If your circumstances change, you must notify any NSW Council within:

- 14 days of any change to the identification and registration details, e.g. if you move, or the dog or cat is adopted by someone else
- 28 days of the dog or cat dying
- 4 days of the dog or cat going missing.

Registration forms and information about fees can be obtained from the Shoalhaven City Council.

Tel: (02) 4429 3111

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

If you are living at HMAS *Creswell*, it is your responsibility to register your dogs and cats with the coxswain. You are required, under the NSW Dog Control Ordinance Act, to register all dogs regardless of age.

This can be done at the Jervis Bay Territory Administration Building, located in Village Road, Jervis Bay, between 10.00 am and 4.30 pm.

Tel: (02) 4442 1217

## Boarding Kennels and Catteries

There is a small number of boarding kennels and catteries in the Shoalhaven. It is advisable to book early, especially if you are being transferred at the peak holiday time around

Christmas. Current vaccination is required for all kennels and catteries. Inspections by appointment are most welcome. Refer to the Yellow Pages telephone directory for listings, or log on to Internet: [www.shoalhaven.nsw.gov.au](http://www.shoalhaven.nsw.gov.au) and go to 'Pets on Holiday in the Shoalhaven'.

## Animal Protection

### ■ RSPCA Nowra

Tel: 0427 013 177 or (02) 9770 7555 (Sydney)

### ■ Animal Welfare League

Tel: (02) 4422 0997

Assistance with homing animals due to relocation or illness in the family.

### ■ Native Animal Network

Tel: 0418 427 214

### ■ Animal Shelter, West Nowra

Tel: (02) 4429 3410

### ■ Animal Shelter, Jervis Bay

Tel: (02) 4442 1217

### ■ Nowra Wildlife Park

Tel: (02) 4421 3949

### ■ Veterinary Surgeons

Refer to Yellow Pages for listings.

### ■ WIRES (NSW Wildlife Information, Rescue and Education Service)

Tel: 0427 020 327

# Important Numbers

## **Defence Community Organisation**

Nowra Office  
Tel: (02) 4421 3855

If your partner is away and needs to be contacted, or if you require the assistance of a social worker out of hours, please call the National Welfare Coordination Centre on Tel: 1800 801 026, and they will arrange for a duty social worker to contact you.

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

Tel: 1800 801 026

## **Officer of the Day**

HMAS *Albatross*  
Tel: 0408 975 825

HMAS *Creswell*  
Tel: 0429 127 055

## **All Hours Support Line**

Tel: 1800 628 036

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

Tel: (02) 9377 3316

## **Defence Service Centre**

Tel: 1800 333 362

## **Australian Defence Force – Credit Union**

Tel: (02) 4424 1861 or (02) 4421 5147

## **Centrelink – Family Assistance Office**

Tel: 13 61 50

## **Chaplain**

Enquiries  
Tel: (02) 4424 1535

Emergency/Duty Chaplain  
Tel: 0421 687 817

## **Community Information**

Shoalhaven City Council  
Tel: (02) 4429 3111  
[www.shoalhaven.nsw.gov.au](http://www.shoalhaven.nsw.gov.au)

## **City Rail Info Line**

Tel: 13 15 00

## **Defcredit**

Tel: (02) 4424 1803 or (02) 4422 7381

## **Defence Housing Authority**

Nowra Office  
Tel: (02) 4421 1500

After-hours emergency  
Tel: 139 342 (139 DHA)

## **Defence Relocations and Housing Manager – Nowra**

Tel: (02) 4421 3855

## **Defence Spouse Groups – Banksia House**

Tel: (02) 4443 8710

## **Shoalhaven Defence Families Association**

Tel: (02) 4421 5766

## Hospitals

### ■ Shoalhaven Hospital (public)

Tel: (02) 4421 3111

### ■ Emergency Department

Tel: (02) 4423 9263

### ■ Nowra Community Hospital (private)

Tel: (02) 4421 5855

## Health Direct Australia

24-hour health advice line

Tel: 1800 022 222

## National Parks and Wildlife Service

Tel: (02) 4423 2170

## NRMA

Roadside Assistance

Tel: 13 11 11

Enquiries

Tel: 13 21 32

## Police Assistance Line

Tel: 13 14 44

## Crimestoppers Hotline (24 hours)

Tel: 1800 333 000

## Nowra Police Station

Tel: (02) 4421 9699

## Australian Federal Police – Jervis Bay

Tel: (02) 4442 1008

## State Emergency Service

Tel: 13 25 00

## Taxis

Nowra

Tel: 13 10 08

Bay and Basin

Tel: (02) 4443 7500 or 0412 429 439

## Navy Ticketing

For theatre and concert tickets.

Tel: (02) 9393 3227

Internet: [www.ranccf.com/navyticketing](http://www.ranccf.com/navyticketing)

# Notes

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# Notes

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