

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 SINGLETON



Australian Government

Department of Defence

Welcome to Singleton

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

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

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

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

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

© Commonwealth of Australia 2011

Contents

Welcome to Singleton	1	Defence Community Groups	18
Introduction and Welcome	3	Defence Special Needs Support Group (DSNSG)	18
Defence Support Services	4	Defence Families of Australia (DFA)	18
Defence Community Organisation (DCO)	4	Singleton Military Area Support Groups	19
Chaplaincy Services	5	Locality Information	20
Defence	5	General Services	21
Defence Base at Singleton	5	Essential Services	23
Units Located in Singleton Military Area (SMA)	5	Transport	24
Education	8	Important Numbers	26
Employment	10	Map	29
The Partner Education and Employment Program (PEEP)	10	Notes	30
Children's Services	11		
Defence Child Care Program	11		
Special Needs	13		
Relocations and Housing	14		
Defence Relocations and Housing Manager	14		
Defence Housing Australia	14		
Toll Transitions	15		
Health	16		
ADF Family Health Trial	16		
Community Health	17		
Other Support Services	17		

Introduction and Welcome

On behalf of the Australian Defence Force (ADF) and the local community, I would like to welcome you and your family to the Singleton region. I welcome the opportunity to contribute to the valuable support provided by the Defence Community Organisation, and in particular this Welcome Book. As you and your family prepare for your removal and posting to the Singleton region, you should look forward to the opportunities the local community and region afford. I speak with confidence on this matter, as this shall be my third posting to the School of Infantry over the past 15 years.

Within Singleton and the surrounding area there is a range of well-established education options, a number of sporting organisations that have good facilities, and a well-established shopping district which is supported by modern public amenities. Singleton offers good health facilities and has a variety of religious, community and other active service groups, all of which recognise and welcome Defence as an integral element of the local community. Surrounding Singleton is a number of historic locations and well-known tourist attractions, including the Polkolbin area and its extensive wine industry, and the nearby locations of Maitland, Nelsons Bay and Newcastle – all of which offer wider shopping and recreation options. There are also a number of national and state parks, waterways and beaches that offer great opportunities for camping, fishing and water sports.

Overall, Singleton and the surrounding region have a lot to offer you and your family. I strongly encourage you to consider your involvement with the local community and make the most of what it has to offer. In doing so you will not only better enjoy the posting, but will also be contributing to strengthening the ties between Defence and the local community.

Lieutenant Colonel Marcus Constable

CO School of Infantry

Defence Support Services

Defence Community Organisation (DCO)

How We Can Assist You

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

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

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

DCO Hunter
Infantry Dr, Singleton

Tel: (02) 4034 6973

Fax: (02) 4403 6976

Email: DCO.HunterRIMS@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.

Facebook: DCO Hunter

After Hours Emergency Support

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

NWCC will not transfer 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.

Australian Defence Force Family Covenant

We recognise the significant contribution of ADF families to operational effectiveness.

We pay tribute to the commitment and sacrifice of ADF families in support of Australia.

We acknowledge the unique nature of family and community life in the ADF.

We honour the inherent strength and capacity of ADF families.

We pledge to work in partnership with ADF families to enhance their self reliance.

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

Chaplaincy Services

Chaplains

Protestant denominations

Tel: (02) 6575 0289

Salvation Army

Tel: (02) 6575 0279

All-hours Support Line

Tel: 1800 628 036 (freecall within Australia)

Tel: +61 2 9425 3878 (outside Australia)

National Welfare Coordination Centre (NWCC)

Tel: 1800 801 026 (freecall)

Defence

Defence Base at Singleton

Lone Pine Barracks
Singleton Military Area
Singleton NSW 2331

Units Located in Singleton Military Area (SMA)

School of Infantry (SOI)

SOI's main task is to train officers and soldiers – General Reserve (GRES) and Australian Regular Army (ARA) – from all over Australia in the skills required of them for their employment in the Infantry Corps. To do this effectively, all staff posted to SOI work very long hours, often in excess of 60 hours a week. There are approximately 200 military personnel and many civilian staff employed at SOI.

The school is kept extremely busy, with approximately 40 courses conducted each year and approximately 18 platoon-sized march outs of Initial Employment Training (IET) soldiers annually. To run these courses effectively to the high standard that is required, SOI is made up of wings or sections.

■ **Headquarters School of Infantry**

In order for SOI to operate effectively, the administration is left largely to the Headquarters, which is supported by the Defence corporate support staff.

■ **The Regimental Aid Post (RAP)**

RAP is responsible for providing medical support to all soldiers in SMA. Sick parade is 7.30 am to 10.30 am daily.

■ Gymnasium

The gymnasium staff are concerned with the physical fitness of all staff and students alike.

Opening times:

Gym

Weekdays, 6.00 am to 8.00 pm

Saturday, Sunday and public holidays, 9.00 am to 12.00 pm

Pool

Weekdays, 6.00 am to 8.00 pm

Saturday, Sunday and public holidays, 12.00 pm to 6.00 pm

Tactics Wing

This wing is responsible for all infantry promotion and specialist courses, from the rank of Corporal to Captain. The wing has sections consisting of the:

- Platoon Team conducts the Regimental Officer Basic Course, which prepares recently graduated lieutenants for service as platoon commanders. It also conducts the Supervisor Infantry Operations – Platoon course to prepare corporals (CPLs) to be platoon sergeants (SGTs)
- Recon/Sniper Section, which is responsible for the conduct of Officer/non-commissioned officer (NCO) recon/sniper training
- Direct Fire Support Weapon (DFSW) section, which conducts the Officer/NCO DFSW course and is currently implementing the training for the Javelin Anti-armoured Weapon System
- Company Team, which conducts module one of the Supervisor Infantry Operations – Company course for SGTs being considered for promotion to Warrant Officer Class 2 (WO2).

Rifleman Wing

Rifleman Wing – The future of the Royal Australian Infantry Corps.

Rifleman Wing conducts the 11-week Infantry Initial Employment Training (IET) course for all Regular Army Infantry Soldiers. Rifleman Wing Headquarters consists of the Operations/ Training Cell and a Personnel/Logistics Cell. The Headquarters commands two companies: Alpha Company consists of six IET Training Platoons, responsible for the conduct of the IET course, and a Holding Platoon for soldiers about to begin training; while Bravo Company consists of a Training Support Platoon, Rehabilitation/Retraining Platoon for medically restricted personnel or soldiers who require remedial training before completing the course, and a Transition Platoon for soldiers who are transferring to another corps or discharging.

Special Forces Training Centre (SFTC)

The Special Forces Training Centre (SFTC) is a separate unit that belongs to Special Operations Command. The SFTC's mission is to support individual training and reinforcement of the Special Forces Group, in order to enhance the operational effectiveness of Special Operations Command. SFTC consists of a Headquarters, three Wings, and the Logistical Support Element, with approximately 68 ARA and 20 ARES personnel, dislocated across two locations – Singleton and Holsworthy. The unit conducts a variety of tasks, including:

- recruiting, testing and training potential reinforcements
- conduct of the Commando Reinforcement Training Continuum
- support to other selection programs
- provision of operational support to Special Operations Command.

Each year, SFTC conducts at least one Commando Reinforcement Training Cycle, with the aim of training up qualified Special Operations Forces for service across the Special Operations Command. It is a demanding

training continuum that necessitates a strong commitment of dedicated, professional instructors and supporting staff. Overall, SFTC is a high-tempo unit run by a relatively small cadre of staff that trains soldiers for a variety of environments, including amphibious and land-based training areas.

■ Defence Support – Singleton (DS-S)

DS-S provides the full range of Defence Support Group products and services to SMA. It covers all ARA, GRES and Cadet units resident and visiting SMA, which includes the Singleton Training Area (STA). The DS-S Customer Service Centre (CSC-S) provides administrative support to resident and visiting units.

■ Area Theatre

Centre Dr
Singleton Military Area (SMA)
Tel: (02) 6575 0283

■ Military Museum

Wings Rd, SMA
Tel: (02) 6575 0257
Hours: Wednesday to Sunday,
9.00 am to 4.00 pm

■ Hairdresser

Theatre Way, SMA
Tel: (02) 6575 0282
Hours: Wednesday and Thursday,
8.00 am to 4.00 pm

■ Legal Officer

Visits first Tuesday of each month.
Note: Soldiers from SMA are to book through the DS-Singleton Customer Service Centre.
Tel: (02) 6575 0100

■ Defence Community Hall

Infantry Dr
Tel: (02) 6575 0116

■ Military Police

MP Duty Room
Tel: (02) 6575 0406

■ Sporting Facilities

(e.g. swimming pool, squash courts)
Area Gymnasium
Centre Dr
Tel: (02) 6575 0479

■ Australian Defence Credit Union (ADCU)

Tel: (02) 6575 0288
Hours: 10.00 am to 2.00 pm
Pay Thursday, 9.00 am to 2.00 pm
Pay Friday, 10.00 am to 2.30 pm

■ Defence Force Credit Union (Defcredit)

Tel: (02) 6575 0326
Hours: 9.00 am to 2.00 pm
Thursday evenings, 6.00 pm to 7.00 pm

■ Post Office

Theatre Way (located in Australian Commercial Catering Canteen)
Tel: (02) 6575 0463

■ Australian Commercial Catering Canteen

Hours:
Monday to Friday, 7.00 am to 8.30 pm
Saturday, closed
Sunday, 5.00 pm to 8.30 pm
Tel: (02) 6575 0460

■ Infantry Library Heritage Centre

Tel: (02) 6575 0462

■ Serco Sodexo

Duty Room
Infantry Dr, SMA
Tel: (02) 6575 0215

Call to arrange an appointment for security access identification (ID). Form available on the SMA Bulletin Board.

Tel: (02) 6575 0417

Education

Regional Education Liaison Officer (REDLO)

The Regional Education Liaison Officer (REDLO) can provide you with information and advice on 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 (DSTA) Program

Defence funds the Defence School Transition Aide program, which provides support to the children and families of ADF members, particularly when moving in and out of a school on posting or when a parent is absent from home.

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

- Assisting Defence parents and children to become familiar with the school and its facilities.
- Coordinating appropriate welcoming and farewelling activities for Defence children involving the school community.
- Monitoring Defence children's personal issues such as friendship, peer groups and classroom difficulties.

- Contributing items of interest to the school newsletter.
- Providing opportunities for Defence families to meet other Defence families within the school community.
- Maintaining contact with Defence families who are enrolled in the school.

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

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

- Assisting young people from Defence families to integrate into the school community.
- Coordinating appropriate welcoming and farewelling strategies for young people of Defence families.
- Supporting students to develop their self-confidence and resilience.
- Encouraging young people to explore options and make the most of opportunities.
- Assisting young people in managing the challenges of transitions.
- Referring students where necessary to appropriate student support services.
- Identifying the issues and needs of individual students.
- Developing and implementing programs and resources that address issues and needs.

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

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

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 New South Wales

Internet: www.schools.nsw.edu.au

NSW Department of Education & Training

GPO Box 33, Sydney NSW 2001

Tel: (02) 9561 8000

NSW Government Schools

Term Dates 2012:

Term 1: Friday 27 January – Thursday 5 April

Term 2: Monday 23 April – Friday 29 June

Term 3: Monday 16 July – Friday 21 September

Term 4: Monday 8 October – Friday 21 October

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

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

National Enrolment Call Centre

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

- access placements in Defence child care centres
- book child care in the preferred location in advance of relocating to that area
- receive information on other centres in the general line of travel between work and home, if child care is not available in the family's preferred centre
- receive information regarding employment in Defence child care centres.

Family Day Care

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

Handy Contacts

Defence Community Organisation

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

B4Kids Pty Ltd

Internet: www.b4kids.com.au

Tel: 1300 265 600 or (07) 3326 5600

Child Care Access Hotline

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

Tel: 1800 670 305

Department of Education, Employment and Workplace Relations (DEEWR)

– Office of Early Childhood Education and Child Care

Internet: www.mychild.gov.au

MyChild Hotline

Tel: 13 36 84

The National Childcare Accreditation Council (NCAC)

Internet: www.ncac.gov.au

Family Day Care Australia

Tel: (02) 4320 1100 or 1800 621 218

Internet: www.familydaycare.com.au

Army Playgroup – Little Diggers

DC Hall, Infantry Dr, SMA

Tel: (02) 4034 6973

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.

Area	
Hunter	
Names	
Roger Lamothe	Neysha Johnston
Telephone	
(02) 4034 6964	(02) 4034 9565
Mobile	
0413 728 512	0429 127 082
Fax	
(02) 4034 6972	(02) 4034 6972

Defence Housing Australia



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, living in, and 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).

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

ADF Family Health Trial

The Australian Government is pleased to be supporting Australian Defence Force (ADF) members and their families through the ADF Family Health Trial.

The trial is scheduled to conclude on 30 June 2012; by this time the future direction of health care to ADF dependants will be known.

The ADF Family Health Trial is available to recognised ADF dependants residing in the following locations:

- **Western Australia** – Derby, Broome, Kununurra, Karratha, Port Hedland, Carnarvon, Tom Price, Newman and Exmouth.
- **Northern Territory** – Darwin, Nhulunbuy, Katherine and Alice Springs.
- **Queensland** – Cairns, Weipa, Mt Isa, Thursday Island, Tully and Townsville.
- **New South Wales** – Singleton.
- **Victoria** – Sale and Puckapunyal.

Medical

The ADF Family Health Trial provides reimbursement direct to your bank account for gap expenses when ADF dependants visit a general practitioner (GP).

Gap expenses are the difference between what the GP charges and what you get back from Medicare. For example, if your GP charges \$60 and the Medicare Rebate is \$35, we will give you \$25.

Eligible dependants are expected to pay the normal GP fee up-front, and claim the Medicare Rebate before submitting a manual claim to ADF Family Health for reimbursement.

Eligible dependants are able to visit any general practice of their choice—including when on holidays away from home.

Allied Health

ADF Family Health also provides \$330 per dependant, per calendar year, to use towards the following allied health services:

- Dental
- Physiotherapy
- Optical
- Chiropractic/
Osteopathy
- Dietician
- Speech Therapy
- Psychology
- Podiatry/Chiropody
- Audiology

Most claims can be processed electronically at the same time as the services by using the ADF Family Health card provided. In the event that electronic processing is not available, the dependant is expected to pay the account and claim the reimbursement manually.

Private Health Insurance

If you have private health insurance, the trial benefit can be used in addition to your private health benefit.

Nil Cost

This is a government-sponsored initiative. However, please be aware that the services accessed are considered a Fringe Benefit.

More Information

Internet: www.defence.gov.au/health/dependant_healthcare/i-healthcare.htm

Contact

Email: Adf.dependanthealth@defence.gov.au
or Tel: (02) 6266 3547.

Community Health

Ambulance Cover

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

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

Singleton District Hospital

Dangar Rd, Singleton

Tel: (02) 6571 9222

Fax: (02) 6571 9282

24-hours, seven days a week.

A referral from a general practitioner is required for in-patient services and specialist services only.

Singleton Community Health Centre

Hospital Grounds, Boonal St, Singleton

Tel: (02) 6571 9248

Services available: asthma education, clinical psychology, speech pathology, social work, audiometry (paediatrics only), child and family health (early childhood), type 2 diabetes education, occupational therapy, dietetics, immunisation, continence and foot care. Other visiting services: Aboriginal health liaison officer, adolescent and family counsellor, and drug and alcohol counsellor.

Other Support Services

Our Care Services Inc.

3 Bathurst St, Singleton

Tel: (02) 6571 2300

Singleton Neighbourhood Centre Inc.

21 Mary St, Singleton

Tel: (02) 6571 2499

Email: snc5@bigpond.com

This centre provides information and access to a variety of services, including women's health, financial counselling and migrant services.

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 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.

Singleton Military Area Support Groups

Playgroup

The Little Diggers Army Playgroup meets on Monday mornings from 10.00 am to 12.00 pm, at the Defence Community Hall. There are organised activities for the children and a chance for mums to have a cuppa and meet new friends. From time to time, the group meets at a park in town or a place of interest – for example, a visit to the fire station. Find us on Facebook.

For further information contact the Defence Community Organisation.

Tel: (02) 4034 6973

Buddies in the 'Burbs

Buddies in the 'Burbs are Defence partners who are willing to support others in their local area by planning social activities and linking families in their local communities. These activities allow partners to meet one another, form friendships, offer support and share local knowledge. Please contact DCO for the contact details for Singleton.

Locality Information

Statistics about Singleton

Population:	21,937
Shire area:	4,893 sq km
Height above sea level:	73.2 metres
Annual rainfall:	640 mm
Average temperatures:	Summer max 31 °C min 18 °C
	Winter max 17 °C min 5 °C

Shopping

Woolworths and Big W, located in the Gowrie Street Mall Complex, Gowrie St.

Franklins, located in The Plaza, Gowrie St.

IGA, located in The Square, John St and the Singleton Heights Shopping Centre, Blaxland Ave.

Movie Theatres

Singleton Army Base Area Theatre
Screenings:
Tuesday, Saturday and Sunday nights
Tel: (02) 6575 0283
Cost: adults \$4.00, children \$2.00

Majestic Cinemas
Rose Point Complex, 21 Ryan Ave, Singleton
Tel: (02) 6571 5252

Movie Info-line
Tel: (02) 6571 5252
Internet: www.majesticcinemas.com.au

Sports

In Singleton, a wide range of sports is catered for.

For information on current sporting clubs, phone the Family Liaison Officer.

Tel: (02) 4034 6973

General Services

General Contact Information

■ Electoral Information

Australian Electoral Commission – Hunter Division

13 Mitchell Dr, East Maitland
Tel: 13 23 26

■ Centrelink

Shop 16, Town Square
157–159 John St, Singleton
Fax: (02) 6571 3306
Internet: www.centrelink.gov.au

Phone Self Service

Tel: 13 62 40

Family and Parents Line

Tel: 13 61 50

■ Singleton Post Office

136–140 John St, Singleton
Tel: (02) 13 13 18
Internet: www.auspost.com.au

■ Australian Taxation Office

Personal Tax Infoline

Tel: 13 28 61

Internet: www.ato.gov.au

■ Department of Human Services (NSW Govt) Community Service Centre

Shop 7, Commercial Centre
Market Lane, Muswellbrook
Tel: (02) 6542 3444

■ Domestic Violence Line (24 hours)

Tel: 1800 656 463 (freecall)

■ Child Protection Helpline

Internet: www.humanservices.nsw.gov.au

Tel: 13 21 11 (24 hours)

To report child abuse and neglect.

■ Child Support Agency

General enquiries

Tel: 13 12 72

Internet: www.csa.gov.au

■ Singleton Court House

Elizabeth St, Singleton

Tel: (02) 6572 1170

■ National Parks and Wildlife Service

General information

Tel: 1300 361 967

Internet: www.environment.nsw.gov.au

■ State Emergency Service (SES)

Tel: 13 25 00

For assistance during flood and storm emergencies.

■ Banks

Banks and building societies all located on John St.

■ Newspapers

Singleton Argus

Published Tuesday and Friday

6–8 Campbell St, Singleton

Tel: (02) 6572 2611

■ **NRMA Road Service**

Shop 3, 174 John St, Singleton

Tel: (02) 6571 4260

Road service

Tel: 13 11 11

Membership and general enquiries

Tel: 13 11 22

■ **Medicare**

Singleton Office

Shop 20, Singleton Town Square

159 John St, Singleton

Telephone enquiries

Tel: 13 20 11

Internet: www.medicareaustralia.gov.au

Churches

Please contact individual churches for further particulars of their services and programs.

■ **Anglican**

All Saints Church

High St

Tel: (02) 6571 1414

St Luke's Church

Wynyard St

■ **Singleton Family Christian Centre**

23 Maitland Rd

Tel: (02) 6572 1878

■ **Seventh-day Adventist**

Doyle St

Tel: (02) 6571 2102

■ **The Salvation Army**

4 York St

Tel: (02) 6572 2690

■ **Uniting**

Church St

Tel: (02) 6571 1557

■ **Presbyterian**

Elizabeth St

Tel: (02) 6572 4560

■ **Christian Israelite**

Cnr Bishopgate & Goulburn Sts

Tel: (02) 6572 1198

■ **Singleton Evangelical Church**

Hunter St (meets at the Public School)

Tel: (02) 4933 0145

■ **Catholic**

St Patrick's Church Office

Queen St

Tel: (02) 6578 9600

■ **Jehovah's Witness**

Kingdom Hall

Curtis St

Tel: (02) 6571 2255

■ **The Faith Walk Church Inc.**

562 Gresford Rd

Sedgefield via Singleton

Tel: (02) 6574 1311

■ **Baptist Church**

Gardiner Cct

Tel: (02) 6573 1582

Essential Services

Energy Australia

Residential enquiries

Tel: 13 15 35

Loss of electricity and emergencies

Tel: 13 13 88

Gas emergency (24 hours)

Tel: 13 19 09

Internet: www.energy.com.au

Country Energy

Electricity and gas

General enquiries

Tel: 13 23 56

Supply interruptions

Tel: 13 20 80

Internet: www.countryenergy.com.au

Origin Energy

Natural gas and LP gas

General enquiries Tel: 13 24 61

Emergencies and gas leaks only

Tel: 1800 808 526 (freecall)

Internet: www.originenergy.com.au

Telstra

Tel: 13 22 00 and follow the prompts

Home phone faults

Tel: 13 22 03

Internet: www.telstra.com.au

Gas

■ Elgas

General enquiries

Tel: 13 11 61

Internet: www.elgas.com.au

■ Kleenheat

Tel: 13 21 80

Internet: www.kleenheat.com.au

■ Origin gas

Tel: 13 24 62

Garbage Collection Services

Contact Singleton Council to check correct day of garbage service and location of garbage dumps.

Tel: (02) 6578 7290

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 (DDL) for ADF personnel and eligible members of their families. Under the DDL, 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.

■ Green Slip Helpline

Tel: 1300 137 600

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

Claim advisory service

Tel: 1300 656 919

Internet www.revs.nsw.gov.au

Should you require further information, you can contact the Roads and Traffic Authority (RTA) Customer Service Centre.

Tel: 13 22 13

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. People illegally operating in NSW may be liable for fines of up to \$2,200.

■ 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

158 John St, Singleton

Tel: 13 22 13

Online Registration Renewals

Tel: 1300 360 782

Internet: www.rta.nsw.gov.au

Transport Services

■ Buses

Hunter Valley Buses Pty Ltd

19 John St

Tel: (02) 6572 2555

Internet: www.huntervalley.com.au

A regular bus service from Singleton Heights to town, and from South Singleton to town, and return. Daily service to Maitland and return.

Kean's Travel Express

Tel: (02) 6543 1322

Regular coach from Singleton to Sydney via Cessnock.

Greyhound Australia

Tel: 1300 473 946

Internet: www.greyhound.com.au

Saxbys

36 Carrington St

Tel: (02) 6571 4666

School and private bus hire.

Anvil Bus Charters

18 Macquarie St

Tel: (02) 6572 4224

School and private bus hire.

Cowans Bus Service

Magpie St

Tel: (02) 6571 1011

Valley Bus and Coach

PO Box 280, Singleton

Tel: (02) 6571 2022

School and private bus hire.

Singleton Community Transport Group Inc.

3 Bathurst St, Singleton

Tel: (02) 6571 2300

Funded by the Home and Community Care (HACC) Program to assist people who are aged, frail or disabled with transport.

■ Aeroplanes

A comprehensive flight service is available at Williamtown Airport, which is approximately 1 hour and 15 minutes from Singleton. Book through local travel agents, listed below.

Harvey World Travel

85A John St

Tel: (02) 6571 2870

Travelscene Singleton

127–129 John St

Tel: (02) 6572 4488

■ Taxis

Singleton Taxi Service

Tel: (02) 6572 1133

Internet: www.taxico.com.au

■ Trains

Singleton Railway Station

Munro St

Tel: (02) 6572 1034

Singleton to Newcastle

Monday to Friday

Departs Singleton: 6.55 am and 10.46 am

Departs Newcastle: 4.10 pm and 5.55 pm

Saturday, Sunday and public holidays

Departs Singleton: 7.24 am

Departs Newcastle: 3.51 pm and 5.46 pm

Ticket office open at Singleton Railway Station

Monday to Friday, 6.15 am to 1.00 pm

Closed Saturday, Sunday and public holidays.

If office unattended, pay fare at destination.

Passenger must be carrying cash to show intent to pay.

CountryLink (XPT) departs Singleton at

1.44 pm daily, to Sydney.

CountryLink (XPT) departs Singleton at

1.16 pm daily, north to Armidale and Moree.

Bookings essential through CountryLink.
Tel: 13 22 32

Ticket office at station for XPT tickets:
7.00 am to 1.00 pm
Internet: www.countrylink.info

Above train timetables subject to change.

■ Serco Sodexho Courtesy Bus Timetable

Service between Singleton Military Area and Singleton.

Fridays

5.00 pm – base to town and return
6.00 pm – base to town
9.30 pm – town to base

Saturdays

10.00 am – base to town
9.30 pm – town to base

Sundays

7.00 pm – railway station to base

Singleton Base pick-up points are:

Curry Club, Jeffries Club, Rifleman Wing HQ,
Officers' Mess, Sergeants' Mess.

Town pick-up points are:

Gowrie Street Bus Shelter on Gowrie Street,
RSC Club on Castlereagh Street.

For any information for the above service,
please phone Saxbys, Tel: (02) 6571 4666.

Important Numbers

Life-threatening Emergency

Tel: 000

Support Services

■ Singleton Police

22 Hunter St
Police Assistance Line (PAL) (non-emergency)
Tel: 13 14 44

General enquiries

Tel: (02) 6578 7499

Internet: www.police.nsw.gov.au

■ Ambulance

Cnr George & Pitt Sts
Tel: 13 12 33

■ Fire Brigade

Pitt St
Tel: (02) 6572 1495

■ Singleton Hospital

Dangar Rd
Tel: (02) 6571 9222

■ State Emergency Service

Storm/flood emergencies
Tel: 13 25 00

■ National Security Hotline

Tel: 1800 123 400

■ Volunteering and Safety Information

Tel: 1800 201 000

■ Lifeline 24-hour Counselling Service

Tel: 13 11 14

■ Poisons Information Centre

Tel: 13 11 26

Civilian Numbers

■ **Defence Housing Australia – Maintenance Hotline**

Tel: 1300 366 615

■ **Defence Housing Australia**

Local Area Office

Tel: (02) 4983 5300

Fax: (02) 4983 5361

■ **Electricity**

Tel: 13 15 35

■ **Emergency (after hours)**

Tel: 13 13 88

■ **Garbage**

Tel: (02) 6578 7290

■ **Taxi**

Tel: (02) 6572 1133

■ **NRMA Singleton**

Tel: (02) 6571 4260

24-hour Road Service

Tel: 13 11 11

■ **Singleton Council (Customer Service)**

Tel: (02) 6578 7290

After-hours emergencies

Tel: (02) 6572 1400

■ **Defence Health**

Tel: 1800 IM SICK (1800 467 425)

■ **Defence Community Organisation**

Contact during business hours

Tel: (02) 4034 6973

For after-hours emergencies, contact National Welfare Coordination Centre (NWCC)

Tel: 1800 801 026

All-hours Support Line

Tel: 1800 628 036

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

Tel: 1800 801 026

■ **Vietnam Veterans and Veterans Families Counselling Service**

Tel: 1800 011 046

■ **Legal Aid: Lawaccess**

Tel: 1300 888 529

■ **Court House Singleton**

Tel: (02) 6572 1170

■ **Neighbourhood Centre**

Tel: (02) 6571 2499

Marriage, Family and Separation Counselling

■ **UNIFAM**

Tel: (02) 4925 6000

■ **Relationships Australia**

Tel: (02) 4940 1500 or 1300 364 277

Internet: www.relationships.com.au

■ **Child Protection and Family Crisis Service**

District Centre – Muswellbrook

Tel: 13 21 11

Human Services District Centre – Muswellbrook

Tel: (02) 6543 2455

Adolescent Counsellor (upper Hunter)

Tel: (02) 6542 5300

Internet: www.community.nsw.gov.au

■ **Community Health**

Tel: (02) 6571 9248

■ **Singleton Family Support**

Tel: (02) 6572 4288

■ **Alcoholics Anonymous**

Tel: (02) 6572 2262

■ **Al-Anon Family Groups**

Tel: (02) 4962 3844

■ **Alcohol and Drug Information Service
NSW**

Tel: 1800 422 599 (freecall)

■ **Beyondblue – National Depression
Initiative**

Tel: 1300 224 636

Internet: www.beyondblue.org.au

■ **Child Support Agency**

General enquiries

Tel: 13 12 72

Internet: www.csa.gov.au

■ **Domestic Violence Line (24-hours)**

Tel: 1800 656 463 (freecall)

Military Telephone Numbers

When phoning from outside into the Singleton Military Area (SMA), phone numbers take the prefix 6575 then the extension – that is, 6575 0XXX. For example, the Officers' Mess would be (02) 6575 0428.

■ **Area Messes**

Officers' Mess 50 428

Sergeants' Mess 50 430

Currey Club 50 180

Jefferies Club 50 524

■ **Chaplains**

PD 50 289

Salvation Army 50 279

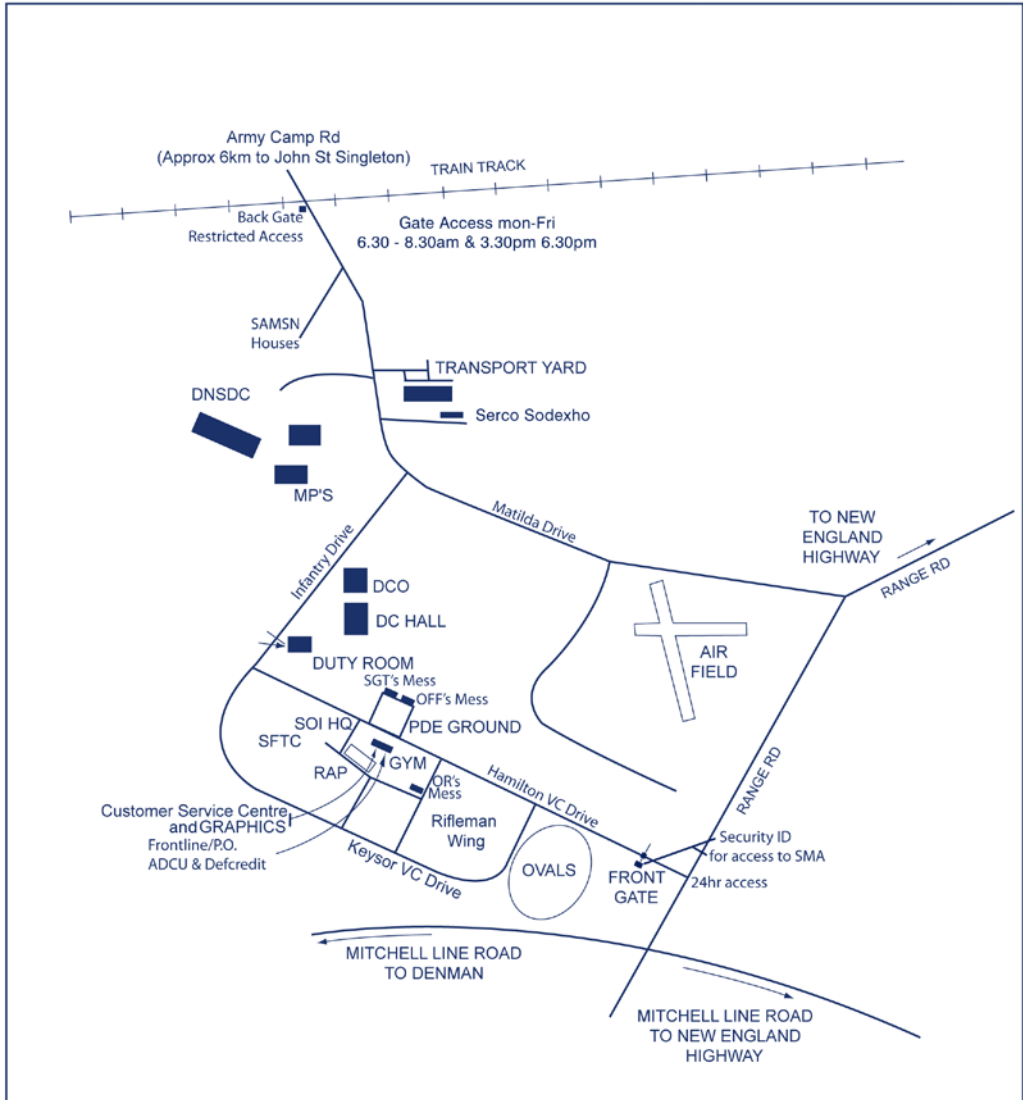
Defence Community Organisation 50 296

Defence Community Hall 50 116

Military Post Office
(in Jefferies Club) 50 463

Map

MAP OF SINGLETON MILITARY AREA (SMA)



Notes

Notes

Notes



Australian Government
Department of Defence