

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 WAGGA WAGGA



Australian Government

Department of Defence

Welcome to Wagga Wagga

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

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

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

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

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Defence Support Services

Defence Community Organisation (DCO)

How We Can Assist You

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

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

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

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

Where to Find Us

1st Floor, 76 Morgan St
Wagga Wagga NSW 2650
Tel: (02) 6931 0011
Fax: (02) 6931 0007
Email: dco.wagga@defence.gov.au

DCO Website

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

After Hours Emergency Support

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

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

Chaplains

Chaplaincy support is provided so that Defence members and their families can receive pastoral and spiritual care. Chaplains provide this support as they consult with Unit Commanders on spiritual, pastoral, welfare, moral and morale issues.

Chaplains are located at:

Kapooka

Tel: (02) 6933 8337

RAAF Base Wagga

Tel: (02) 6937 4231

Everyman's Drop-in Centres

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

The Everyman's Centre is located at Kapooka, alongside Frontline.

Tel: (02) 6933 8276

Defence Bases

Blamey Barracks Kapooka

'The Home of the Soldier' is situated at Kapooka, approximately 10 km south of Wagga Wagga on the Olympic Hwy. It is here that regular Army recruits and Reservists receive their recruit training on enlistment in the Army.

Since the abolition of National Service in 1972, the Army Recruit Training Centre (ARTC) has been the sole recruit training centre for the Australian Army.

In 2006, recruit training returned to its previous name, 1st Recruit Training Battalion (1 RTB), and implemented an 80-day Army Basic Recruit Course (Australian Regular Army, ARA) and a 28-day Army Basic Recruit Course (Army Reserve, ARES).

Units/Elements at Blamey Barracks:

- Army Recruit Training Centre Headquarters
- 1st Recruit Training Battalion
- Army Adventurous Training Wing
- Australian Army Band – Kapooka
- Kapooka Health Centre
- Psychology Support Section – Kapooka
- Kapooka Dental Company
- Defence Support – Riverina Murray Valley
- Directorate Operations and Training Area Management NSW/ACT (DOTAM) – Range Control

Facilities and Services at Blamey Barracks

The following amenities and facilities are provided at Kapooka for use by recruits, staff and families:

- Gymnasium
- Defence Library
- Kapooka Post Office
Tel: (02) 6933 8297
Open: Monday to Friday, 11.00 am to 2.30 pm and 4.30 pm to 6.00 pm
- Cinema
- Kapooka Community Centre (Sturt Ave)
Email: blameycommunity@gmail.com
- Army Museum
- Roman Catholic, Church of England and other Protestant denominations' chapels
- Everyman's facility
- Australian Commercial Catering
- Australian Defence Credit Union
Internet: www.adcu.com.au
- Defence Force Credit Union (Defcredit)
Internet: www.defcredit.com.au
- Barber
- Automatic teller machine (ATM)
- Dry cleaning
- The Soldier's Shop

Additional Information

Army Recruit Training Centre
Internet: www.defence.gov.au/army/artc

Department of Defence
General enquiries
Tel: 1300 333 362

Army Reserve Depot – Wagga Wagga

Cnr Docker & Dobbs Sts, Wagga Wagga

Units at this depot are:

- A Company 1/19 Royal New South Wales Regiment
- Sydney University Regiment
- Australian Army Cadets

RAAF Base Wagga

History of RAAF Wagga

Although the Royal Australian Air Force (RAAF) has provided instructional training since the early 1950s, it was not until 1985 that the RAAF School of Management and Training Technology had its own unit identity on RAAF Base Wagga. Since then, the school has developed the present suite of courses to train personnel as instructors, course developers, training managers, training administrators and educational officers.

Airmen Leadership Flight was part of the RAAF School of Management and Training Technology (RAAFSMTT) until August 1998, when it came under the control of the School of Postgraduate Studies, RAAF College. Airmen Leadership Flight is responsible for the conduct of airmen courses in the Professional Military Education and Training Scheme.

In 1999, the Headquarters for Ground Training Wing was transferred from Training Command to RAAF Base Wagga. Ground Training Wing oversees most RAAF ground training units throughout Australia.

In 2008, No. 1 Recruit Training Unit (1 RTU) returned to RAAF Base Wagga from Edinburgh, South Australia.

Units/Elements at RAAF Base Wagga

- No. 1 Recruit Training Unit
- Combat Support Unit Wagga
- Defence Support – Riverina Murray Valley
- Medical and dental
- Headquarters RAAF College
- RAAF School of Administration and Logistics Training
- RAAF School of Technical Training
- National Aeroskills Training Centre of Excellence (TAFE Forest Hill)
- Counselling Support Services (Psychology)
- Australian Army
- Royal Australian Navy
- School of Postgraduate Studies

Facilities and Services at RAAF Base Wagga

- Australian Commercial Catering/Annex
- Defence Library
- Internet Café
- Welfare Store
- Defence Cuts
- Star Cinema
- Dry cleaning
- RAAF Wagga Community Centre
- Physical Fitness Centre
- RAAF Army Navy Community House (RANCH)
Email: ranchcommunityhouse@gmail.com
- RAAF Wagga Playgroup
Tel: (02) 6931 0011
- Defcredit
Internet: www.defcredit.com.au
- Australian Defence Credit Union
Internet: www.adcu.com.au
- Chaplain and chapel services

Additional Information

Royal Australian Air Force
Internet: www.raf.gov.au

Department of Defence
General enquiries

Tel: 1300 333 362

Cadets

The Australian Defence Force Cadets is a community-based youth development organisation of 22,000 cadets and 2100 cadet staff in 475 units and squadrons across Australia. For information about local units, visit Internet: www.cadetnet.gov.au or contact the Defence Community Organisation.

Tel: (02) 6931 0011

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 – Australian Capital Territory/Riverina Murray Valley*, is available from the REDLO and contains information about preschool, primary, secondary and tertiary education in the Australian Capital Territory (ACT) and Riverina Murray Valley (RMV). 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 the ACT and RMV. DSTAs (Primary) and Defence Transition Mentors (Secondary) are employed to assist families as they relocate to a new school.

They may:

- organise activities that welcome and farewell ADF families and help them settle into the new school community
- assist the school to understand the needs of ADF parents and their children
- inform the school and support families if ADF members are deployed
- help families with special needs
- assist families to collect work portfolios and academic records or reports for the new school

- act as a point of contact for ADF families in the new school.

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

Contact the REDLO for further information.

REDLO ACT/RMV

Tel: (02) 6265 8746

Email: redlo.act@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

'My School' Website

Internet: www.myschool.govcom.au

Australian Government initiative providing information on schools.

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 maybe posted, whether in Australia or overseas. OUA offers the following benefits to Defence partners:

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

Looking for a job? Try Jobsearch

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

Internet: www.jobsearch.com.au

Want a peep at PEEP?

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

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

Children's Services

Defence Child Care Program

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

Defence Child Care Centres

There are currently 21 Defence child care centres across Australia 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

'My Child' Website

Internet: www.mychild.gov.au

Australian Government initiative, with its main focus on early childhood learning and child care. Wagga Wagga postcode is 2650.

A comprehensive list of all children's services can be found in the City of Wagga Wagga's Children's Service Directory.

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 on this page) can assist you in addressing and resolving your concerns.

Area
Wagga Wagga
Name
Debbie Simms
Telephone
(02) 6937 4220
Mobile
0428 238 046
Fax
(02) 6937 4212

Defence Housing Australia



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

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

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

Internet: www.dha.gov.au

Tel: 139 DHA (139 342)

Toll Transitions



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

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

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

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

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

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

Health

General Practitioners

There are more than 30 general practitioners (GPs) in the city of Wagga Wagga, with visiting rights to Wagga Wagga Base Hospital and Calvary Private Hospital. To secure the services of a GP, it is advised that you contact a practice on your arrival in Wagga Wagga. When contacting a practice, it is suggested that families identify that they are part of the Defence Force; this could assist you in accessing their practice.

A full listing of doctors can be found in the Yellow Pages.

Internet: www.yellowpages.com.au

After-hours appointments with a GP are available through the Wagga General Practice After Hours Service (WGPAHS). This offers an alternative to the Wagga Wagga Base Hospital Accident and Emergency Department if a consultation with a GP is required after hours.

Please note: You will be charged for this after-hours consultation at an after-hours rate.

Opening hours:

Monday to Friday, 6.00 pm to 9.00 pm

Saturday, 4.30 pm to 8.30 pm

Sunday and public holidays, 8.30 am to 12.30 pm, 4.30 pm to 8.30 pm

Nurse available by phone 30 minutes before clinic opens.

Piercy Place, 1/185 Morgan St, Wagga Wagga
Tel: (02) 6931 0900

Hospital Facilities

Wagga Wagga has two major hospitals and a day surgery.

Wagga Wagga Base Hospital (Public)

Edward St, Wagga Wagga

Tel: (02) 6938 6666

Calvary Health Care Riverina

Hardy Ave, Wagga Wagga

Tel: (02) 6925 3055

Internet: www.calvary-wagga.com.au

Calvary Day Procedure Centre (Private)

329–333 Edward St, Wagga Wagga

Tel: (02) 6925 4700

Specialist Practices

More than 40 specialists service the city of Wagga Wagga in the areas of audiology, gynaecology, haematology, head and neck surgery, laparoscopic surgery, medical imaging and nuclear medicine, neurology, neurosurgery, obstetrics, oncology, ophthalmology, optometry, oral and maxillofacial surgery, orthopaedic surgery, paediatric surgery, paediatrics, physicians, consulting psychiatry, psychology, urology, vascular surgery and general medicine.

Access to any specialist requires a referral from a general practitioner.

Allied Health

Wagga Wagga has a broad range of allied health services. These include podiatrists, physiotherapists, speech pathologists, occupational therapists, optometrists and chiropractors. A full listing of private services can be found in the Yellow Pages.

Internet: www.yellowpages.com.au

Wagga Wagga Community Health Service

A wide range of community health services is provided from a number of centres across the city.

For further information or to make an appointment, call the Community Health Centre.

Tel: (02) 6938 6411

Docker St, Wagga

Internet: www.gsahs.nsw.gov.au

Kurrajong Waratah

Kurrajong Waratah provides support, training and opportunities to people with an intellectual disability or development delay and their families/carers, through our targeted services.

Kurrajong Waratah commenced operations in 1957 with the aim of meeting the needs of people with a disability and their families. The aim continues today with over 700 babies, children and adults receiving our services and support daily. Our focus on the ability and on the potential of the individual remains the key objective in all our programs.

Lord Baden Power Dr

Tel: (02) 6925 5002

Internet: www.kurrajongwaratah.org.au

Individual and Family Counselling Services

The Wagga Wagga Visitor Information Centre's *Newcomers Guide* lists the family support services and counselling available in Wagga Wagga. The guide also has a list of services for the frail, the aged and people with disabilities, and is available from the Visitor Information Centre in Tarcutta Street.

Dentists in Wagga Wagga

Dental Emergency Service (after hours)

Tel: (02) 6926 1645

A full listing of dentists can be found in the Wagga Wagga Visitor Information Centre's *Newcomers Guide* or on the Yellow Pages website.

Internet: www.yellowpages.com.au

Other Health Services

Community Mental Health Service

The Community Mental Health Service offers assessment, support, counselling and crisis management for those suffering with a mental health issue. The service offers patient access to psychiatrists, rehabilitation programs, supervised residential facilities and support groups.

Access Crisis Line

Tel: 1800 800 944 (24 hours)

A complete list of health services can be found in the City of Wagga Wagga's *Children's Service Directory* and the Wagga Wagga Visitor Information Centre's *Newcomers Guide*.

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

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

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

Issues and committees that DFA is currently involved in include:

- child care expansion program
- Family Support Funding Advisory Committee
- Defence Housing Australia Advisory Committee
- new housing classification policy
- superannuation review
- deployment, relocations and housing support
- education assistance review
- support to community groups and houses.

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

Support!

DFA seeks the opinion of families about essential services and entitlements. By joining our DFA family network, you are supporting our aims to represent your needs and improve service conditions for all ADF families. Please take a few minutes to enter your details on our website.

Internet: www.dfa.org.au/subscribe.php

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

How can you be involved in DFA?

If you are interested in learning more about DFA, or becoming a volunteer in your area, please contact your local National Delegate or check out our website.

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

Internet: www.dfa.org.au

If you need help or advice

Tel: 1800 100 509

Local Defence Community Groups

Forest Hill Defence Community Group Inc. (FHDCG)

FHDCG was established to support Defence members and their families. It provides an opportunity for individuals to meet new people and learn new crafts and skills in a fun and friendly environment. The group meets every Wednesday evening and their program includes a range of craft, recreational and social activities.

Call DCO on Tel: (02) 6931 0011 for contact details, or Email: ranchcommunityhouse@gmail.com.

Kapooka Playgroup

The Kapooka Playgroup is held at the Community Centre in Kapooka Village.

Sessions: Wednesdays, 10.00 am to 12.00 pm

Call DCO on Tel: (02) 6931 0011 for the coordinator's details.

RAAF Wagga Playgroup

RAAF Wagga Playgroup is a friendly gathering of parents and children under school age, on the RAAF Base at Forest Hill.

Sessions: Tuesdays and Thursdays, 10.00 am to 12.00 pm

Call DCO on Tel: (02) 6931 0011 for the coordinator's details, or Email: raafwaggaplaygroup@gmail.com.

Blamey Community Group

The Blamey Community Group is a new social group for Defence partners that provides a range of social events and activities. They currently host weekly morning teas at the Kapooka Community Centre and everyone is welcome to attend.

Call DCO on Tel: (02) 6931 0011 for details, or Email: balmeyscommunity@gmail.com.

Local Community

The city of Wagga Wagga is located almost midway between Melbourne and Sydney, on the banks of the Murrumbidgee River. With a population of 58,000, it has a prosperous future, servicing the Riverina as the region's main business centre. Wagga Wagga is a city of diverse opportunity and offers an attractive and enviable lifestyle with education, sport and cultural facilities comparable to the metropolitan areas.

Entertainment and Recreation

Wagga Wagga has a range of restaurants and eateries that caters for either formal or alfresco dining. If you are looking for action 'from sunset to sunrise', check out the various clubs and hotels on weeknights and weekends.

Movie-goers can catch the latest releases in the Forum 6 cinema complex.

Those who prefer more artistic pleasures can visit the museums, art galleries and theatres – from traditional to contemporary, there is something to suit everyone.

The Oasis Regional Aquatic Centre, on Morgan

St, is the Riverina's premier aquatics facility, featuring Olympic-sized and leisure pools, including the famous 'wave ball'. The centre boasts two toddler pools with interactive water features, a hydrotherapy pool with easy access, a 25 m by 25 m multi-purpose pool for participation classes, an outdoor 50 m by 10 m lane pool, and a diving pool.

Markets

The Sunday Markets are open from 7.30 am to 12.00 pm every Sunday in the Myer car park, and are operated by the Wollundry Rotary Club of Wagga Wagga. Items for sale range from furniture, fruit and knick-knacks to cakes and clothing. For a small entry fee of 50c, you can browse for hours.

Wagga Wagga Farmers' Market is held on the second Saturday of every month on the banks of the Wollundry Lagoon, adjoining the Civic Centre. Breakfast and coffee are available, and a wide variety of local produce is on offer, including fruit, meat, vegetables, nuts, olives, bread, plants, flowers, juices and sweets. The markets operate from 8.00 am to 1.00 pm.

Muddi Boutique market joins the creators of handmade wares with the people who appreciate handmade. Supporting local and regional creativity at Showgrounds, Bourke Street.

For further information visit the website: www.muddiboutiquemarkets.com.

Parks and Gardens

The city has an abundance of wonderful parks and gardens – cycle the bikeways or take a nature walk along the banks of the Murrumbidgee. Take in the city's sights as you stroll or pedal past Lake Albert, the Wollundry Lagoon, Flowerdale Lagoon, or along the Murrumbidgee River.

Wagga Wagga Botanic Gardens, Macleay St, is an award-winning tourist attraction offering many different gardens, miniature ride-on railway, zoo, free-flight aviary, music bowl, restaurant, and picnic and barbecue facilities.

Amphitheatre and Gardens, Baylis St, is set on Wollundry Lagoon, adjoining the Civic Centre. The amphitheatre hosts musical performances and is the backdrop for the monthly Farmers' Markets.

Lake Albert, surrounded by parkland and fine real estate, is home to the Boat Club and Country Club, and is an excellent venue for all water sports, fishing, walking and bird watching.

Sport

Wagga Wagga is renowned as the 'City of Good Sports', so it's no surprise that the city offers a wide range of sporting facilities.

There is a diverse range of sport and leisure activities to choose from – for example, water sports such as sailing, waterskiing, canoeing, kayaking and fishing.

Rugby, soccer, football, hockey, softball and cricket fields are dotted around the city.

Cycling, tennis, bowling, netball and athletics are also well-catered for.

For those with a 'need for speed', the Wagga go-kart track and the Wagga International Speedway are popular venues.

Two 18-hole golf courses and a par-three golf driving range offer excellent golfing opportunities.

The city offers top-class clay and pistol shooting ranges, and the horse, harness and greyhound racing amenities are also excellent.

For those who enjoy snow sports in winter, Mount Selwyn is just a three-hour drive away.

Shopping

The city is a major retail centre for the Riverina region, providing residents and visitors alike with shops ranging from national retailers to locally owned specialty stores. Shoppers have the choice of two malls in the central business district – the Wagga Market Place and the Sturt Mall – as well as a wide variety of shops located in Baylis, Morgan, Forsyth and Fitzmaurice Sts. A variety of homemaker shops are located at the Homebase Centre on Hammond Ave. There are also suburban shopping centres in suburbs such as Koorlingal, Turvey Park, Tolland and Glenfield Park. Late-night shopping in Wagga Wagga is Thursday night, with many shops trading until 9.00 pm. Many retailers also open for all or part of the day on Saturday and Sunday.

Weather

Temperature ranges in Wagga Wagga can be extreme, and can vary from above 40 °C in summer to below zero in winter.

For further information, please contact the DCO Family Liaison Officers on Tel: (02) 6931 0011, or the Wagga Wagga Visitor Information Centre on Tel: (02) 6926 9621 or 1300 100 122.

For further information on the Wagga Wagga area, please visit the following websites:

Discover Wagga Wagga
Internet: www.discoverwagga.com.au

Visit Wagga Wagga
Internet: www.tourismwaggawagga.com.au

City of Wagga Wagga
Internet: www.wagga.nsw.gov.au

NSW Government
Internet: www.nsw.gov.au

General Services

Electoral Information

An ADF electoral guide is available from the Australian Electoral Commission (AEC).

Tel: 13 23 26
Internet: www.aec.gov.au

Change of address forms are available from post offices, and are also included in the DCO Welcome Packs.

Centrelink

Centrelink is a government agency that delivers a range of Commonwealth services.

Tel: 13 10 21
Internet: www.centrelink.gov.au

Wagga Wagga City Council

Tel: 1300 292 442 (1300 2 WAGGA)
Internet: www.wagga.nsw.gov.au

Banking

The following financial institutions are located in Baylis St:

ANZ Bank
Tel: 13 13 14

Bendigo Bank
Tel: (02) 6925 9118

Commonwealth Bank
Tel: 13 22 21

National Australia Bank
Tel: 13 22 65

St George Bank
Tel: (02) 5908 2600

Suncorp GIO
Tel: 13 11 25

Westpac Bank
Tel: 13 20 32

Defence Financial Institutions

■ Australian Defence Credit Union (ADCU)

Edmondson Club, ARTC Kapooka
Tel: (02) 6933 8292

Scherger Club, RAAF Wagga
Tel: (02) 6937 5062

■ Defence Force Credit Union (Defcredit)

Edmondson Club, ARTC Kapooka
Tel: (02) 6931 1193

Scherger Club, RAAF Wagga
Tel: (02) 6937 5420

Other banks and credit unions are listed in the Yellow Pages.

City Churches and Places of Worship

See the Wagga Wagga Visitor Information Centre's *Newcomers Guide*.

Internet: www.tourismwaggawagga.com.au
Internet: www.wagga.nsw.gov.au

Public Library

Wagga Wagga City Library is situated at the Civic Centre, corner of Baylis and Morrow Sts.

Tel: 1300 292 442 for opening hours.

Internet: www.wagga.nsw.gov.au/library

Communications

Wagga Wagga has fourteen free-to-air television channels: ABC 1, ABC2, ABC3, ABC NEWS, SBS ONE, SBSTWO, Prime (Channel Seven), 7TWO, 7MATE, WIN (Channel Nine), GO, GEM, OneHD, and Southern Cross Ten (Channel Ten).

Newsagents stock numerous local newspapers such as *The Daily Advertiser*, *The Rural News* and *The Land*. *The Riverina Leader* is delivered free to homes every Wednesday. Melbourne and Sydney newspapers are also available from local newsagents.

Wagga Wagga has numerous internet providers and mobile phone services.

A comprehensive list of general services information is available in the Wagga Wagga Visitor Information Centre's *Newcomers Guide*. The guide is included in DCO Welcome Packs and is also available from the Visitor Information Centre in Tarcutta St.

Essential Services

Natural Gas and Electricity

Natural gas and electricity are supplied by Essential Energy.

General enquiries
Tel: 13 23 91

Supply interruptions
Tel: 13 20 80

Natural gas emergencies and faults
Tel: 13 19 09

Internet: www.essentialenergy.com.au

Other providers are listed in the Yellow Pages,
Internet: www.yellowpages.com.au.

Telephone Services

There is now a variety of options for choosing a telephone service, including STD, internet and mobile phone connections. For service and information details, call the service provider of your choice. Telephone connections can be arranged over the telephone or in person at the provider's district office.

Local providers include:

■ **Telstra**

Telstra Shop, 182 Baylis St
Tel: 13 18 00

Sales, general enquiries and billing
Tel: 13 22 00

Faults
Tel: 13 22 03

Internet: www.telstra.com.au

■ **Optus**

Optus World Shop, 164 Baylis St
Tel: (02) 6921 8120

Sales enquiries
Tel: 1300 301 937

Internet: www.optus.com.au

Garbage Collection Service

The council's Department of Asset Management is responsible for the provision of sewer services, recycled water, kerbside collection of recyclables, green waste and garbage, and the operation of the council's waste disposal facilities.

A three-bin kerbside collection service has been provided by contractor SITA Environmental. A community-based Waste Management Advisory Group gives valuable advice to council on all aspects of solid-waste disposal.

The garbage and recycling services currently consist of a weekly 120-litre garbage service, and fortnightly collections of recyclables and green waste using 240-litre 'wheelie bins'.

In regards to green waste, please note that some of the material collected is composted, and contamination with non-composting material is a continuing concern. Excess garden waste can be delivered direct to the Gregadoo Waste Management Centre or to one of the commercial operators.

An annual kerbside collection of bulky items is also provided. An information kit on the service is available upon request.

Tel: 1800 642 410

Missed bins and service queries
Tel: 1800 642 410

The council's main solid-waste management facility at Gregadoo consists of a fully engineered cell for putrescible waste, a number of specialist cells, a weighbridge, and a recycling recovery service. The facility is open seven days a week, 363 days a year, from 8.00 am to 4.30 pm.

Contact Wagga Wagga City Council to check the correct day of garbage collection for your suburb.

Tel: 1300 292 442

Internet: www.wagga.nsw.gov.au

Transport

Defence Driving Licence Scheme

With the exception of Victoria and the Northern Territory, Commonwealth, state and territory authorities implemented a Defence Driving Licence Scheme (DDLs) for ADF personnel and eligible members of their families. Under the DDLs, the driving licences of both personnel and their families 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.

NSW Roads and Traffic Authority (RTA)

Tel: 13 22 13

Internet: www.rta.nsw.gov.au

The offices for registration and licensing are located at:

Fox St, Wagga Wagga

1 Simmons St, Wagga Wagga

Opening hours:

Monday to Friday, 8.30 am to 4.30 pm

Saturday, 8.30 am to 12.00 pm

Contact the RTA in Fox St for information and timing of inspections and learner's tests.

Motor Vehicle Registration

Defence Force personnel are not required to register their vehicles immediately on entry to New South Wales (NSW), and are allowed to retain interstate registration until the registration expires. Renewal of registration in the previous state, however, will not be allowed and registration to NSW is required once the interstate registration expires.

Note: It is advised that you check your third-party insurance eligibility with your current compulsory third-party (CTP) insurer if you wish to retain your interstate registration. Some state or territory CTP schemes may limit how long you can operate out of state.

Rail Services

Countrylink National Reservations

Wagga Wagga Railway Station

Railway Pl, Wagga Wagga

Tel: 13 22 32

Air Services

The Wagga Wagga Airport (all domestic air services) is located next to RAAF Base Wagga, on Don Kendell Drive, Forest Hill.

Regional Express

Tel: 13 17 13

Qantaslink

Tel: 13 13 13

Cycling

Cycling in Wagga Wagga is a pleasant recreational activity. A system of clearly marked cycleways separates cyclists from other traffic and gives access to some of Wagga Wagga's most beautiful parklands. Normal road rules apply on bicycle paths, just as they do on public streets. A map of Wagga Wagga's considerable network of cycleways is available from the Wagga Wagga Information Centre, and most newsagents, bike shops and bookstores.

Helmet Regulations

It is compulsory to wear an approved helmet correctly when riding a bicycle in NSW. This applies to all cyclists, regardless of age, including children on bicycles with training wheels and any child being carried as a passenger on a bike or in a trailer. Failure to obey road or bicycle rules may result in a fine. The wearing of bicycle helmets is required on all Defence properties.

Buses

The urban network operator for the area is Busabout Coaches.

Tel: (02) 6921 2316

Internet: www.earnest.com.au

■ 'Hail and Ride' System

When you want to get on the bus, either go to the nearest bus stop or hail the driver clearly at any point along the route where it is legal for the driver to stop. When you want to get off the bus at a fixed stop, simply ring the bell in time and the driver will stop. If you want to get off the bus between stops, make your way to the front of the bus and tell the driver where you want to get off, then leave by the front door.

■ School Bus Services

Contact Busabout Coaches for information about school bus services.

Internet: www.earnest.com.au/schoolservices.html

Taxi

Wagga Wagga Radio Cabs Co. Ltd

Tel: (02) 6921 4242

Pet Care

Keeping Pets

Wagga Wagga City Council recognises that many people enjoy the companionship of various kinds of pets. Pet ownership also brings with it a number of responsibilities. To ensure pets are not a nuisance to the community or other animals, owners are required to make sure they respect the *Companion Animals Act 1998*. For any queries relating to the keeping of pets in the Wagga Wagga City Council area, or for animal shelter enquiries, please contact the council's Support Services Department.

Tel: 1300 292 442

Contacts and Pet Information

■ Wagga Wagga City Council Regulatory Services Division

Tel: 1300 292 442

■ Wagga Wagga City Council

Internet: www.wagga.nsw.gov.au

■ Petcare Information and Advisory Service

Internet: www.petnet.com.au

Riverina WIRES (Wildlife Information, Rescue and Education Service)

Tel: 0407 600 755

RSPCA

Internet: www.rspcansw.org.au

Animal Shelter and Ranger Information

■ Glenfield Road Animal Shelter

Glenfield Road Animal Shelter is located opposite the Riverina Juvenile Justice Centre and is open weekdays from 3.00 pm to 4.15 pm, or by appointment.

Tel: 1300 292 442 (during office hours)

Registration

Any person wishing to register a dog or cat can do so during business hours at the Civic Centre on the corner of Baylis and Morrow Sts, or at the Glenfield Rd Animal Shelter weekdays between 3.00 pm and 4.15 pm.

You will need to have the animal microchipped *before* registration. Take with you any necessary documentation such as microchip details, sterilisation certificate, breeder's card, or pension card. Please note that microchipping is *not* registration.

Dogs

Dog owners have a particular responsibility to ensure that their pets are not a nuisance. The requirements for owning and keeping a dog are clearly set out in the *Companion Animals Act 1998*.

■ Veterinary Clinics and Boarding Kennels

Clinics and kennels are listed in the Yellow Pages, and also in the *Newcomers Guide*.

Important Numbers

Defence Community Organisation –
Wagga Wagga (after hours)

In cases of an after-hours emergency, please
phone the National Welfare Coordination
Centre (NWCC) on Tel: 1800 801 026.

Police
Tel: 000 or (02) 6922 2599

Ambulance
Tel: 000 or 13 12 33

Fire Brigade
Tel: 000

Department of Defence
General enquiries
Tel: 1300 333 362

Wagga Wagga Base Hospital
Tel: (02) 6938 6666

Calvary Private Hospital
Tel: (02) 6925 3055

Gas and electricity
Tel: 13 23 56

Water
Tel: (02) 6921 4170

Wagga Wagga Women's and Children's Refuge
Tel: 1800 656 463

NRMA Helpline
Tel: 13 29 00

Mental Health Information Service
Tel: 1300 794 991

All-hours Support Line
Tel: 1800 628 036

Support Services

Defence Community Organisation (DCO)
Tel: (02) 6931 0011

National Welfare Coordination Centre (NWCC)
Tel: 1800 801 026

Defence Health
Tel: 1800 335 425

Naval Health Benefits Society
Tel: 1800 333 156

Australian Army Cadets
Department of Defence
General enquiries
Tel: 1300 333 362

Australian Air Force Cadets
Department of Defence
General enquiries
Tel: 1300 333 362

Kapooka Community Centre
Tel: (02) 6971 2015
Email: blameycommunity@gmail.com

The Forest Hill Defence Community Group
Tel: (02) 6931 0011 (DCO)
Email: ranchcommunityhouse@gmail.com

Buddies in the Suburbs
Tel: (02) 6931 0011 (DCO)

RAAF Wagga Playgroup
Tel: (02) 6931 0011 (DCO)
Email: raafwaggaplaygroup@gmail.com

Kapooka Playgroup
Tel: (02) 6931 0011 (DCO)

Blamey Community Group
Tel: (02) 6931 0011 (DCO)
Email: blameycommunity@gmail.com

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Australian Government
Department of Defence