

DEFENCE COMMUNITY ORGANISATION

*The Defence Community Organisation
Defence capability by delivering family
services, information and programs to
commanders of the Australian Defence*



DCO supports ADF families in peace and war

WELCOME TO ALBURY WODONGA



Australian Government

Department of Defence

Welcome to Albury Wodonga

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

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

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

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

'DCO supports ADF families in peace and war'



Publisher's Note:

While every effort has been made to ensure the accuracy of the information given in this publication, the publishers do not, in any way, accept liability for inaccuracies or for any loss of any kind caused through editorial material.

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Introduction and Welcome

Welcome to the Albury Wodonga Military Area

Welcome to the Albury Wodonga Military Area (AWMA). Whether you are new to the area or on a return posting, the AWMA has a lot to offer both you and your family. Australian Defence Force personnel, be they Army, Navy or Air Force, have a long history of involvement in the local community. I hope that you and your family will continue this tradition and take advantage of every opportunity to participate in and enjoy the extensive range of activities and facilities available to you.

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

The AWMA is an ideal location in many ways. For families with young children there are childcare facilities such as family day care, before- and after-school care and mobile child care. For school-aged children, there is a full range of education providers. The region boasts a comprehensive range of health and medical facilities, all of which contribute to the wellbeing of your entire family. The Defence

Community Organisation is ideally placed to provide advice about accessing these facilities.

Albury Wodonga and the nearby region has many attractions within easy reach. There are sporting facilities, historical and cultural sites and many entertainment venues. Explore and make the most of the variety of churches, clubs and other special interest groups that abound. The capital cities of Melbourne, Canberra and Sydney are also within easy access via reliable transport options including road, rail and air.

I make no attempt to hide the fact that I actively pursued a return posting to the Albury Wodonga Military Area. I thoroughly enjoyed my previous posting here, due to the multitude of facilities and attractions available, and to the great relationship the military enjoys with the community. I have been overjoyed to find that life on the border has only improved. I hope you and your family make the most of what the area and the Defence Community Organisation has to offer and, again, I welcome you to the Albury Wodonga Military Area.

Colonel David Shields
Commandant
Army Logistic Training Centre



Defence Support Services

Defence Community Organisation (DCO)

How We Can Assist You

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

Your local DCO team is staffed by social workers, military support officers, regional education liaison officers, family liaison officers and administrative staff who are available to assist you and your family through the provision of:

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

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

Where To Find Us

HQ Building

Gaza Ridge Barracks

North Bandiana

Tel: (02) 6055 2130

Email: dco.bandiana@defence.gov.au

DCO Website

The DCO website <http://www.defence.gov.au/dco> provides ready access to information for Defence families on a broad range of ADF member and family topics.

After Hours Emergency Support

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

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

Chaplains

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

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

During working hours, the chaplains are located at:

Chaplains Office, HQ ALTC South Bandiana

Tel: (02) 6055 4218/0438 112 126

Or Chaplains Office, ALTC Bonegilla

Tel: (02) 6055 4625/0438 112 126

Duty Chaplain:

Tel: 0409 603 308

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

All-hours Support Line (ASL)

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

Defence Legal Office

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

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

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

The Legal Office is located at North Bandiana Building 109.

Tel: (02) 6055 2176

Everyman's Drop-In Centres

The Everyman's Welfare Service is a Christian philanthropic organisation that provides amenities and support to Defence personnel, both in the barracks and 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. Families are encouraged to use, and most welcome at, the play areas and shaded BBQ facilities.

Bandiana Drop-in Centre

Old Fire Station, South Bandiana
(opposite the Borella VC Club)
Tel: (02) 6055 2257

Bonegilla Drop-in Centre

Pool Complex, Latchford Barracks, Bonegilla
Tel: (02) 6055 4243

Defence

Army Logistic Training Centre



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

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

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

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

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

AWMA Switchboard: (02) 6055 2222

Duty Room: (02) 6055 4238

Joint Logistics Unit (Vic)

Joint Logistics Unit (Vic) is a business unit of Joint Logistics Group.

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

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

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

Defence Support Group – Riverina Murray Valley (CSI-RMV)

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

Albury Wodonga Military Area Health Centre

The Albury Wodonga Health Centre (AWHC) is located at Latchford Barracks, Bonegilla.

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

The following are available:

Casualty

Tel: (02) 6055 4270

RAP South Bandiana

Tel: (02) 6055 2166

Dental

Tel: (02) 6055 4273

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

Tel: 1800 467 425 (1800 IM SICK)

'A' Squadron

4/19 Prince of Wales Light Horse Regiment.

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

Parade Times: 7.30 pm to 10.30 pm Tuesday nights.

Tel: (02) 6055 2567 or 0409 241 093

Australian Navy Cadets

The Australian Navy Cadets (ANC), which is an element of the Australian Defence Force Cadets, is a voluntary youth organisation sponsored by the Royal Australian Navy and open to boys and girls 12½ to 20 years of age. The ANC provides young people with developmental and training opportunities in a fun and adventurous maritime environment.

TS (Training Ship) Albury is the local ANC Unit and is located at Building 105, Bandiana North. Cadets at TS Albury parade on Friday nights from 6.00 pm to 9.30 pm. Sailing days are on Sundays from 9.00 am to 5.00 pm during the warmer months. Weekend postings are held periodically during the year. A weekend posting commences on a Friday afternoon at 5.00 pm and continues through until 4.00 pm on a Sunday.

You can contact TS Albury on Tel: (02) 6055 3286 and leave a message, or by contacting the Commanding Officer on Tel: (02) 6026 4691.

Army Cadets

The Army Cadets meet every Thursday night at Building 105, Bandiana North, from 6.00 pm to 9.30 pm.

For further information on the Army Cadets, contact Lt Sarah McCarten (AAC) on Tel: 0438 255 307.

Anyone interested in joining is welcome at anytime to drop around on a parade night and talk to the Cadet Officers about joining. Army Cadets is open to boys and girls 12½ to 18 years.

Services On Base

■ Living-In and Transit Accommodation

Living-in and transit accommodation for ADF members posted to or visiting the Albury Wodonga Military Area (AWMA) is located at North and South Bandiana and Bonegilla. For all officers' mess, sergeants' mess and other rank accommodation bookings, keys, meal cards and enquiries, contact AWMA Accommodation Cell Headquarter Building (Building 1), Latchford Barracks, Bonegilla. Tel: (02) 6055 2967

■ Other Ranks' Mess

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

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

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

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

■ Mess Accommodation

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

■ Soldiers' Clubs

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

The Army Logistic Soldiers Club caters to soldiers of the rank corporal and below from the units of the Albury / Wodonga Military Area. The bar and lounge facilities are operated by Australian Commercial Catering. Facilities include bar and lounge, TV rooms, pool tables,

dart boards and arcade games, outdoor entertainment area and BBQ, and a children's playground.

■ Canteens

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

■ Libraries

The libraries' catalogue can be accessed on the internet at www.defence.gov.au/library.

You will need to register as a borrower; either at the above web address, or in person at the library. For the Defence Library Research Service,

Tel: 1800 333 362 or

Email: defence.library@defence.gov.au

■ Latchford Barracks, Bonegilla

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

Tel: (02) 6055 4293

Email: DSL.AlburyLibrary@defence.gov.au

■ Gaza Ridge Barracks, South Bandiana

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

Tel: (02) 6055 2460

Email: DSLAlburyLibrary@defence.gov.au

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

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

Credit Unions

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

The Australian Defence Credit Union and Defence Force Credit Union are available at Gaza Ridge Barracks and Bonegilla.

Post Office

■ Military Post Office (MILPO), Bandiana

Wattle Road, Gaza Ridge Barracks,
North Bandiana

Tel: (02) 6055 2495

Fax: (02) 6024 2500

Email: susan.balle@defence.gov.au

Recreational Facilities



■ Bandiana Area Cinema

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

A movie morning tea is held at 9.40 am on the last Thursday of the month, with a movie screening at 10.00 am. The cinema is closed for four weeks of the year during the Christmas and New Year period. The funds

raised by movie patrons go into the Area Amenities Fund to benefit Defence personnel within the Albury Wodonga Military Area.

Patronage of the cinema is restricted to: active ADF members; Australian public service (Defence) staff; cadets on duty; dependants and guests of active ADF members; commercial contractors working within AWMA (Tenix, SSL-NFM etc.); regional police, fire and ambulance, CFA and SES members.

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

Any enquiries, contact the Area Cinema Manager

Tel: (02) 6055 2142

■ Defence Holiday Units

Army Alpine Lodge, Thredbo and Alpine Centre, Mt Buller. For more information on these and other Service holiday resorts, telephone FIND on 1800 020 031. Also, the DCO staff has a copy of the Service Holiday Resorts Information Bulletin, which has up-to-date information about Service holiday resorts Australia-wide.



■ The Army Museum Bandiana

The museum is located in Gaza Ridge Barracks, at South Bandiana, about 4km east of Wodonga, along the Murray Valley Highway (Anzac Parade). The museum is open to the public seven days a week from 9.30 am until 4.00 pm. It is closed only on Good Friday, Anzac Day, Christmas and Boxing Days.

A small entry fee applies.

Tel: (02) 6055 2525

Fax: (02) 6055 2886

Email: bandiana.museum@defence.gov.au

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



■ **Bandiana Golf Club**

The Bandiana Golf Club is located on Donegan Road, South Bandiana. Under arrangements negotiated with ALTC, membership is available to all personnel in the AWMA. (Members are required to hold a Defence Pass in order to access membership, and a police check may be conducted on application.) Competitions are held for men, ladies and juniors. Lessons can be arranged with the club's professional, who conducts regular clinics. As a member of Bandiana Golf Club, you are permitted to bring up to six visitors with you to enjoy a round of golf. Check with the manager for full details.

Tel: (02) 6055 2136

■ **Sporting Facilities**

The Albury Wodonga Military Area (AWMA) provides and has access to many first-class sporting facilities. Outdoor facilities include all-weather athletic tracks, AFL and NRL ovals, cricket pitches, soccer fields and tennis courts. There are two gymnasiums, one at North Bandiana and one at Latchford Barracks, with a 50-metre swimming pool. The gym facilities

provide climbing walls, hockey (indoor and outdoor), basketball, netball, volleyball, badminton, three squash courts, and weight rooms.

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

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

Latchford Barracks

PTI

Tel: (02) 6055 4384

Tel: (02) 6055 4206

Pool Staff

Tel: (02) 6055 4051

North Bandiana

PTI

Tel: (02) 6055 2948

Gym Staff

Tel: (02) 6055 2548

■ **AWMA Amenities Hire Service**

The AWMA Amenities Board is an organisation formed to raise and disperse funding for the benefit of military members on the AWMA.

The funds are raised through the hiring of equipment and the area cinema. Funds are dispersed to Everyman's and the AWMA Sports Council, and support the Soldiers' Clubs.

This service is available to all ADF members and Defence civilians in the AWMA. A list of equipment and charges is listed in the monthly 'NECANA' Newsletter or on the AWMA website.

Tel: (02) 6055 2345

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

Defence School Transition Aides

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

They can:

- organise activities that welcome and farewell ADF families and help them settle into the new school community
- assist the school 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 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 Contact Details:

Tel: (03) 9282 3006

Email: redlo.vic@defence.gov.au

Handy Contacts

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

VIC: www.eduweb.vic.gov.au/schoolsonline

NSW: <https://www.det.nsw.edu.au/>

Employment

The Services Workforce Access Program for Partners (SWAPP) Select

SWAPP has been enhanced with the new SWAPP Select, providing a greater selection of employment-enabling initiatives to assist an ADF partner become job ready and gain employment in the new posting locality. These initiatives include:

Professional Employment Services

Funding of up to a maximum of \$2,500 is available for a partner to choose a professional agency to provide some or all of the following services:

- career transition assessment and advice
- job search techniques and strategies
- preparation and presentation for interview
- application and selection criteria preparation
- identifying training options
- identifying job options.

Training

Assistance with individual training required to secure immediate employment is available, up to a maximum cost of \$2,500. Training can either be as a direct result of an employment offer, or identified by your professional service provider as enhancing your prospects of gaining immediate employment. The training must be completed within 12 months.

Personalised Resume Preparation

Funding assistance is available to a maximum of \$500 for a partner to choose a professional agency to prepare their resume. Alternatively, a resume preparation CD is available through your local DCO office, which provides assistance in preparing your own resume.

Child Care

Reimbursement of childcare costs, up to a maximum of \$250 per child, is available while you pursue job search activities, for example: travelling to appointments; participating in training; preparing job applications; or attending interviews.

Internet Access

If you are posting to a specified 'very remote locality', assistance with funding internet access costs, up to \$30 per month, is available to allow you to undertake distance learning that could enhance your employment opportunities.

Professional Registration Expense Payments (PREP)

If you post to a new locality and are required to re-register or undertake a short upgrade course of up to 12 months in duration (inclusive of university or TAFE) in order to obtain the same employment opportunities you had in your previous locality, this cost can be reimbursed under PREP.

Family Day Care

Funding is available under the Extended Child Care Program (ECCP) to assist with the mandated initial set-up costs incurred by Defence spouses commencing employment as carers with registered Family Day Care schemes.

For more information on how to become a family day care provider, or where to find your local family day care scheme, please contact Family Day Care Australia.

Fringe Benefits Tax (FBT)

Assistance provided under SWAPP Select and the ECCP will attract FBT. Further information on this is available on the DCO website.

Further Information

Further eligibility information for SWAPP Select and the ECCP, including application forms, can be obtained from your local DCO office and on the DCO website at <http://www.defence.gov.au/dco>

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

All Defence/Corporate Child Care Centres across Australia are managed for Defence by ABC and are required to meet the state/territory Child Care Regulations for licensing and the requirements for Child Care Benefit (CCB). The centres provide priority of access to Defence families in accordance with Defence's Priority of Access (POA) guidelines.

ABC Wodonga Central
137 Brockley Street
Wodonga

Tel: (02) 6056 8548
Fax: (02) 6056 3639

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

National Enrolment Call Centre

The ABC National Enrolment Call Centre can be contacted on Tel: 1800 222 543 for Defence families to:

- access placements in Defence/corporate child care centres
- book child care in the preferred location in advance of relocating to that area
- receive information on other centres in a 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/corporate 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.

Handy Contacts

Defence Community Organisation

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

ABC

Internet: www.childcare.com.au

Tel: 1800 222 543

Child Care Access Hotline – provides up-to-date information about childcare options and locations

Tel: 1800 670 305

Department of Families, Community Services and Indigenous Affairs

Internet: www.facsia.gov.au

The National Childcare Accreditation Council (NCAC)

Internet: www.ncac.gov.au

Family Day Care Australia –

Tel: (02) 4320 1100 or 1800 658 699

Internet: www.familydaycare.com.au

Youth Services

Services for youth are always developing in the Albury Wodonga area. If you cannot find what you need, you are welcome to ask any of the services listed. Also, some churches and community centres in the area run groups and activities for young people.

Special Needs

When Defence families with special needs are posted, they might have difficulties accessing the services they require. These problems tend to relate to obtaining (or keeping) appropriate specialised equipment, waiting lists for accessing respite or therapy services in the new locality, and having appropriate accommodation that caters for the additional requirements of the family member with special needs.

In order to address some of these difficulties, Defence has a comprehensive program of assistance and support 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 procedure whereby families can have their status as a special needs family formally recognised and reviewed by Defence
- a procedure whereby families can have their special needs status reviewed prior to relocating (required where families are seeking assistance in the new posting locality)
- 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 in the provision of appropriate housing and transit accommodation.

Contact your local DCO office for more information or to make an appointment to formalise recognition or for an assessment of assistance on posting.

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 generally and 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 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 are employed to assist ADF members and their families by liaising with 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 or relocation services, do not hesitate to contact your local Defence Relocation and Housing Manager listed below.

Area	Names	Telephone	Mobile	Fax
Bandiana	Reg Coysh	(02) 6055 2157	0409 302 931	(02) 6055 2560
	Lea Gayfer	(02) 6055 2187	0439 452 291	(02) 6055 2560

Defence Housing Australia



Defence Housing Australia (DHA) delivers a range of housing and relocation services through a network of Housing Management Centres (HMCs) across Australia. DHA will help you and your family find a suitable service residence or other permanent accommodation in your gaining location. DHA is your first point of contact for relocations, allocations, emergency maintenance or queries you have regarding your housing needs.

For information about your removal, entitlements, allowances, or for help with any aspect of your move, please contact your local Housing Management Centre.

Handy contact information:

Defence Housing Australia

National Call Centre

Tel: 1800 249 711

Australia-wide 24-hour maintenance hotline

Tel: 1300 366 615

DHA website: www.dha.gov.au

Toll Transitions



You can complete your inventory online, in your own time at www.tolltransitions.com.au/defence. When you need to, you can save the inventory and return to it when you have the time. You can re-use the inventory every time you relocate. Simply log onto the website and amend your stored inventory.

You can download the 'Easymove Guide' from the website. DHA will also provide you with a hard copy of the guide when you are relocating.

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 Freecall Tel: 1800 819 167.



Health

Health Services

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

Victoria

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

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

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

NSW

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

Greater Murray Health Service
Tel: (02) 6933 9100

Commonwealth Department of Health and
Aged Care – health funding programs
Tel: 1800 500 853
Internet: www.health.gov.au/acc

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

Hospitals

Wodonga

Wodonga Regional Health Service (WRHS)
– Hospital Vermont St, Wodonga
Tel: (02) 6051 7111

General hospital services provided:
emergency, obstetrics, surgery, dental health,
acute care, rehabilitation and dialysis.

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

Murray Valley Private Hospital
Nordsvan Dr, Wodonga
Tel: (02) 6055 3100

Albury

Albury Base Hospital
Borella Rd, Albury
Tel: (02) 6058 4444

Mercy Health Service
Poole St, Albury
Tel: (02) 6042 1400

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

Albury Wodonga Day Surgery
and Endoscopy Clinic
4 Baker Ct, Albury
Tel: (02) 6041 1511

Community Health Centres

Upper Hume Community Health Service

Tel: (02) 6022 8888

Greater Murray Community Health Services,

Tel: (02) 6058 1800

Child Health Clinics

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

Wodonga City Council

Tel: (02) 6022 9300

Albury City Council

Tel: (02) 6023 8111

Albury Wodonga Emergency and After-hours Medical Services

Emergency services are available at the WRHS and Albury Base Hospital. A private after-hours GP clinic has been established at Albury Base Hospital with 24 border doctors included on its roster. The clinic operates by appointment on week nights between 7.00 pm and 10.00 pm and during two sessions each day at the weekend. This is not a bulk-billed service. Cost is over the Medicare rate with a discount for pensioners. This clinic is open to patients with acute episodes and is not an alternative regular GP service.

Defence Community Groups

NECANA Association Inc.

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

The NECANA Association Inc also coordinates the Pac-a-Picnic program in this AWMA.

For further information, contact the Defence Community Organisation:

Tel: (02) 6055 2161

NECANA Newsletter

A band of skilled and enthusiastic volunteers put together a newsletter for the Defence community each month called the 'NECANA'. It includes information about activities and

services in the area. Volunteers deliver the 'NECANA' to you at your home.

If you would like to be included on the mailing list, or would like to submit an article or an item to the newsletter, please contact the DCO on Tel: (02) 6055 2161 to make contact with the editor.

Articles/items for inclusion in the 'NECANA' can be forwarded by disk, email, fax, phone or letter.

Email: necana@iprimus.com.au (or) georgefamily@aapt.net.au

Tel: (02) 6055 2161

Fax: (02) 6055 2293

NECANA Assn INC., Milpo Bandiana Vic 3694

Defence Special Needs Support Group (DSNSG)



The 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 program, 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

Internet: www.dsnsng.com.au

Email: national.coordination@dsnsng.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 assisting the Minister of Defence. We are in the unique position of having access to the minister, 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 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 located in each state and we try to have a senior representative on each base around Australia. We rely on good communication between each other and 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 to 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 www.dfa.org.au/subscribe.php. You will receive quarterly DFA news bulletins updating you on DFA activities and will 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 available on our website: www.dfa.org.au.

If you need help or advice:

Tel: 1800 100 509

Local Community

Albury Wodonga Tourism

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

The Gateway Visitor Information Centre on the Lincoln Causeway (south of the Union Bridge crossing the Murray River) is a joint venture of the Albury and Wodonga city councils. A Visitor Information Centre is also situated in the historic Albury Railway Station.

Tel: (02) 6041 4748

These centres have information about the whole area. You can pick up a calendar of events to tell you what's on. Videos at the centres show the activities or history of the area, e.g. the riverboat era.

Tel: (02) 6051 3750 or 1300 796 222 (freecall)

Email: information@

destinationalburywodonga.com.au

City of Albury website: www.alburycity.nsw.gov.au

City of Wodonga website: www.wodonga.vic.gov.au

Countrylink Travel Centre at the Albury Railway Station can also assist with travel information for NSW.

Tel: 13 22 32

Internet: www.countrylink.nsw.gov.au.

V-Line information desk at Wodonga Railway Station will assist with travel information for Victoria.

Tel: 13 61 96

Internet: www.vline.vic.gov.au.



Community Information Guides

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

Albury and Wodonga city councils produce a community guide which is available for collection from the city offices in Hovell St. One may be sent to you if you prefer, call the Wodonga City Council offices on (02) 6055 9300 or the Albury City Council offices on (02) 6023 8111. These guides are also available from the Defence Community Organisation at North Bandiana.

Neighbourhood Houses and Community Centres

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

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

Wodonga

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

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

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

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

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



Albury

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

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

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

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

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

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

General Services

Newspapers

The local newspaper is *The Border Mail*. Issues are printed daily except Sunday. A local free paper, *The Post*, is delivered to households on Wednesdays or Thursdays. Baranduda and Thurgoona produce local information newsletters.

Legal Services

Family Court of Australia

1st Floor, 463 Kiewa St, Albury

Tel: (02) 6021 8944

Internet: www.familycourt.gov.au

Family Mediation Service

Tel: (02) 6051 3531

Community Legal Service (Albury/Wodonga)

Tel: (02) 6056 8210

Victoria Legal Aid

Tel: 1800 677 402

Internet: www.legalaid.vic.gov.au

NSW Legal Aid

Tel: 1800 806 913

Internet: www.legalaid.nsw.gov.au

Child Support Legal Service (Vic)

Tel: 1800 677 402

Child Support Legal Service (NSW)

Tel: 1800 451 784

Libraries

Wodonga, Hovell St

Tel: (02) 6022 9117

Albury, cnr Kiewa and Swift Sts

Tel: (02) 6023 8333

Lavington, Griffith Rd

Tel: (02) 6058 5500

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

Churches

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

Essential Services

Emergency Services

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

For education programs, non-urgent bookings, information etc., phone the following:

■ Ambulance

Albury

663 Dean St
Tel: 13 12 33

Wodonga

31 South St
Tel: 13 30 09

■ Police

Albury

539 Olive St
Tel: (02) 6023 9299

Wodonga

100 Hovell St
Tel: (02) 6049 2600

Police Assistance Line (NSW)

Tel: 13 14 44

■ Fire

Albury

821 Mate St
Tel: (02) 6021 3174

Wodonga

Cnr Stanley & Smythe Sts
Tel: (02) 6024 1065

Utilities

■ Electricity

Wodonga – TRUenergy

Enquiries/Service
Tel: 13 34 66

Internet: www.truenergy.com.au

Albury – Country Energy

Enquiries
Tel: 13 23 56

Electrical Emergencies
Tel: 13 20 80

■ Gas

Albury and Wodonga – Origin Energy

Natural Gas
Tel: 13 24 61

24-hour Emergency
Tel: 1800 676 300

Email: enquiry@originenergy.com.au

Transport

Defence Driving Licence Scheme

With the exception of Victoria and Northern Territory (NT), Commonwealth, state and territory authorities have agreed to the implementation of a Defence Driving Licence Scheme (DDLS) for Australian Defence Force (ADF) personnel and for eligible members of their families. Under the DDLS, personnel and their families' driving licences will be recognised throughout Australia and thus no requirement will exist to change a driving licence solely because of a transfer interstate. However, on expiry, licences are to be renewed in the current state or territory of domicile. Families in Wodonga need to be aware that this scheme will not apply.

Driver's Licence and Registration

On posting to New South Wales and Victoria, members and their dependants may continue to drive on an interstate licence provided that:

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

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

Victoria

VicRoads
82–86 Elgin St,
Wodonga (opposite Wodonga Plaza)

Tel: 13 11 71

Phone for information.

An appointment is necessary for all registrations of vehicles, trailers, trucks, motorcycles etc. Roadworthy checks are compulsory for registration.

An appointment is also necessary for interstate licence change-over.

Internet: www.vicroads.vic.gov.au

New South Wales

Road Traffic Authority (RTA)
Cnr Hume Hwy and MacAuley St, Albury
PO Box 1114

Tel: 13 22 13

Internet: www.rta.nsw.gov.au

Transport

Bus – local

In Albury Wodonga, as a general rule, Mylons services Wodonga school bus routes, and Martins services Albury.

Mylons and Twin City Transit
Tel: (02) 6056 3100

Martins
Tel: (02) 6040 4400

NB. There are no bus services to any of the bases in the Albury Wodonga Military Area. However, there is a free taxi service for Defence members travelling within the military area.
Tel: (02) 6055 2580

Taxis

Wodonga Taxis
Tel: (02) 6024 3444

Albury Radio Taxis
Tel: (02) 6025 2255

Trains

V-Line – daily train service to Melbourne, Wodonga Railway Station (offers some heavily discounted packages for travel to Melbourne on certain days)
Tel: 13 61 96
Internet: www.vlinepassenger.com.au

Countrylink – daily train service to Melbourne and Sydney, including XPT
Tel: 13 22 32
Internet: www.countrylink.nsw.gov.au

Airlines

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

Rex – Melbourne, Sydney, Wagga Wagga, Canberra
Tel: 13 17 13

Qantas Airways
Tel: 13 13 13



Pet Care

Pets

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

Wodonga enquiries:

The Supervisor, Civic Service
Tel: (02) 6055 9300

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

Albury enquiries:

Customer Service Centre
Tel: (02) 6023 8111

Lifetime registration applies in NSW. New puppies and kittens must be microchipped by a vet. You then need to register this microchip number with the council. The fee is \$100 for a non-desexed animal or \$35 for a desexed pet. This registration is valid for the animal's lifetime. Remember, kittens must be registered and microchipped too.

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

Emergency Information

Emergency Services

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

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

Victoria is serviced by the Country Fire Authority (CFA), which is located at 1 Smythe St, Wodonga, Tel: (02) 6056 3022.

In Albury, the NSW Rural Fire Service covers the rural area around Albury, Tel: (02) 6023 1999. For Albury city area, the NSW Fire Brigade can be contacted on Tel: (02) 6021 3174.

Important Numbers

Telephone Counselling and Information Services

Adolescent Family Counselling
Tel: (02) 6041 1854

Albury Family Support Services
Tel: (02) 60411950

Australian Breast Feeding Association
Tel: (02) 6041 2351

Central Hume Support Services
Tel: (02) 6043 7400

City of Wodonga Customer Services
Tel: (02) 6055 9300

Commonwealth Rehabilitation Service, Albury
Tel: (02) 6051 3100

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

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

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

Dept of Human Services – Vic
Tel: (02) 6055 7777

Dept of Community Services – NSW
Tel: (02) 6041 1755

Diabetes Education Community Health Centre
Tel: (02) 6058 1881

Disability Advocacy and Information
Tel: (02) 6056 2420

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

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

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

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

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

Palliative Care
Regional office
Tel: (03) 5722 9674
Wodonga
Tel: (02) 6051 7423

Parents and Baby Unit
Tel: (02) 6021 2033

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

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

Upper Murray Family Care
Tel: (02) 6022 8000

Victims of Crime Counselling
Tel: 1800 633 063

Department of Veterans' Affairs
Tel: 13 32 54

Vietnam Veterans Counselling Services
Tel: (02) 6056 1341 or 1800 011 046

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

Women's Centre
Tel: (02) 6041 1977

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

Youth Services (Centrelink)
Tel: (02) 6051 4199
Hotline: 13 11 58

Defence Hotlines

1800 IM SICK
Tel: 1800 467 425

All-hours Support Line (inside Australia)
Tel: 1800 628 036

All-hours Support Line (outside Australia)
Tel: +61 +2 9425 3878

DCO Emergency After Hours Contact:
Tel: 1800 801 026

Defence Equity Advice
Tel: 1800 644 247
Tel: 1800 626 254
Tel: 1800 803 831

Defence Family Matters
Tel: (02) 6265 3186

Defence Health
Tel: 1800 335 425

Defence Service Centre
Tel: 1800 333 362

Defence Tax Hotline
Tel: 1800 806 053

Defence Whistleblower Hotline (24 hours)
Tel: 1800 673 502

Family Information Network for Defence
Tel: 1800 020 031

Flexible Remuneration
Tel: 1800 632 496

Military Compensation and Rehabilitation
Services
Tel: 1300 550 461

Military Superannuation
Tel: 13 23 66

National Welfare Coordination Centre
Tel: 1800 801 026

Service Direct
Tel: 1800 DEFENCE (1800 333 362)

Notes

Notes



Australian Government

Department of Defence