DEFENCE COMMUNITY ORGANISATION

DCO supports ADF families in peace and war

WELCOME TO BRISBANE

Australian Government

Department of Defence

Welcome to Brisbane

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

The book captures a wide range of general and local information to assist you to settle into your new location. Brisbane 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.

'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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Contents

Welcome to Brisbane 1

Welcomes 3

Australian Army – Commander 1st Division 3

Royal Australian Navy – Senior Naval Officer 4

Defence Support Services 5

Defence Community Organisation 5

DCO Bulletin 6

Chaplaincy Services 6

Defence 7

Units located in the Brisbane area 7

On-base Facilities 10

Education 13

Employment 14

The Services Workforce Access Program for Partners (SWAPP) Select 14

Children's Services 16

Defence Child Care Program 16

Child Care Centres 17

Special Needs 19

Relocations and Housing 20

Defence Relocations and Housing Manager 20

Defence Housing Australia 21

Toll Transitions 21

Health 22

Child Health Services 22

Children's Immunisation 22

Women's Health Information Services 22

Defence Community Groups 23

Defence Special Needs Support Group (DSNSG) 23

Defence Families of Australia (DFA) 23

Defence Groups in Gallipoli (DeGIG) Inc. Community Centre 25

Local Community 26

Local Councils 26

Recreation and Leisure 26

Brisbane Markets 26

Shopping 27

General Services 28

Essential Services 28

Electricity and gas 28

Telephone 28

Transport 29

Pet Care 29

Important Numbers 30

Map 31

Welcomes

Australian Army – Welcome from Commander 1st Division

Headquarters 1st Division
Gallipoli Barracks, ENOGGERA QLD 4051

For those of you who have just arrived on posting to south-east Queensland, welcome. I am fortunate to be on my third posting to Enoggera and from personal experience can vouch for the many exciting options that await you and your family.

Brisbane has something for everyone. It is easy to immerse yourself in the trappings of city life and all that it brings: national sporting competitions, good restaurants and shopping, international entertainment and the arts. Equally, it is easy to find peace, quiet and comfort in the suburbs, at the beaches or in the hinterlands.

Furthermore, the climate of the 'Great South East' will come as a welcome break for many. Those of you who have come from Darwin or Townsville will probably enjoy the respite, while those who have come from the southern climes will no doubt revel in the sunshine.

The Australian Defence Force (ADF) is currently operating at a high operational tempo with troops deployed throughout the Middle East and the south-west Pacific. Most of the Army elements come from the 1st Division and, as the Commander, I have three basic priorities:

- provide support to operations
- maintain readiness and capability for complex warfighting while introducing hardened and networked Army initiatives
- foster our people and their families.

I am acutely aware of the demands being placed on our people, and the consequent burdens on families and loved ones who remain behind when our people are away on courses, exercises or operations. Our people are our most valuable asset and we must look after each other. To assist in this most important of tasks, we have organisations such as the Defence Community Organisation (DCO). DCO provides an invaluable service in helping manage the challenges of Service life. The staff at DCO continues to work hard to ensure that the best service and support possible is provided to Defence members and their families.

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

Richard Wilson, AM
Major General
Commander 1st Division

Royal Australian Navy – Senior Naval Officer

Naval Headquarters South Queensland
Bulimba Barracks, BULIMBA QLD 4170

Welcome to south-east Queensland. This region has a great deal to offer and you are quite possibly starting the most enjoyable posting you will have in the Navy.

However, moving to any new locality, even one as great as this, is associated with finding out about the area, where the services and amenities are located, and establishing new social networks – all contributing to the stress of relocating.

This Welcome book has been put together to assist you in the settling-in process and provide some useful information about the local area and valuable contact details that you might need in the course of your day-to-day life. The local DCO staff is also available.

South-east Queensland is one of the fastest-growing residential regions in Australia, with good reason. The combination of a subtropical climate with easy access to the Gold Coast and Sunshine Coast and associated hinterland make Brisbane an ideal place for outdoor living. While the Navy does not have a major establishment in Brisbane, Navy personnel are living and working in and around Brisbane, Toowoomba (Cabarlah), Canungra and many Queensland regional centres attached to our recruiting units. The Navy Headquarters South Queensland is located at Bulimba Barracks, Apollo Rd, Bulimba and is the first point of contact for all Navy issues. The phone number is (07) 3332 3503.

The area is well served by a supportive civilian community, with quality schooling options, a wide array of sporting and recreational facilities, and easy access to popular holiday destinations. I encourage you and your family to get out and enjoy the unique, relaxed lifestyle of the Sunshine State, particularly as, for many of you, this may be one of your few opportunities for shore respite before heading off to sea again.

Defence has high-quality professional support agencies and an outstandingly dedicated volunteer and community network available to assist Navy members and their families. We are always seeking ways in which we can improve the level of care and support to ensure that our families settle into life and enjoy living in the region as quickly and easily as possible.

I hope that you are able to make the most of your posting to Brisbane, enjoying not only the professional challenge that a new posting brings, but also the opportunity to enjoy quality time with your family.

Yours aye,

F.S. Peters
Commander RAN
Commanding Officer Navy Headquarters South Queensland

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

71 Osborne Road, Mitchelton

Tel: (07) 3354 0500
Email: dco.brisbane@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 8.30am to 5.00pm, 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 **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.

DCO Bulletin

The DCO Bulletin is produced about five times per year and is available to all Defence families who 'opt in' to receive it. It is usually distributed electronically, but families who do not have email access can have a copy posted to their home address. The bulletin is not sent out automatically to everyone but only to people who choose to receive it. It is important, therefore, that if you wish to be kept up to date with community events and DCO programs, give one of the Family Liaison Officers a call on (07) 3354 0541, (07) 3354 0542, or (07) 3354 0543 to be put on the mailing list.

Chaplaincy Services

■ The Role of the Chaplains

The Chaplain or Padre has a number of functions including attending to the religious needs of Defence personnel, conducting services, counselling, pastoral duties, moral and ethical advice and instruction through the character development and marriage preparation programs.

The Padre is available for assistance to both serving members and their families and, in a sense, is both 'in the system', yet if necessary, can stand 'outside the system' to help. Issues in relationships, the family, with the unit and postings may be referred to the Padre. Chaplains are always willing to listen and be non-judgemental.

■ Counselling Services

The Padre is available to help serving members and their families with pastoral counselling such as pre-marital, marital, stress, divorce, conflict resolution, crisis and grief. All counselling is in strict confidence and no reports are made to other parties unless the person being counselled requests it.

■ Pastoral Services

If you wish you may request pastoral care from a Padre or Chaplain of your denomination or you may elect to receive pastoral care from your unit Chaplain.

■ Other Services

Other pastoral services include reconciliation, confirmation and prayers for healing and funerals.

■ Marriage Preparation

The Chaplains also run courses for couples who want to marry. Details are available from one of the Chaplains.

■ Chapels

There are two chapels on Gallipoli Barracks that are used by Anglican, Protestant and Catholic Chaplains. Apart from prayer and worship, the chapels are also available for baptisms, weddings and funerals; further details may be obtained from the Chaplains by phoning (07) 3332 4258. Details of Sunday services can also be advised by phoning (07) 3332 4258.

In emergencies, contact can be made with the on-call Chaplain by phoning (07) 3830 0857.

Defence

The following units are located in the Brisbane area:

1 Field Regiment (1 Fd Regt)

Tel: (07) 3332 6053

The role of 1 Fd Regt is to provide indirect fire support and coordinate offensive support for 7 Bde and maintain an element to support 11 Bde. Located at Gallipoli Barracks, Enoggera.

1st Intelligence Company (1 Int Coy)

Tel: (07) 3332 5955

The role of 1 Int Coy is to provide specialist intelligence operations support to a deployed force Commander. Located at Gallipoli Barracks, Enoggera.

1 Signals Regiment (1 Sig Regt)

Tel: (07) 3332 7334

The role of 1 Sig Regt is to provide Communications and Information Systems (CIS), EW management and combat service support to the Commander and staff to allow the command and control of the DJFHQ and assigned units. Located at Gallipoli Barracks, Enoggera.

1st Topographical Survey Squadron (1 Topo Svy Sqn)

Tel: (07) 3332 7844

1 Topo Svy Sqn's role is to provide topographical support to the land Army, through the provision of maps and associated digital data. Located at Gallipoli Barracks, Enoggera.

136th Signal Squadron (136 Sig Sqn)

Tel: (07) 3332 7079

The primary role of 136 Sig Sqn is to provide strategic communication services in support of the ADF in Australia and overseas. Located at Gallipoli Barracks, Enoggera.

2nd Combat Engineer Regiment (2 CER)

Tel: (07) 3332 7391

2 CER provides combat engineer support to units within the 7th Bde. Located at Gallipoli Barracks, Enoggera.

2nd Health Support Battalion (2 HSB)

Tel: (07) 3332 4677

The role of 2 HSB is to provide initial wound surgery and hospitalisation for the more seriously ill in the area of operations and provide comprehensive health support to ADF personnel in the SQ region. Located at Gallipoli Barracks, Enoggera.

2nd 14th Light Horse Regiment (Queensland Mounted Infantry) 2/14 LHR (QMI)

Tel: (07) 3332 7160

The 2/14 LHR (QMI) is an integrated armoured reconnaissance unit. It forms the reconnaissance element for the 7th Brigade. Located at Gallipoli Barracks, Enoggera.

20th Surveillance and Target Acquisition Regiment (20 STA Regt)

Tel: (07) 3332 6457

20 STA Regt provides battlefield surveillance and target acquisition for the 1st Division. Located at Gallipoli Barracks, Enoggera.

21st Construction Squadron (21 Const Sqn)

Tel: (07) 3332 6384

The unit's role is to conduct general construction tasks in support of command and logistic forces deployed in an area of operations. Located at Gallipoli Barracks, Enoggera.

25th/49th Battalion. The Royal Queensland Regiment (25/49 RQR)

Tel: (07) 3332 7782

25/49 RQR provides medium readiness capability within 7 Bde. Located at Gallipoli Barracks, Enoggera.

4th Military Police Company (4 MP Coy)

Tel: (07) 3332 7427

The role of 4 MP Coy is to preserve and protect members of the ADF. Located at Gallipoli Barracks, Enoggera.

6th Battalion Royal Australian Regiment (6 RAR)

Tel: (07) 3332 6050

6 RAR is a high-readiness full-time four rifle company infantry unit with internal supporting assets provided by Combat Support Company and Combat Service Support Company. Located at Gallipoli Barracks, Enoggera.

7th Brigade (7 Bde)

Tel: (07) 3332 7218

The role of 7 Bde is to maintain the integrated motorised infantry capability in the Army at the Brigade level. Located at Gallipoli Barracks, Enoggera.

139th Signals Squadron (139 Sig Sqn)

Tel: (07) 3332 6280

The role of this unit is to provide Combat Services Support to the Brigade. Located at Gallipoli Barracks, Enoggera.

7th Command Support Regiment (7 CSR)

Tel: (07) 3332 6132

The role of 7 CSR is to provide communications, information systems and combat support services to the Brigade. Located at Gallipoli Barracks, Enoggera.

9th Battalion Royal Queensland Regiment (9 RQR)

Tel: (07) 3332 6283

9 RQR provides low-level readiness capability within 7 Bde. Located at Gallipoli Barracks, Enoggera.

Defence Force Recruiting (DFR)

Tel: (07) 3016 2300

The role of DFR is to recruit personnel into the ADF. Located in Brisbane city.

Anti Malaria Unit – Joint Health Services (AMI-JHSA)

Tel: (07) 3332 4831

Anti Malaria Unit carries out applied scientific research and field investigation into the prevention and drug treatment of malaria and other vector-borne diseases of operational significance in the ADF. Located at Gallipoli Barracks, Enoggera.

Army Personnel Agency Brisbane (APA-Bris)

Tel: (07) 3233 4282

APA provides career management for reserve personnel in south-east Queensland. Located at Victoria Barracks.

Army Band – Brisbane

Tel: (07) 3332 5923

Provides music for Defence training and ceremonial activities. Assists Defence in recruiting and public relations interests in Defence Forces. Located at Gallipoli Barracks, Enoggera.

Defence Support – South Queensland (DS-SQ)

Tel: (07) 3332 6400

Provides corporate support to Brisbane-based ADF formations, units and other Defence organisations. Located at Gallipoli Barracks, Enoggera.

39th Personnel Support Battalion (39 PSB)

Tel: (07) 3332 7681

Provides financial support to the deployed force as part of the Logistic Support Force. Provides a cash office at Enoggera. Located at Gallipoli Barracks, Enoggera.

Deployable Joint Force Headquarters (DJFHQ)

Tel: (07) 3332 7192

DJFHQ is the headquarters of 1 Division and deployable joint headquarters. Located at Gallipoli Barracks, Enoggera.

Headquarters 6th Engineer Support Regiment (HQ 6 ESR)

Tel: (07) 3332 5825

HQ 6 ESR is the regimental headquarters of 17 Const Sqn, 21 Const Sqn and 1 Topo Svy Sqn. Located at Gallipoli Barracks, Enoggera.

Headquarters 16th Brigade Aviation (HQ 16 Bde Avn)

Tel: (07) 3332 7511

The role of HQ 16 Bde Avn is to provide management of Australian Army Aviation capability. Located at Gallipoli Barracks, Enoggera.

Joint Ammunition Logistic Organisation (JALO)

Tel: (07) 3332 6442

JALO provides bomb disposal and ammunitions expertise/advice to 1 Div. Located at Gallipoli Barracks, Enoggera.

Joint Logistics Unit – South Queensland (JLU-SQ)

Tel: Bulimba (07) 3332 3603,
Meeandah (07) 3332 3302

JLU in Brisbane is located jointly at Bulimba, Meeandah and Enoggera. The units are specialists in vehicle repair and stores supply. Bulimba barracks are located on the southern side of the Brisbane River. Meeandah is located across the river from Bulimba.

Joint Movement Control Office – Brisbane (JMCO-Brisbane)

Tel: (07) 3332 6171

JMCO provides movement control within an assigned area of responsibility. Located at Gallipoli Barracks,Enoggera.

Land Warfare Centre (South Queensland) Blamey Education Centre [LWC (SQ)]

Tel: (07) 3332 5593 or (07) 3332 5252

LWC (SQ) conducts training of personnel in all corps knowledge and skills. Located at Gallipoli Barracks, Enoggera.

Navy Headquarters – South Queensland (NHQ-SQ)

Tel: (07) 3332 3503

The role of NHQ is to coordinate and administer all Royal Australian Navy (RAN) activities in southern Queensland. Located at Bulimba Barracks, Bulimba.

Queensland University Regiment (QUR)

Tel: (07) 3721 4325

The role of QUR is to train Army Reserve Officer Cadets for graduation at the Royal Military College (RMC). Located at St Lucia.

Technical Training Centre (TTC-E)

Tel: (07) 3332 5274

TTC implements Army education schemes as directed by HQ TC. They also develop technology-based products. Located at Gallipoli Barracks, Enoggera.

Psychology Support Team – Sth Qld (PsST – part of 2 HSB)

Tel: (07) 3332 4017

PsST provides psychology support to Defence members. Located at Gallipoli Barracks, Enoggera.

On-base Facilities

Sporting and Fitness Facilities

Gallipoli Barracks has a number of facilities available for use by dependants. They include:

Enoggera Pool

Enoggera Pool has Olympic-sized and shade-covered toddler pools. It is situated in a family-friendly area with plenty of grass and play equipment for the children. It is located at Gallipoli Barracks, just past the Lloyd St entrance next to the roundabout. There are no admission charges.

The pool may be used by dependants when it is not needed by units for training or PT. This is usually after 4.00pm each week day and most weekends. To avoid disappointment, it is best to check availability. Tel: (07) 3332 6060.

Gymnasium

The gym is available for use by dependants who are over 16 years of age. It is open from 6.30am to 7.00pm Monday to Friday and from 8.00am to 12.00pm on weekends. The gym is fully equipped with weights and cardio equipment and the staff is able to provide individual fitness programs to participants. Phone the gym on: (07) 3332 7893 for further information.

Tennis and Squash Courts

Squash and tennis courts are available for use and can be booked by phoning the gym on: (07) 3332 7893.

Credit Unions

Defence Credit Union (Defcredit)

Defcredit is located in Harlock Dve, next to 21 Const Sqn, Enoggera. It is open from 9.00am to 4.15pm, Monday to Friday. An automatic teller machine (ATM) is located at the front of the credit union. Branch offices are also located at: Bulimba from 9.00am to 12.30pmVictoria Barracks from 3.00pm to 4.15pm
Tel: (07) 3332 6000

Australian Defence Credit Union (AUSDEF)

The Australian Defence Credit Union is located in the Henry Dalziel Building of the Frontline area, Rattey St, Gallipoli Barracks, Enoggera. It is open from 9.00am to 4.30pm. Contact phone number is: (07) 3332 7867.

Church Services

For details of church services on base, please phone (07) 3332 4258.

Access to Gallipoli Barracks

The main access to Gallipoli Barracks is via Lloyd St, Enoggera. The front gates are staffed 24 hours a day. There are two back entrances to the barracks which can be accessed via Wanimo St, Gaythorne, and Frasers Rd, Ashgrove. The back gates are open Monday to Friday (except public Holidays) during the following times:

6.00am to 8.00am
11.30am to 1.30pm
3.30pm to 6.00pm.

Partners of Defence members can obtain a pass which allows them to enter the base and also to use the back gate access. If no pass is held, entry to Gallipoli Barracks can only be made via the front entrance and a visitor's pass is needed for access.

An application for a pass can be obtained from Building F26 or from the unit. Some information on the pass application will need to be verified from the unit. To make a booking for a pass phone (07) 3332 6400, the passes are issued by appointment. Any enquiries regarding access or passes should be directed to garrison security on: (07) 3332 7202 or (07) 3332 7777 (24 hours).

The Defence Library Service – Brisbane

The Defence Library Service – Brisbane, located in the Blamey Education Centre, Gallipoli Barracks, Enoggera, offers Defence personnel access to a wide range of specialist information resources and responsive information services. Access to some of the resources and services has also been extended to family members of Defence personnel.

The Brisbane library has an on-site collection of resources, including: books, magazines, videos and DVDs. The resources held cover a broad range of subject areas including military history, management, sport, health and much more. The Brisbane library is to open to Defence personnel:
Monday to Wednesday, 8.30am to 3.00pm, and Thursday and Friday, 8.30am to 1.00pm.

Every Wednesday from 8.30am to 10.30am, Defence family members are invited to take advantage of the following services that the Brisbane library offers:

- use of the library study space
- browsing and borrowing of selected library material
- use of the photocopier for the copying of library materials
- obtaining library staff assistance for brief enquiries.

The Defence Library Service recently launched the Australian Defence library website (see http://www.defence.gov.au/library/). This site provides 24-hour access to Defence Library resources for Defence employees and their families from outside of the Defence Restricted Network. This site provides access to numerous Internet links for various services which would be of interest to Defence families and allows browsing of the library's catalogue. Defence personnel are also able to access the library catalogue as well as other information resources including a selection of licensed electronic journals and databases of articles and publications. To access the Defence library Internet site, go to: http://www.defence.gov.au/library to register for this service.

Telephone enquiries can be made to the Brisbane library on: (07) 3332 6062 or email the Defence library Service at defence.library@defence.gov.au.

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 – Queensland,* is available from the REDLO and contains information about preschool, primary, secondary and tertiary education in Queensland. 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 DSTAs in a number of schools in Queensland. DSTAs (Primary) and Defence School Transition Mentors (Secondary) are employed to assist families as they relocate to a new school.

They may:

- organise activities which 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 Southern Queensland Contact Details

Tel: (07) 3354 0554
Email: cathy.dellit@defence.gov.au

Useful websites

Queensland Government, Department of Education, Training and the Arts
Internet: www.education.qld.gov.au

Catholic Education, Archdiocese of Brisbane
Internet: www.bne.catholic.edu.au

Independent Schools Queensland
Internet: www.aisq.qld.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 child care 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 may 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.

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 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
or 1800 222 543

Child Care Access Hotline – provides up-to-date information about child care 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

Child Care Centres

Remember, many childcare centres have waiting lists, so make arrangements for child care well in advance of when you think you'll need it.

The Child Care Information Service provides families with up-to-date information about child care services in their local area. It is a free service provided through the Department of Communities. The Child Care Information Service can provide you with contact details and other important information about services in your area but will NOT make recommendations about a particular service.

For more information, contact the Child Care Information Service on:
1800 637 711 (freecall within Queensland) or: (07) 3224 4225 or visit their website at: www.communities.qld.gov.au. The website lists all child care centres in Queensland.

ABC Enoggera – Enoggera Long Day Care Centre

Tel: (07) 3332 6950
Fax: (07) 3332 6952
Email: eno@childcare.com.au

The Enoggera Long Day Care Centre is located at 2 Taurama St, Enoggera. It is licensed by the Department of Communities to care for 75 children and is managed and operated by ABC Corporate Care, a division of ABC Developmental Learning Centres.

The philosophy of ABC Enoggera Long Day Care Centre is:

- provide the children with a warm, friendly and inviting atmosphere where they will feel secure and be happy
- provide caring teachers who have genuine love and concern for the children in their care
- the environment will cater for the needs of all children and encourage the healthy development of physical, emotional, intellectual and social skills
- provide a safe and well-supervised centre
- respect the rights and opinions of parents and community and encourage parent participation and a broad interest in the community
- throughout the day, children will be exposed to small group, whole group and individual learning experiences which have been developed from the needs and interests of each child
- provide opportunities for the children to explore language, music and movement, science and the arts, to help them make sense of the world
- all children will be given adequate time for meals, rest and relaxation
- encourage children to value and respect each others differences while promoting the development of a positive self-esteem
- create a learning environment which will encourage children to interact, take on roles and develop relationships with others through play
- encourage children to be respectful, sensitive and thoughtful towards their natural environment.

The ABC Enoggera Long Day Care Centre is open from 6.30am to 5.30pm, Monday to Friday. There are five age groupings/rooms ranging from 6 weeks to 5 years:

Nursery 1
Birth – 2 years 8 babies

Nursery 2
Birth – 2 years 8 babies

Toddler Room
1.5 – 2.5 years 10 children

Pre-Kindy Room
2.5 years – 3 years 16 children

Kindy/Preschool Room
3 years to 5 years 24 children

The centre is a work-based facility and access is determined using a priority access list – which ensures parents who are serving members of the Defence Force receive priority access.

There is a strong demand for places at the centre, particularly for under 2s. Many families are on the waiting list for over 12 months before being allocated a place. It is important to contact the centre as early as possible so they can give you an indication of the availability of places. It is also a good idea to contact other centres in the area to enquire about possible places.

If you would like to know more about enrolling your child, please ring the centre and talk to the director about your requirements.

Gaythorne Community Kindergarten and Limited Hours Care

34 Taurama St, Gaythorne Qld, 4051

Limited hours care and Playgroup:
(07) 3355 4193

Pre-Prep and Kindergarten Program:
(07) 3355 6181

We are a community-based centre that is affiliated with the C&K Association. C&K is Queensland's largest community-based early childhood association. The centre is licensed by the Department of Communities.

The limited hours child care centre offers quality regular and casual child care for a mixed age group of children from 15 months to five years.

Hours of operation are:
9.00am to 2.30pm Tuesday, Wednesday and Thursday

9.00am to 12.30pm Friday

Fees – $5 per hour. The maximum payable is $27.50 on long days and $17.50 on short days.

For two children: $5 per hour for the first child and $4.50 per hour for the second child.

Playgroup is held on Monday, 9.30am to 11.30am, and costs $5 per family.

The aim is to provide an environment that is safe, inviting and relaxed. Children are encouraged to socialise, explore, invent, problem-solve and make choices as they play. As the children are actively involved in their environment, they can make sense of the world around them.

Pre-prep and Kindergarten

The Pre-prep and Kindergarten section is open from Monday to Friday and costs $14.00 per day.

Special Needs

When Defence families with special needs are posted, they may 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 which 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 (DRHMs) 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 inquiry regarding your housing maintenance/allocation or relocation services, do not hesitate to contact your local Defence Relocation and Housing Manager listed below.

Area	Name	Telephone	Mobile	Fax
Brisbane	Brian Grear Tania Smith	(07) 3332 6975 (07) 3332 6992	0402 824 035	(07) 3332 6977 (07) 3332 6977

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 1800 819 167.

Health

Health services in the south-east Queensland area are very comprehensive. Listings of services provided by Queensland Health are listed in the White Pages telephone directory under 'Queensland Health'. A sample of services provided by Queensland Health include: community health, school dental clinics, breast screening services and child and youth mental health services. For your convenience, some local Internet sites are listed below:

Queensland Health Home Page
Internet: www.health.qld.gov.au

Queensland Health Services
Internet: www.health.qld.gov.au/services/

13 HEALTH
Queensland Health now has a phone line: 13 HEALTH (13 43 25 84) for all Queenslanders to help take the worry out of health concerns. Qualified staff will give advice on all health matters.

Child Health Services

Child health clinics are located throughout the Brisbane area. To find the clinic closest to you, check the White Pages under 'Queensland Health', subheading 'Community Child Health Service'.

Children's Immunisation

Brisbane City Council provides a free immunisation service for children to help protect them against childhood diseases such as measles, whooping cough, polio and tetanus. For detailed information on the clinics, contact Brisbane City Council on (07) 3403 8888 or your local council office.

Women's Health Information Services

This service provides information and education services for women throughout the state.

Health Information Line: (07) 3839 9988
(outside Brisbane: 1800 017 676)

Library:
Tel: (07) 3839 9962

Fax: (07) 3831 7214
Internet: www.womhealth.org.au

Defence Community Groups

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.dsnsg.com.au

More information in Brisbane is available from the local coordinator, Melanie Graham.
Tel: (07) 3202 9451

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 which 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 which comes from being married 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 are 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 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

Defence Groups in Gallipoli (DeGIG) Inc Community Centre

DeGIG Inc is a community centre for all Defence families to use. It is located on base at Gallipoli Barracks. The centre is well set up with toys and equipment for use by Defence families. It has safe, fenced play areas for the children. If you have an idea for an activity or need a venue, please phone the centre on (07) 3332 5204 or contact the Family Liaison Officerss (FLOs) at DCO on (07) 3354 0543 or (07) 3354 0542. The following is a list of current activities which are held at the centre:

Defence Craft Group

The Defence Craft Group meets every Tuesday from 9.30am, at the DeGIG Community Centre, Gallipoli Barracks, Enoggera. Contact Selina on (07) 3351 8069.

Toy Soldiers Playgroup

Toy Soldiers is a playgroup for Defence families, meeting each Wednesday from 9.30am.

For more information, contact Leannda on (07) 3855 9910 or Rachael on (07) 3353 7423.

Mums and Bubs

For details of the coordinator, phone the FLOs on (07) 3354 0543 or (07) 3354 0542.

Pine Rivers Family Association

President and playgroup coordinator:
Marion
Tel: 0412 583 608

Craft:
Raelene
Tel: (07) 3882 0167

Pine Rivers Family Association is located in the Strathpine area and has facilities for playgroup two mornings per week. An active craft group operates on Fridays.

If you have trouble contacting any of the above numbers, please phone the FLOs on (07) 3354 0543, (07) 3354 0542, or (07) 3354 0541.

Local Community

Local Councils

Local councils provide a range of services such as: water, garbage, libraries, transport – as well as having various regulations regarding the registration of pets. You are advised to visit or phone your local council office as soon as possible after you have settled into your new address.

Councils have new resident's kits which can be sent out. The main Brisbane City Council offices are located in the Brisbane Administration Centre: 69 Ann St, Brisbane. Council offices also operate in some shopping centres. For general council enquiries, phone (07) 3403 8888 (24 hours a day) or visit the council's website: www.ourbrisbane.com.

Many Defence families live in the Pine Rivers Shire Council. Council offices are located at 220 Gympie Rd, Strathpine. For general enquiries, phone (07) 3480 6555 or visit the council's website at: www.prsc.qld.gov.au.

Recreation and Leisure

Brisbane has the ideal climate for an active lifestyle. Brisbane City Council's Active and Healthy Lifestyle program offers free or low-cost activities for the whole family.
Check out full details on the website: www.ourbrisbane.com.

Brisbane Markets

- **Stones Corner Street Market –**

Stones Corner. Every Friday.

- **Southbank Art and Craft Market –**

Southbank Parklands. Friday to Sunday.

- **The Green Flea Community Market –**

Davies Park, West End. Every Saturday.

- **Saturday Fresh Market –**

Brisbane Marketplace, Rocklea. Every Saturday.

- **Valley Markets –**

Brunswick St and Chinatown.
Saturday and Sunday.

- **Bracken Ridge Community Markets –**

Bracken Ridge State School, Bracken Ridge.
3rd Saturday of the month (except January).

- **North Pine Country Markets –**

Petrie Town, Kurwongbah. Every Sunday.

- **Forest Lake Arts and Craft Market –**

Forest Lake Shopping Centre. Every Sunday.

- **Riverside Markets –**

Riverside Centre, Brisbane. Every Sunday.

- **Caboolture Markets –**

Caboolture Showgrounds. Every Sunday.

- **Ferny Grove Markets –**

Ferny Grove Railway Station car park.
Every Sunday.

- **Farmers Markets**

Blackwood St, Mitchelton

Currently last Sunday of the month, but subject to change.

- **Mt Gravatt Sunday Market –**

Mt Gravatt Showgrounds. Every Sunday.

- **Eagle Street Pier Art and Craft Market –**

Every Sunday.

Shopping

There are several large air-conditioned shopping malls in Brisbane.

- **Factory Outlet Shopping**

If you hate paying full price and love to hunt down a bargain, try the following outlets:

- **Direct Factory Outlet**

Located at 1 Airport Dve, Brisbane Airport. Open seven days, 10.00am to 6.00pm.

- **Harbourtown**

Harbourtown at Biggera Waters is a mall dedicated to bargains and factory outlet shopping.

- **Logan Rd, Stones Corner**

Stones Corner, between Wooloongabba and Coorparoo is a bargain hunter's haven for brand-name factory outlets shopping.

General Services

Libraries

There are 32 libraries located throughout Brisbane. Contact the Brisbane City Council on: (07) 3403 888 for opening times and other information.

Newspapers

The two Brisbane newspapers are the *Courier Mail* (Monday to Saturday) and the *Sunday Mail*.

Local newspapers are delivered free to your home once per week.

Banks

All major banks operate in Brisbane.

Television Stations

Brisbane has access to all mainstream television stations. The local station is Bris31.

Essential Services

Electricity and Gas

Customer service

Tel: 132 114 or 132 463
Internet: www.originenergy.com.au

Telephone

■ **Telstra**

Internet: www.telstra.com.au

Sales enquiries
Tel: 13 22 00
Billing
Tel: 13 22 00
Faults
Tel: 13 29 99

■ **Optus**

Internet: www.optus.com.au

Customer service
Tel: 13 39 37

Other service providers are listed in the White Pages telephone directory.

Transport

Defence Driving Licence Scheme

■ **Queensland Transport**

Queensland Transport is the government department responsible for developing and managing the land, air and sea transport environment in Queensland. Queensland Transport can be contacted on 13 23 80, or visit www.transport.qld.gov.au for a list of commonly asked questions and answers about licensing and registration.

Maritime Safety Queensland

Tel: 13 23 80

Public Transport

Brisbane has a comprehensive network of public transport which includes: buses, ferries, Citycats (larger ferries) and trains.

Contact TRANS INFO for the details on all transport enquiries, including costs and information on the cheapest route to service your needs. Telephone: 13 12 30 and, for the cost of a local call, information is available on transport services covering the greater Brisbane area – expanding to cover an area from Gympie in the north, to Toowoomba in the west and Coolangatta in the south. The website address is: www.transinfo.qld.gov.au.

Pet Care

Keeping Pets

All councils have guidelines and regulations for keeping pets in the Brisbane area. Information about pets can be found on the website: www.ourbrisbane.com or by telephoning Brisbane City Council on (07) 3403 8888 or Pine Rivers Council on (07) 3205 0555.

Lost Pets

To report your missing pet, phone Brisbane City Council on (07) 3403 8888 or Pine Rivers Council on (07) 3205 0555. Pets who roam the streets may be impounded by council officers.

RSPCA Animal Shelters

301 Fairfield Rd, Fairfield
Tel: (07) 3426 9999

Goodwin Rd, Dakabin
Tel: (07) 3886 0357

Dog and Cat Boarding Kennels

A comprehensive list of kennels and catteries is available by phoning the FLOs on (07) 3854 0543 or checking the Yellow Pages telephone directory under 'dog boarding kennels'.

Important Numbers

Defence

Defence Community Organisation
71 Osborne Rd, Mitchelton

Email: dco.brisbane@defence.gov.au

General enquiries and Intake Social Worker
Tel: (07) 3354 0500

Family Liaison Officers
Tel: (07) 3354 0543
Tel: (07) 3354 0541
Tel: (07) 3354 0542

Military Support Officers
Tel: (07) 3354 0572
Tel: (07) 3354 0571
Tel: (07) 3354 0573

Regional Education Liaison Officer (REDLO)
Tel: (07) 3354 0554

After-hours Emergency Number

1800 801 026
Enoggera Switchboard
Tel: (07) 3332 5111

Victoria Barracks Switchboard
Tel: (07) 3233 5111

Navy Headquarters (SQ)
Tel: (07) 3332 3503

Chaplains

Enoggera-area on-call chaplain

(07) 3830 0857

Councils

Brisbane City Council
Tel: (07) 3403 8888

Pine Rivers Shire Council
Tel: (07) 3205 0555

Gold Coast Council
1300 130 854

Beaudesert Shire Council
(07) 5540 5111

Defence Community Groups

Defence Special Needs Support Group
Tel: 1800 037 674 or (07) 3202 9451 (Melanie)

Defence Families Australia
Tel: 1800 100 509 or (07) 3201 5669 (Elizabeth)

Defence Groups in Gallipoli (DeGIG) Community Centre

Phone: (07) 3332 5204 or phone the FLOs on (07) 3354 0543 or (07) 3354 0542 for a full list of activities held at the centre.

Map

FOR DEFENCE USE ONLY
GALLIPOLI BARRACKS LAYOUT
LEGEND
Building
Building Number E1
Fence
Gate
UNIT AND SUPPORT GROUPS
CANTEEN & MESS BUILDINGS
COMMUNITY SERVICE FACILITIES
SPORTING FACILITIES
RANGES/FACILITIES
FOR DEFENCE USE ONLY

Notes

Australian Government

Department of Defence