

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 DARLING DOWNS



Australian Government

Department of Defence

Welcome to the Darling Downs



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

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

Welcome from the Army Senior Area Representative – Darling Downs Military Area

The Darling Downs offers diverse and interesting opportunities, from wineries and museums to national parks. The hub of the Darling Downs is Toowoomba and the city has excellent educational facilities, comprising the University of Southern Queensland as well as some of Australia's premier schools. The local health care system is also excellent. Additionally, a wide range of retail outlets are available in Toowoomba. For those with kids, there are parks everywhere and activity centres. Brisbane, the Sunshine and Gold Coasts are in close proximity and make for a great weekend away. I welcome you to the region and wish you all the best during your stay.

Colonel Brett Greenland, AM
Commandant
Senior Area Representative
Darling Downs Military Area



The Army Aviation Centre is located near the rural township of Oakey, 35km west of Toowoomba. Oakey is home to about 4,000 residents. It is characterised by its friendly community and, despite being small, the town has a wide range of social clubs and sporting facilities.

7th Signal Regiment, Borneo Barracks, Cabarlah

Welcome to 7th Signal Regiment and Borneo Barracks. The Regiment has a proud history and looks forward to a promising future in a developing and specialised role within the Defence Force.

Cabarlah is located 18km north of Toowoomba, in the Darling Downs district of Queensland. Toowoomba is approximately 90 minutes' drive from Brisbane. As the gateway to the Darling Downs, Toowoomba offers all the convenience of capital-city living in a rural and peaceful setting. As well as the University of Southern Queensland, it is home to a comprehensive health care network, and has sporting complexes second to none.

The Regiment has an excellent relationship with the local community and is involved with many activities including: support to local schools and scouting exercises, and it was granted the Freedom of the City of Toowoomba in 1975 and again in September 2004. All members of the Regiment are well accepted in the local clubs and sporting teams, and can look forward to a varied and interesting social life in the city of Toowoomba.

The Defence network of support is well represented in the district and available for support to all Defence members and their families. I encourage the utilisation of these agencies to help with the transition to the district. A list of contact numbers is contained within this Welcome Book.

The barracks itself provides a range of facilities, including: an excellent gymnasium, indoor pool, golf course, tennis courts and a Defcredit branch. A march-in procedure has been established to make the process as smooth as possible and new unit members can expect timely and accurate administration on arrival.

Once again, welcome to 7th Signal Regiment and we hope you have an exciting 2008.

I will be leaving the Regiment at the end of 2007. The incoming Commanding Officer is Lieutenant Colonel Jeremy Freeman.

Kath Stewart
Lieutenant Colonel
Commanding Officer



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

25/49 RQR

O'Quinn Street

Toowoomba

Tel: (07) 4631 4470

Fax: (07) 4631 4471

Email: dco.darlingdowns@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.

Chaplaincy Services

'To provide religious services and pastoral care for units and individual members, including the sick and wounded, and to provide advice to commanders and staff on spiritual and moral welfare' (Chaplain's handbook).

The Role of the Chaplain

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

The padre is available to provide assistance to 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 to 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.

The Defence Community Organisation social workers also provide counselling services. They can be contacted at O'Quinn Street, Toowoomba or Tel: (07) 4631 4470.

The chaplains and the social workers can refer people to specialists or other groups as required.

Pastoral Services

If you wish, you may request pastoral care from a padre 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 are to be married or are gaining de facto marriage recognition. Details are available from the chaplains.

The Chapel

There is one chapel on the Darling Downs, located at Borneo Barracks. It is a small building, with chairs, musical instruments and tape and CD players. It is available for use by Anglican, Protestant and Catholic chaplains.

Apart from prayer and worship, the Chapel is also available for baptisms, weddings and funerals. Further details can be obtained from the chaplains.

Details about Sunday services can be obtained from the chaplains.

The Chaplains

Protestant:
Chaplain Christine Digby (Uniting Church)
Cabarlah
Tel: (07) 4694 6123

Anglican:
Chaplain David Snape
Oakey
Tel: (07) 4691 7123

In emergencies, contact can be made with the on-call chaplain on Tel: 0419 683 936 (Oakey) or 0438 173 847 (Cabarlah).

Defence – Introduction to Local Units

Army Aviation Centre

The Army Aviation Centre has a number of units located at Oakey, which includes:

- The Army Aviation Training Centre
- Army Aviation Systems Program Office
- Aviation Capability Development Group
- 173 Surv. Sqn
- A Squadron – 5 Aviation Regiment
- 44 Military Police Platoon
- 44 Wing (Detachment) Oakey (RAAF)
- 4 Troop Emergency Response Squadron
- Defence Support Group Darling Downs
- Oakey Medical Centre
- Joint Logistic Unit – South Queensland
- Republic of Singapore Air Force Helicopter Training Detachment.

Army Aviation Training Centre

The AAvtC is the 'Home of Army Aviation' and comprises a HQ and three schools: these being the Army Helicopter School, School of Army Aviation and the Rotary Wing Aircraft Maintenance School. All aircrew, groundcrew and maintenance training is provided by the centre and we provide the personnel to staff the regiments of 16 Brigade (Aviation).

Army Helicopter School

The AHS is responsible for converting pilots who have completed their *ab initio* training on fixed-wing aircraft at the Basic Flying Training School to helicopters using the Kiowa Helicopter (Bell 206B-1).

School of Army Aviation

The school consists of three wings:

- Type Transition Wing (TTW), which is responsible for the operational-type transition on to three aircraft types at the school and also provides postgraduate courses such as Instructor Standardisation and Unit Maintenance Test Pilots.
- Aviation Trade Wing (ATW), which is responsible for the Loadmaster and Ground Support training.
- Tactics Wing (TW) is responsible for training pilots in the tactical employment of aviation systems and forces, and continued officer development with the ROIC.

RAEME Aircraft Maintenance School

The role of training aircraft maintenance personnel has changed little since the unit's inception in 1964, but the methods of training delivery have changed dramatically. Computer Based Learning for Black Hawk (and RAN Sea Hawk) helicopters was introduced in 1989. The Simulated Aircraft Maintenance Trainers (SAMTs), designed to teach and simulate Black Hawk maintenance and diagnostics, using some of the most advanced technology available, were introduced in 1994. The delivery, in 2000, of the Black Hawk Maintenance Training Aid (BHMTA), a full-size functional model of the Black Hawk helicopter, has also contributed significantly to maintenance training for that aircraft type.



Army Aviation Systems Program Office

The Army Aviation Systems Program Office (AASPO) is responsible for the provision of acquisition and through-life support to the four rotary-wing aircraft types currently flown by the Army: Black Hawk, Kiowa, Iroquois and Chinook.

On occasion, opportunities for temporary contract work may become available within AASPO. Partners of service personnel posted into the Toowoomba region who are interested in short-term work are encouraged to forward a copy of their resume, with a brief covering letter outlining their area of interest(s), to the AASPO Human Resource Manager at the following address:

Human Resource Manager, AASPO
Army Aviation Centre
Oakey QLD 4401

173 Surveillance Squadron

The fixed-wing aircraft provide command and control from an aerial platform as well as surveillance of an area with high-powered cameras.



Defence Support Group

Defence Support Group (Corporate Services & Infrastructure – Darling Downs [CSI – DD]) provides administrative support to Darling Downs units, including airfield operations, base security, Customer Service Centres (CSCs) at Oakey and Cabarlah, domestic services and ground maintenance.

Defence Force School of Signals – Electronic Warfare

The Defence Force School of Signals – Electronic Warfare (DFSS-EW) was formed in September 1986 to provide electronic warfare training and signals intelligence training to the ADF and Department of Defence.



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

Today, 25/49 RQR is an Integrated Motorised Infantry Battalion with a mixture of Active Army Reserves (ARes) and Australian Regular Army (ARA) soldiers. The Battalion is set to begin receipt of the new Bushmaster Infantry Mobility Vehicles in late 2006.



25/49 RQR headquarters is located in Enoggera, Brisbane, with the regional headquarters for Alpha and Bravo companies on the Darling Downs located in Toowoomba. Through these regional companies, the Battalion maintains a number of ARes training depots across the Darling Downs.



Principal Contacts in Toowoomba

Orderly Room

Tel: (07) 4633 2544

Training Warrant Officer

Tel: (07) 4631 4404 or 0418 786 114

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.

REDLO Sth Qld Contact Details

Tel: (07) 3354 0554

Email: redlo.sthqlld@defence.gov.au

Additional information about schools and education policies can be accessed at:

Education Queensland:

Internet: www.education.qld.gov.au

Catholic Education:

Internet: www.twb.catholic.edu.au

Association of Independent Schools:

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 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>

Employment Agencies in Toowoomba

A comprehensive list of employment agencies in Toowoomba can be located on www.yellowpages.com.au

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 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

Child Care in the Darling Downs

There is no Defence employer-sponsored childcare centre on the Darling Downs; however, the Kath Dickson Family Day Care Centre currently maintains 20 Defence-sponsored family day care places for Defence families.

Please consult your telephone directories for a full listing of childcare facilities in the Darling Downs area.

Playgroups

Toowoomba Community House

Cnr Anzac Ave & O'Quinn St, Toowoomba
Tel: (07) 4631 4479

Dino-Mites Playgroup
Tel: (07) 4614 0601 or 0410 613 167

Billy Lids Playgroup
Tel: (07) 4631 4479

Friday Playgroup
Tel: (07) 4631 4479

Mums and Bubs (one week to two years)
Tel: (07) 4614 0601 or 0410 613 167

Oakey Community House (Koala House)
Corfe Rd, Oakey
Tel: 0414 493 175

For information on playgroups additional to the Defence-run groups that are listed above, please contact the Playgroup Association of Queensland on Tel: 1300 362 552.

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 | Name | Telephone | Mobile | Fax |
|-----------------------|--------------|----------------|--------------|----------------|
| Toowoomba/ Ipswich | Chris Gordon | (07) 4631 4414 | 0419 103 415 | (07) 4631 4413 |

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

There is a comprehensive range of health and associated community services in the Darling Downs – there are more than 200 medical practitioners covering various specialties and general practice. Toowoomba is served by four hospitals (including two private hospitals) and a stand-alone day surgery. A range of complementary or alternative health services are also offered in the city.

St Vincent's and St Andrew's are the private hospitals, while Toowoomba Health Services (including Baillie Henderson) is the public hospital. St Vincent's and Toowoomba Health Services provide maternity care for the Darling Downs area. A small emergency medical facility is available in Oakey. Telephone contact numbers for the hospitals are listed on the following page.

Immunisation

Toowoomba City Council operates an immunisation clinic that provides all scheduled vaccinations free, to children and adults.

Immunisation Clinic

Cnr Victoria and Little Sts
Tel: (07) 4688 6824

Opening hours: Wed, 12:30–1:30 pm
After-hours clinic: 6:30–7:30 pm
(first Thursday of each month)

Health and Community Numbers

Police (Neil St)

Tel: (07) 4615 3000

Police (Campbell St)

Tel: (07) 4691 1020

Ambulance

General Enquiries

Tel: 1300 369 003

Non-urgent Transport

Tel: 13 12 33

First Aid Training

Tel: 1300 650 377

Toowoomba Health Services – Pechey St

General Enquiries

Tel: (07) 4616 6000

St Vincent's Hospital – Scott St

General Enquiries

Tel: (07) 4690 4000

St Andrews Hospital – 280 North St

General Enquiries

Tel: (07) 4631 4666

Oakey Hospital – Beale St

General Enquiries

Tel: (07) 4691 4888

For information on medical practitioners, dentists and other allied health professionals, please refer to the local Yellow Pages.

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. For more information, contact the National Office.

National Coordinator

Margaret Fisk

Tel: 1800 037 674

Internet: www.dsnsng.com.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 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, relocation 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

The Toowoomba Defence Families Support Association Inc

The Toowoomba Defence Families Support Association (TDFSA) has been caring for the families of Toowoomba for approximately 15 years. The house and its surrounds cater for adults and children by providing a common place for people to meet. We are conveniently located just two doors from the DCO office, on the corner of O'Quinn St and Anzac Ave, Toowoomba.

The community house is managed by a volunteer committee, and currently employs a casual coordinator. Annual membership is \$2 per year for Defence families and \$5 per year for associate members.

Our regular program includes:

- three playgroups
- craft group
- Defence Special Needs Support Group
- committee meetings
- mums and bubs groups
- ladies' luncheons and youth groups
- guest speakers.
- In addition to this program, we offer various courses and functions and provide other services such as:
 - scanning, photocopying, colour printing and laminating
 - portacot and high-chair loan pool
 - engraver
 - plastic chair hire.

The community house has a range of toys, outdoor play equipment, gas BBQ, media library, kitchen facilities, change table area and a small nursery. All of our events are advertised regularly in the local 'Bush Telegraph' newsletter, published on a monthly basis by the Tri-Service Defence Families Support Association.

For more information regarding the Toowoomba Defence Families Support Association, Tel: (07) 4614 0601.

Tri-Service Defence Families Support Association

Tri-Service manages the Oakey and Cabarlah community houses, publishes the 'Bush Telegraph' and also runs the Parent Access Visit Program.

Parent Access Visit Program

This is a service provided for Defence members who have families but are no longer living in the family environment/home. The community houses allow members who don't have suitable housing for children to spend quality time in a safe, private and clean environment. Both community houses are self-contained, child friendly with toys, outside playgrounds and fenced yards. Both houses are available for weekends and school holidays. Midweek visits can be arranged, providing no other groups are using the houses.

A minimal fee is charged.

Oakey Community House

■ Monday

Kidz Biz Playgroup: 9.30–11.30 am, cost \$2

■ Thursday

Kidz Biz Playgroup: 9.30–11.30 am, cost \$2

Cabarlah Community House

■ Wednesday

Playgroup 9.30–11.30 am, cost \$2

The community house operates the above programs during school terms. Both houses are reserved during school holidays and weekends for the Parent Access Visit Program.

'Bush Telegraph' Newsletter

The newsletter is published monthly and distributed to all Defence families on the Darling Downs. It offers interesting articles, things to do, classifieds and lots more.

For more information, call Sharon Federoff on Tel: 0414 493 175

Information supplied by Sharon Federoff – Coordinator, Oakey and Cabarlah community houses.

Local Community

Toowoomba

The city experiences a cooler climate with much less humidity than coastal centres in Queensland. The climate pattern is characterised by a dry winter and a (normally) wet summer.

Information about council services, leisure, sporting, cultural activities, parks and recreation facilities etc. can be found in 'The A to Z guide of Toowoomba City Council', by visiting the Toowoomba City Council website at www.toowoomba.qld.gov.au, or by contacting the Family Liaison Officer DCO-DD on Tel: (07) 4631 4470.

Discover Toowoomba at the Visitor Centres

■ **Toowoomba Visitor Information Centre**

86 James St
Opening hours: 7 days, 9.00 am – 5.00 pm

■ **City Info Centre**

476 Ruthven St
Opening hours: Monday – Friday,
10.00 am – 1.00 pm,
2.00 – 4.00 pm
Tel: (07) 4639 3797 or 1800 331 155 (freecall)

Oakey

Oakey is approximately 33km west of Toowoomba and is home to about 4,000 residents. It is characterised by its friendly community and, despite being a small rural town, has a variety of social clubs and good sporting facilities, including an Olympic pool. Oakey can be accessed by road via the Warrego Highway, however, there is no regular transport to Toowoomba.

■ **Jondaryan Shire Council (Oakey residents)**

Admin Building, 81 Campbell St
Post: Chief Executive Officer, PO Box 105,
Oakey QLD 4401
Tel (general enquiries): (07) 4691 1388
Fax: (07) 4601 2591
Internet: www.jondaryan.qld.gov.au

■ **Community Centre**

Cnr Campbell and McDonald Sts
Tel: (07) 4691 3285

Cabarlah

Cabarlah is located approximately 20km north of Toowoomba via the New England Highway. Cabarlah is predominantly a rural area, however, in recent years, Cabarlah and surrounding district has developed into a tourist area with several cafes, galleries, nurseries etc. being established in the locality.

General Services

Toowoomba City Council

Administration Buildings:

153 Herries St and 543 Ruthven St

Postal Address: Chief Executive Officer,
PO Box 3021, Toowoomba QLD 4350

Tel (general enquiries): (07) 4688 6611

Fax: (07) 4638 3830

Internet: www.toowoomba.qld.gov.au

Library

■ Main Library

27 Victoria St

Tel: (07) 4688 6670

■ Young People's Services

Tel: (07) 4688 6677



Essential Services

Gas/Electricity Services

■ Energex (Gas)

Tel: 13 12 53

Internet: www.energex.com.au

■ Ergon (Electricity)

Tel: 13 10 46

Internet: www.ergon.com.au

Refuse collection

Dates for rubbish collection are available on the Toowoomba website.

Telephone Services

■ Telstra

Tel: 13 22 00

Internet: www.telstra.com.au

■ Optus

Tel: 1300 300 937

Internet: www.optus.com.au

Transport

Defence Driving Licence Scheme

With the exception of Victoria and the Northern Territory (NT), Commonwealth, state and territory authorities implemented a Defence Driving Licence Scheme (DDLS) for ADF personnel and eligible members of their families. Under the DDLS, personnel and their family's driving licences are recognised throughout Australia and thus no requirement exists to change a driving licence solely because of an interstate transfer. However, on expiry, licences must be renewed in the current state or territory of residence.

Driver's Licence/Registration

■ **Driver's Licence**

Under the Defence Driving Licence Scheme, members of the ADF and their dependants are approved to drive on valid interstate licences in Queensland. On the expiry of the interstate licence, a Queensland licence must be obtained. The right to continue to use a valid interstate licence is established by the holder carrying, at all times, a form of driver's identification which is issued by the member's unit.

To change over to a Queensland driver's licence, identification must be produced including name, address and signature.

Items suitable for identification are:

- current interstate driver's licence
- birth certificate (documentation is required for name change, e.g. marriage) – not required if an interstate driver's licence is produced
- signature, e.g. keycard
- proof of residency, e.g. electricity or telephone account or electoral enrolment advice – Army ID can also be used as proof of residency).

■ Vehicle Registration

Defence Force personnel are not required to register their motor vehicles immediately upon entry to Queensland, and are allowed to retain interstate registration until the registration expires. Once the interstate registration expires, however, Queensland registration is required.

Registration requirements include:

- application for registration to be completed in full
- a certificate of roadworthiness, which can be obtained from an approved inspection station
- compulsory third party insurance for a period of 6 or 12 months
- proof of ownership (previous registration certificate)
- identification: either a) Queensland driver's licence; or b) two forms of identification, e.g. keycard and interstate licence.

Motor vehicles may need to be presented at the QLD Transport Office for inspection. (If all details match, i.e. they are the same on both the safety certificate and the certificate of registration from the previous state, the vehicle may not need to be produced – although the Department reserves the right to inspect.) Proof of current interstate registration is required if inspection is called for.

For most vehicles, registration costs are determined according to the number of cylinders.

Queensland Transport Department

■ Customer Service Centres (Registration and Licensing)

Tel (general enquiries): 13 23 80
Internet: www.transport.qld.gov.au

■ Office Hours

Mon, Tue, Thu and Fri, 8:30 am – 4:30 pm
Wed, 9:30 am – 4:30 pm

■ Toowoomba City

1–5 Phillip St
Tel: (07) 4639 0888
Fax: (07) 4639 0820

■ Harristown

Yaldwyn St
Tel: (07) 4639 0888
Fax: (07) 4635 5446

■ Motor Vehicle Inspections

Harristown
Tel: (07) 4639 0787

Pet Care

Pet Registration

Owners are required to register their dogs and cats. Registrations are due on the first of July each year and the council offers discounts for payment on or before the due date. Contact the Animal Management Centre:

393 Anzac Ave
Tel: (07) 4637 7111

Pet Registration (Oakey Residents)

Dog registration fees are annual and discounts are offered for payment on or before the due date. Contact the council on Tel: (07) 4691 1388 for further details.

Dog and Cat Boarding

A comprehensive list of dog and cat boarding kennels located in Toowoomba and surrounding area can be found on www.yellowpages.com.au

Emergency Information

In recent years, the Darling Downs has experienced bushfires during the summer months. During the bushfire season, emergency procedures and evacuation plans are put in place. These procedures are advertised in the local media, however, all residents, particularly those who own homes

close to the bush and rural areas around Toowoomba (Oakey, Cabarlah, Highfields etc.), are advised to take all necessary measures to protect their properties. Information on property protection can be found in 'Bushfire Safety in Urban Fringe Areas', produced by the Rural Fire Service.

Important Numbers

■ **Regional Education Liaison Officer**

Tel: (07) 3354 0554

■ **Defence Families of Australia
– Elizabeth Sayer
(South Queensland Delegate)**

Tel: 0413 055 670 or (07) 3201 5669

■ **Army Aviation Centre – Oakey
Switchboard**

Tel: (07) 4691 7011

■ **Borneo Barracks – Cabarlah Switchboard**

Tel: (07) 4694 6011

■ **Chaplain – Oakey**

Tel: (07) 4691 7123

■ **Chaplain – Cabarlah**

Tel: (07) 4694 6123

■ **Aviation Centre – Oakey Guard Room
After-hours Emergency**

Tel: (07) 4691 7003

■ **Borneo Barracks – Cabarlah
After-hours Emergency**

Tel: (07) 4694 6003

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

Tel: 1800 801 026

■ **General Contact Number
Defence Service Centre (DSC)**

Tel: 1800 020 031

■ **All Hours Support Line**

Tel: 1800 628 036

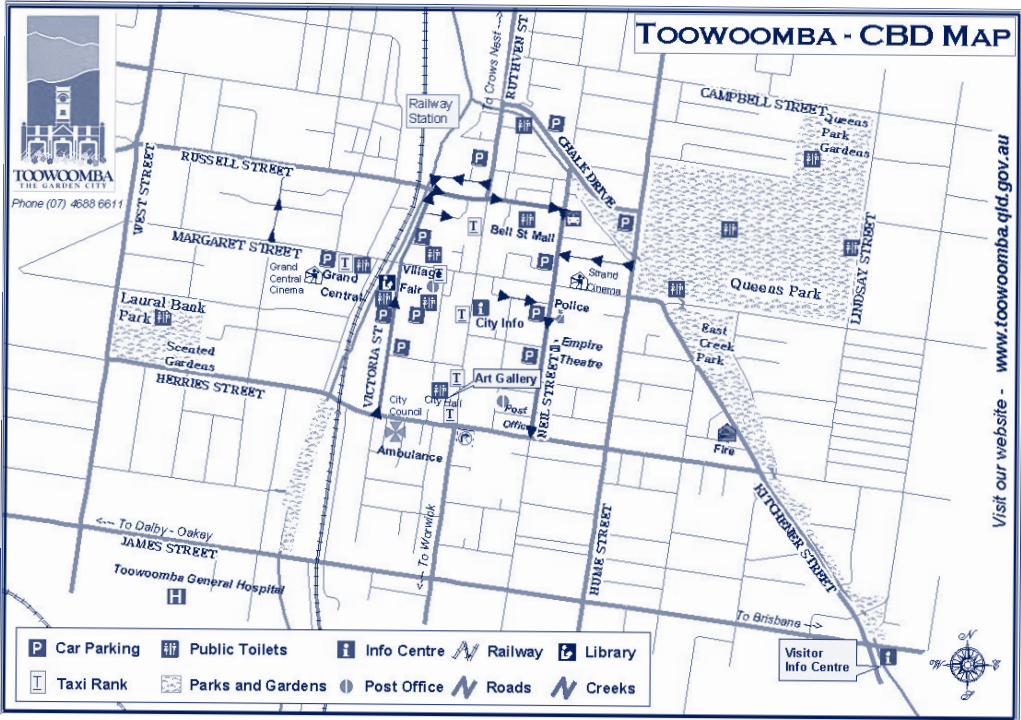
New Arrivals Checklist

The following is a checklist of people and organisations that new arrivals usually have to change address with; pick up documents from; or action upon arrival. It is helpful if you note the name of the person contacted, the date and any particulars for your records.

| | | Notes |
|------------|------------------------|-------|
| Children | Child Care | |
| | Playgroup | |
| Education | Kindergarten | |
| | Preschool | |
| | Primary School | |
| | Secondary School | |
| | Tertiary | |
| | External Courses | |
| Finance | Bank and Credit Unions | |
| | Credit Card Agencies | |
| | Loan or Hire Purchase | |
| Government | Centrelink | |
| | Electoral Roll | |
| | Job Network | |
| | Pet Registration | |
| Health | Dentist | |
| | Doctor | |
| | Health Insurance | |

| | | |
|--------------------|----------------------------|--|
| Household Services | Electricity | |
| | Gas | |
| | Internet Provider | |
| | Telephone | |
| | Home Deliveries | |
| | Australia Post | |
| Insurance | Car/Trailer/Caravan | |
| | House | |
| | House Contents | |
| | Life | |
| Motor Vehicle | Driver's Licence | |
| | RACQ/NRMA/etc. | |
| | Registration | |
| Personal | Friends/Relatives | |
| | Library | |
| | Memberships/Subscriptions | |
| | Professional Organisations | |
| Other | | |
| | | |
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Maps



Notes

Notes



Australian Government

Department of Defence