

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 PUCKAPUNYAL



Australian Government

Department of Defence

Welcome to Puckapunyal/Seymour

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

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

Welcome to Puckapunyal/Seymour. If you have not lived in this area before, I am confident that you will find it a relaxed and friendly place to live. If you are returning to Puckapunyal, welcome back.

Puckapunyal has gone through significant changes in recent years and, professionally, has taken on a higher profile within the Army. New facilities have been built, others upgraded. Puckapunyal units are playing an increasingly important role in enhancing Army capability – present and future.

Puckapunyal is much more than the home of a number of important units. It is ‘the Army’s only town’ and has much to offer the individual and the family. The on-base facilities are the envy of many of the towns in the area and there are a number of community, welfare and sporting organisations here ready to support families and provide social opportunities. And if it is not in Puckapunyal/Seymour area, you normally do not have too far to travel to find what you are after.

How much you enjoy your time here is largely up to you: I am an advocate of the old saying ‘any place is what you make of it’. Puckapunyal is a safe, harmonious and happy environment in which to work and live. To ensure that it remains that way we need the involvement of everyone in the community. I encourage you to do your bit in making Puckapunyal a place that we can all be glad to call home.

This book contains most of the information that you will need to help you plan your move to Puckapunyal. I hope that the move goes well and I look forward to meeting you upon your arrival here. I wish you an enjoyable and rewarding posting.

Senior Army Area Representative

Puckapunyal Military Area

Defence Support Services

Defence Community Organisation (DCO)

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

Vivi St
Puckapunyal 3662
Tel: (03) 5735 7731
Fax: (03) 5735 7726

Email: dco.puckapunyal@defence.gov.au

DCO Website

The DCO web site <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.

Chaplains

Anglican Chaplain

Tel: (03) 5735 6817

Protestant Chaplain

Tel: (03) 5735 7472

Church of Christ

Tel: (03) 5735 6288

Duty Chaplain

Tel: 0407 557 021

Puckapunyal Area Amenities Board (PAAB)

The Puckapunyal Area Amenities Fund is a non-profit organisation which is administered by an advisory committee and a board of management. The charter of the PAAB and fund is to enhance social, recreational and developmental activities and facilities available to the Puckapunyal community.

Both the advisory committee and board meet quarterly, with the advisory committee meeting two weeks before the board sits. This committee reviews, researches and consults with applicants on matters pertaining to their application for funds. The committee passes on its recommendations to the board, which approves or rejects each application. Applicants are advised in writing of the outcome of their submission. A list of approved applications is published quarterly in the 'Boomerang'.

Puckapunyal Area Standing Orders (PASOs), which are held in all unit shopfronts, provide detailed information on the funding application process, including blank application forms.

Application details and submission deadlines are published in the 'Boomerang', area and unit routine orders and on local community noticeboards. For general enquiries, please contact the Family Liaison Officer (FLO) on (03) 5735 7731.

Defence

Road Transport Wing (Army Logistics Training Centre;ALTC)

Road Transport Wing is a sub-unit of the Army School of Transport and Ordnance which is located in Albury/Wodonga. Road Transport Wing has a permanent staff of 70 personnel, allowing us to train approximately 1100 soldiers annually. Road Transport Wing is responsible for B-vehicle driver training for the Army in vehicles such as Landrover, Unimog, Mack, prime mover and semitrailer. The Wing is also responsible for conducting promotion courses for soldiers and non-commissioned officers (NCOs) from the Royal Australian Corps of Transport.

Proof and Experimental Establishment Graytown (P&EE Graytown)

Tel: (03) 5794 3200

P&EE Graytown is an element of the Proof and Experimental Division (PED) of the Army Engineering Agency (AEA), which in turn is part of Support Command Australia (Army). Its role is to provide the Australian Defence Force (ADF) with a capability of testing, proving and investigating explosive ordnance of any nature, and the associated components that accompany them. It also provides an in-service surveillance (ISS) role by testing ammunition and components that have remained in storage for lengthy periods of time.

Combined Arms Training Centre (CATC)

Tel: (03) 5735 6269

The CATC is the Army's centre of excellence in training for the four combat arms: Armour, Artillery, Engineers, and Infantry. The CATC

comprises a headquarters, School of Armour (SOA) Offensive Support Division (SOARTY), School of Military Engineering (SME), School of Infantry (SOI) and Combat Command Wing (CCW). The headquarters, SOA, SOARTY and CCW are all located in Puckapunyal. SME is located in Steele Barracks, Moorebank and SOI is located in Lone Pine Barracks, Singleton.

School of Armour

Tel: (03) 5735 7415

The School of Armour (SOA) is responsible for individual mounted combat training for all corps and is manned accordingly. The staff, while still predominantly Royal Australian Armoured Corps (RAAC), now includes instructors from Artillery, Engineers, Signals, and Infantry corps. The scope of training now includes armoured fighting vehicle tactics, gunnery, all corps combat communications and surveillance training, and driving and servicing training.

Seven hundred students are trained annually at SOA, while several hundred others will complete training on SOA courses exported to the Combat Force.

School of Artillery

Tel: (03) 5735 6459

The School of Artillery (SOARTY) mission is:

To provide individual training in joint offensive support, targeting, surveillance, target acquisition and ground-based air defence in order to meet the extent and emerging needs of the combat force.

To achieve this mission, the school has three instructional wings (Fire Support Wing, Surveillance and Target Acquisition Wing, Ground-Based Air Defence Wing), a doctrine development section (Combat Arms Doctrine and Development Section) and a training battery (53rd Training Battery), and sponsors an additional instructional wing (Combat Command Wing). The instructional wings conduct approximately 55 different courses, with in excess of 700 students passing through School of Artillery in any one training year.

Land Warfare Development Centre (LWDC)

Tel: (03) 5735 6690

The LWDC provides the Army with the necessary intellectual rigour that underpins future decision-making. The LWDC is built on the strong foundation of an amalgam of important but disparate Army organisations. Combining these key developmental and training organisations under the one unified command – as the LWDC – provides the Army with a potent and focused capability.

Joint Logistics Unit (JLU)

Tel: (03) 5735 6690

The mission of JLU is to provide quality designated material support for the Australian Defence Force to train, fight and win.

Military Police (MP)

The Military Police are located at the corner of Passchendaele Parade and Blamey Avenue, Puckapunyal, and are responsible for the maintenance of discipline outside of the unit lines. Their priority roles are the investigation of Service offences and crime prevention. Random patrols and radar checks are often conducted in all areas on base, including the married quarter area, to assist in keeping traffic

offences to a minimum. Both military and civilian offenders are processed through their Commanding Officer/QC or via the Victoria Police at Seymour.

The Military Police Office is not manned after hours; however an MP Duty NCO and Duty Officer are contactable for any after-hours assistance that may be required. Be aware that unless the incident is Service-related, it will be passed to the local Victoria Police.

Tel: 0407 236 692 (24 hrs)

Police

The Seymour Police Station is located at the corner of Tallarook and High Streets, Seymour.

Tel: (03) 5792 0200

Legal Section

The Legal Section is located at Bridges Barracks, Puckapunyal. The primary role of the Legal Section is to provide legal assistance to commanders in the areas of operations law, Service discipline law and administrative law.

In addition, any member of the Defence Force, regardless of rank, may obtain legal assistance from a Service legal officer, whether a member of the permanent forces or of the Reserve forces. Legal assistance is also available in certain circumstances to officers and instructors of cadets appointed under the cadet forces regulations.

Legal assistance for any non-work-related legal problem is generally limited to the provision of counselling and advice only. If legal representation is required, assistance to engage a private legal practitioner can be provided. The cost of the services of the private legal practitioner must be borne by the member.

Members requiring legal assistance are required to seek an appointment through their unit orderly rooms. Members who are unable to attend appointments are to advise their unit orderly room/shopfronts as soon as possible. Failure to do so may result in disciplinary action against the member.

Professional confidence exists between legal officers and the member for whom they are acting.

Tel: (03) 5735 6202

Defence Support – Puckapunyal (DS-P)

The DS-P program provides a range of corporate services to Puckapunyal Military Area units and sections.

The DS-P headquarters office at Puckapunyal is above the Defence Community Organisation (DCO) office, behind the library. Contractors Transfield Garrison Support Services Office and Spotless Services Offices are co-located in the DS-P headquarters. They have taken up the day-to-day delivery of services under the CSP contract. DS-P contract managers work hand-in-hand with the contractors to implement the CSP contract.

DS-P Area Coord Section coordinates requests by visiting units, and civilian groups/associations/schools, for military assistance, the use of camp facilities, resources, personnel and displays.

Range Warning Notice

■ Army Field Firing Range Puckapunyal

- Puckapunyal Field Firing Range is described generally as that area bound by Seymour/Tooborac Rd, generally north from Tooborac No. 2 State Forest along Wappentake Creek, to Majors Creek then Osicka's Vineyard to Rushworth State Forest. Then generally east to Mitchellstown and generally south to Hildene and the Seymour/Tooborac Rd.

- Residents of areas adjacent to Puckapunyal Range are warned that it is an Army live firing range.
- Firing practices, both day and night, using live ammunition are conducted continuously on the range. Low-power range finders are also used. Death or serious injury may result from being struck by a projectile. Eye damage may occur when viewing laser beams from the range boundary.
- Unexploded ammunition is extremely dangerous and should not be handled.
- Persons found trespassing within range boundaries will be prosecuted.

Enquiries regarding Puckapunyal Range should be addressed to:

Range control, PLB MILPO
Puckapunyal, Victoria, 3662

Tel: (03) 5735 7768

Road Safety

It is now an offence under state law to have a person in any position in a vehicle without an approved restraining device (including babies). Blue-light flashing on Blamey Avenue signifies the death of an Army member or dependant. Drive carefully. Car parking in military areas is not permitted beside gutter curb painted red.

The speed limit within the married quarter area of Puckapunyal is 40km/h at all times. This limit is policed. All drivers in the area are subject to Victorian traffic laws. ADF members and their families who are caught exceeding the Puckapunyal posted speed limits are automatically referred to the civilian police. This includes military and civilian offenders and may result in court appearances.

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 – Victoria* is available from the REDLO and contains information about preschool, primary, secondary and tertiary education in Victoria. 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 the state. 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 to understand the needs of ADF parents and their children
- inform the school and support families if ADF members are deployed
- help families with special needs
- assist families 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 Victoria

Tel: (03) 9282 3006

Fax: (03) 9282 3027

Email: redlo.vic@defence.gov.au

Handy Contacts

Edline

Tel: 1800 809 834

TAFE Line

Tel: 13 18 23

Victorian Government, Department of Education and Early Childhood Development (lists all schools in Victoria, both government and non-government)

Internet: www.education.vic.gov.au

Catholic Education Office

Internet: www.ceo.melb.catholic.edu.au

Association of Independent Schools of Victoria

Internet: www.ais.vic.edu.au

Victorian Tertiary Admissions Centre

Internet: www.vtac.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>.

Care Provider Vacancies

Vacancies exist within Mitchell Family Day Care Service for care providers who wish to care for children.

Successful applicants must have the ability to maintain a healthy, safe and clean environment; have an understanding of children's development; be interested in providing activities and nutritious food; and have good communication skills. Experience in caring for children is essential.

Payments to care providers are in accordance with the Mitchell Family Day Care Service fee structure.

Office contact details:

Mitchell Family Day Care

Tel: (03) 5734 6255

Opening hours: Monday to Friday,
8.30am–5.00pm

Mitchell Shire Council

Internet: www.mitchellshire.vic.gov.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 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 in Puckapunyal/ Seymour District

Puckapunyal – Multi-User Childcare Centre (MUCC)

The new Defence childcare centre was opened in February 2005. The new centre has places for more than 50 children and is on Alamein Road, conveniently located across the road from the Puckapunyal Primary School. For more information, contact the centre directly:

Tel: (03) 5735 7588 or (03) 5735 7589

Tiny Tapes II Child Care Centre

Goulburn Ovens Institute of TAFE
Wallis St, Seymour

Children from six weeks to school age catered for. Session 1: 7.30am to 12.30pm

Session 2: 12.30 to 6.00pm

Tel: (03) 5735 2489

Opening hours: 7.30am to 6.00pm

Mitchell Family Day Care Service

Mitchell Shire Council

Tel: (03) 5734 6255

Opening hours: Mon–Fri, 8.30am–5pm

Internet: www.mitchellshire.vic.gov.au

Occasional Child Care and Playgroups

Occasional child care is currently available at the Seymour and District Community House.

For bookings and enquiries

Tel: (03) 5792 3152.

Little Footsteps Occasional Child Care Centre is operating in Puckapunyal. Details and bookings are to be made through the Neighbourhood Centre.

Tel: (03) 5735 7719.

Seymour Playgroup

Igloo Hut in Kings Park, Tallarook St
Seymour Victoria 3660

Opening hours: Monday, Tuesday and Friday,
10.00am to 11.30am

Contact Sue Hall on (03) 5799 2687

Little Tackers Playgroup – Puckapunyal

Little Tackers is a new playgroup located at the Multi Function Centre in Alamein Road. It meets on Mondays and Fridays from 9.30am to 11.30am.

Tel: (03) 5735 7719

Puckapunyal Playgroup

Puckapunyal Playgroup is co-located with the Puckapunyal and District Neighbourhood Centre (PDNC). Please contact the centre for session time.

Tel: (03) 5735 7719

Seymour Toy Library

Victoria St, Kinda Annex

Seymour Victoria 3660

Opening hours: Saturday, 10.30am to 12.00pm

There is a membership fee of \$40 per family or \$30 with a concession card.

Tel: (03) 5792 3409 (Gayle Hardmam)

Maternal and Child Health Centres

Pollard St, Seymour

Tel: (03) 5792 1899

Opening hours:

Monday to Thursday, 9.00am to 4.00pm
(groups/appointments/home visits)

Wednesday, 9.15am to 12.00pm (open session)

The maternal and child health nurse visits Puckapunyal at the Multi-User Childcare Centre. Please contact the centre on (03) 5735 7588 or (03) 5735 7589 for times.

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 Managers listed below.

Area	Name	Telephone	Mobile	Fax
Southern Victoria	John Gaffney	(03) 9282 3667	0407 462 437	(03) 9282 3684
	Christine Sarkies	(03) 9282 3628		(03) 9282 3684

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

Puckapunyal Health Centre (PHC)

The role of the Puckapunyal Health Centre (PHC) is to provide health services for injured members with minor illnesses, provide outpatient facilities, and provide resuscitation and emergency facilities.

Except in emergencies, the PHC does not provide health care to dependants. In such a case after emergency treatment is provided, the civilians are then referred to the nearest civilian health facility. Casualty Department hours are 7.30am to 4.00pm; outside these hours, please report to ward area which is manned 24 hours a day.

Casualty

Tel: (03) 5735 7673

Ward

Tel: (03) 5735 7655

Emergency

Tel: (03) 5735 7689

Medicare

The Medicare branches close to Puckapunyal are: Shop 3–9, City Walk Arcade, Shepparton; Wyndham St, Shepparton; 56 Queen St, Bendigo; Shop 42, Broadmeadows Shopping Plaza, Pascoe Vale Rd, Broadmeadows.

Enquiries, phone 13 20 11.

Immunisation

Council provides a free immunisation program according to the National Immunisation Program. Immunisations for preschool children are conducted regularly at the following immunisation clinics:

■ Puckapunyal

Fourth Tuesday of each month
10.15am to –10.45am at the Neighbourhood Centre.

■ Seymour

Fourth Tuesday of each month
11.45am–12.30pm
Pollard Street Child and Maternal Health Centre.

Contact Bruce for more information,
Tel: (03) 5734 6235.

Hospitals

■ Seymour Memorial Hospital

Tel: (03) 5793 6100

Bretonneux St, Seymour, 10 minutes drive from Puckapunyal.

■ Kilmore Hospital (Public)

Tel: (03) 5782 1311

Ambulance Service

84 Anzac Ave, Seymour Victoria 3660
Tel: (03) 5799 1400

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.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 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

Puckapunyal and District Neighbourhood Centre Inc. (PDNC)

Labuan St, Puckapunyal
Tel: (03) 5735 7719
Fax: (03) 5735 7718
Email: pnc@ancc.com.au

The PDNC is a 'people place', where everyone in the community is welcome to meet in a warm and friendly environment. The centre operates from 9.00am to 4.30pm, Monday to Thursday. The PDNC is not open during school holidays.

The centre has a number of services available to assist community members. These include: access to self-help, educational opportunities, general information, and a wide range of social and creative activities. It provides a photocopying service, referral services, resume writing, computer access for spouses, job searching, and children's indoor and outdoor play equipment. The PDNC also offers a job placement service and can access those coming to Puckapunyal looking for work. Please send your resume to us and we will forward it to the appropriate agencies for you. Immunisation clinics are also run at the centre on a monthly basis.

The centre runs its courses both day and evening to meet community needs. Open days are held for your information – watch the 'Boomerang' for advertised dates.

The 'Boomerang'

The 'Boomerang' is the community newsletter for Defence in the Puckapunyal and Seymour area. Articles or information of general interest to the community are actively encouraged. There is a submission box in the Family Store at Frontline where you can drop your contributions, or you are able to leave a message for the editor at the DCO office.

Local Community

Community Theatre

Puckapunyal Area Theatre

The Puckapunyal Area Theatre is located on Passchendaele Pde. Theatre passes are required for all dependants and are to be shown when purchasing tickets. Passes are available from the theatre manager during office hours. Contact the manager on: (03) 5735 7603. Office hours: Wednesday, Friday, Saturday, 12.00pm to –9.00pm.

Screenings: Wednesday, Friday and Saturday evening, and the Saturday matinee. Evening screening commences at 7.00pm and finishes at approximately 11.15pm. Matinees start at 1.30pm and finish at approximately 3.00pm.

Prices: Matinees: 13 years and over: \$3, children under 12: \$2. Evenings: children under 4: free, children under 14: \$3, 15 years and over: \$5.

Sporting Facilities

Puckapunyal Fitness Centre

The fitness centre is open to all military members of Puckapunyal, spouses and dependants. The centre comprises: weight training room (non-ADF members need to produce a doctor's certificate before being allowed to use the weight room), cardiovascular room, indoor heated pool and outdoor pool (open 6.00am to 7.00pm weekdays, 10.00am to 6.30pm weekends and public holidays), court games, sauna, rock-climbing wall, and personalised instruction.

For more information, please call the gym on (03) 5735 7752.

Passes for spouses and dependants

Photo identification (Spouse Pass) is issued by Chubb Security and is required for entry to the fitness centre.

Children aged under eight years must have adult supervision.

Children over the age of eight are eligible for their own pass upon completing the 'safe swim' test.

People over the age of 16 can use the facility upon receiving a pass. There is no need for people over 16 to complete the 'safe swim' test.

Dependants will need to make an appointment with a gym staff member for familiarisation with the weight room.

For further information, please call the lifeguards on (03) 5735 7752.

Swimming Pool Puckapunyal

The Puckapunyal swimming complex is located in Nadzab Rd. Opening times for the complex are published in the 'Boomerang' and on the noticeboard. All ADF members and Defence civilians posted to or employed at Puckapunyal can use the complex. It consists of an indoor heated pool, outdoor pool, wading pool, cardio room, basketball court, boxing room, and a weight training room.

Tennis Courts

To gain access to the tennis courts situated near Frontline you need to sign the keys out from the fire station. To get the keys, photo identification needs to be produced. Tennis rackets can be signed out from the fitness centre and need to be returned within 24 hours.

Swimming Pools – Seymour

50-metre outdoor swimming pool. Situated in Seymour in Alexander St (just off Tallarook St).

Tel: (03) 5792 1912

Seymour sporting complex includes two basketball courts and a 25-metre pool. Situated near Chittick Park, Seymour.

Tel: (03) 5792 3822.

Golf

Puckapunyal Golf Course, Tel: (03) 5835 7647 (Saturday only);

Seymour Golf Course Yea Rd, Seymour.
Tel: (03) 5792 1117.

Shopping

Below is an indicator of what general facilities are available and their locations.

Bendigo and Shepparton are approximately a one-hour drive from Puckapunyal. Melbourne can be accessed by train or car and it takes approximately 80 minutes by train to arrive in the city centre. Broadmeadows and Epping are approximately a one-hour drive, with Highpoint West taking 75 minutes.

Puckapunyal Family Store
Labuan St

Puckapunyal Victoria 3662
Opening hours: Monday to Friday,
7.00am to 8.00pm
Saturday and public holidays,
8.00am to 8.00pm

Frontline Defence Service Convenience Store
Tel: (03) 5735 7636

Fax: (03) 5735 7633

Opening hours:

Monday to Friday, 6.00am to 7.30pm

Saturday, 9.00am to 7.00pm

Closed for lunch between 2.00pm
and 2.30pm daily.

Local Tourist Attractions

Puckapunyal, being located in central Victoria, is surrounded by many regions and their tourist attractions. If you would like information, a wide cross-section of material is available at the Defence Community Organisation.

The 'Boomerang' also contains information on what's on within the local and surrounding areas. We also have a tourist information centre located in the 'Old Courthouse' in Emily St, Seymour – Tel: (03) 5799 0233, 9.00am to 5.00pm, 7 days a week.

General Services

Banking

■ Defcredit

Tel: (03) 5735 7612

■ Australian Defence Credit Union

Tel: (03) 5735 7596

Banks available in Seymour are:

- Commonwealth Bank with automatic teller machine (ATM)
- National Bank with ATM
- Bank of Melbourne (Westpac) with ATM

■ Puckapunyal Military Post Office

Tel: (03) 5735 7758

Seymour Post Offices

■ Seymour South Post Office

111 Anzac Ave, Seymour VIC 3660

Tel: (03) 5792 1285

■ Seymour Post Office

Station St, Seymour VIC 3660

Tel: (03) 5792 1545

Churches in Seymour

■ Assembly of God

Victoria St, Seymour

Tel: (03) 5792 4069

■ Baptist Union Of Australia

Lot 2 Avenel Rd, Seymour

Tel: (03) 5799 1000

■ The Salvation Army

12 Victoria St, Seymour

Tel: (03) 5799 2241

■ Jehovah's Witness

141 Tarcombe Rd, Seymour

Tel: (03) 5792 2939

■ Presbyterian Church

6 Guild St, Seymour

Tel: (03) 5799 1295

■ Catholic Church

Crawford St, Seymour

Tel: (03) 5792 1064

Please contact the chaplains in Puckapunyal for service times.

Electoral Enrolment

Electoral enrolment or notification of change of enrolment details can be arranged by completing an electoral form. These can be obtained from the DCO or any post office and forwarded in the freepost envelope provided.

Centrelink

Cnr Henry and Harding Sts
Seymour, Victoria 3660
PO Box 948, Seymour 3660

Employment Services: 13 10 21

Youth Allowance: 13 28 50

Pensions: 13 23 00

Families: 13 61 50

Fishing Licences

Fishing licences are available from Seymour Total Sports.

12 Wallis St, Seymour

Tel: (03) 5792 3699

Fax: (03) 5799 2715

Libraries

■ Puckapunyal Community Library

Vivi St, Puckapunyal

Tel: (03) 5735 7755

Email: Library.Puckapunyal@defence.gov.au

■ Seymour Library

125 Anzac Ave

Seymour, Victoria 3660

Tel: (03) 5792 1861

Fax: (03) 5792 2762

■ Kilmore Library

Tel: (03) 5782 1322

Fax: (03) 5781 1660

■ Broadford Library

Tel/Fax: (03) 5784 3357

To reserve your books from home, visit <http://libraries.mitchellshire.vic.gov.au>.

Essential Services

Electricity

When moving in or out of married quarters, TXU require 24 hours' notice to connect, disconnect or finalise your account. There will be a connection/disconnection fee, which will appear on your first electricity bill, and a supply charge will be included in each quarterly account.

All enquiries to:

TXU

67 Anzac Ave, Seymour 3660

Accounts and service

Tel: 13 34 66 (8.00am to 4.45pm)

Power failure and emergencies

Tel: 13 17 99

Telephone

A connection fee of \$59 will appear on your first account. From date of connection, accounts can be sent every one–three months. 24-hour notice is required for connection, plus a record of phone connections for the past 12 months. For all new connections, alterations, sales and service, contact Telstra on 13 22 00.

Natural Gas

There is no connection fee but three working days notice is required. Bills will include a supply charge and you will receive a bill every two months. Accounts may be paid at any post office. Contact Origin Energy on 13 24 61.

Garbage Collection

Cleanaway

Tel: (03) 5799 1257

Council provides all residences within the designated areas with a weekly garbage and fortnightly recycling kerbside collection service. A 240-litre wheelie bin is provided to store waste until collected.

Each Monday is collection day. Wheelie bins must be placed facing towards the road with the handles pointing back towards the property. The bins must be placed clear of any trees, parked cars and other singular obstructions and be placed ready for collection by 6.00am. Please ensure your bins are at least one metre apart on the kerb side.

Fortnightly Recycling Service

Cleanaway

Tel: (03) 5799 1257

Recycling is also collected fortnightly on Mondays. Most plastic bottles, glass bottles and jars, paper, cardboard, steel and aluminium cans can be placed into the recycling bin. You cannot dispose of Pyrex, ceramics or plate glass in the recycling bin.

Compost bins are available from the Civic Centre in Broadford to further assist residents with the disposal of garden waste.

Hard and Green Waste Disposal Service

Adjacent to the old Defence Estate Office carpark in Salamaua Rd, Puckapunyal, there are now facilities to dispose of hard and green waste. On entering the carpark, follow the arrows to the appropriate disposal area.

Transport

Defence Driving Licence Scheme

The Defence Driving Licence Scheme (DDLs) for ADF personnel and eligible members of their families does not apply in Victoria. This means that you must obtain a Victorian driver's licence.

Vehicle Registration

A vehicle needs to be changed to Victorian registration only when its existing registration expires.

Interstate vehicles registered to temporary residents of Victoria can remain registered and/or renewed in the original state, as long as fees have been paid to that state and the vehicle is displaying number plates and current registration label.

To transfer registration, owners need to obtain a Victorian roadworthy certificate. They must then present the vehicle as well as evidence of previous registration, proof of ownership and proof of the owner's identity, and an estimate of the vehicle's current market value to their nearest branch of VICRoads, 5 Crawford St, Seymour or phone the Rural Call Centre on 13 11 71.

Public Transport

■ Taxi

There is a taxi service at 27 Gordon Cres, Seymour.

Tel: (03) 5792 1644

■ Bus Service

Seymour Passenger Service provides a regular bus service from Seymour to Puckapunyal. For information, phone (03) 5792 1181.

Seymour Coaches Timetable

Tel: (03) 5792 1181

A timetable also operates within Seymour.

Please ask your driver for a copy.

If you reside in Seymour and your children need to take the bus to school, there is a fare of 60 cents per trip per child to school on the 'In Council Route'. You would need to live more than 4.8km from your closest school to qualify for the conveyance allowance.

■ Trains

A regular train service operates from Seymour.

Details of fares and timetables can be obtained by phoning (03) 5793 6265.

Third Party Insurance

The Transport Accident Commission (TAC) covers all people injured in a transport accident in Victoria. Vehicle registration in Victoria includes a Transport Accident charge. Vehicles registered interstate are exempt from paying the charge, as long as a corresponding insurance (CTP) from another state covers the vehicle while in Victoria.

Road Laws

In all areas of Victoria, default speed limits are: built-up areas (urban development or streetlights), 50km/h unless otherwise stated; outside built-up areas, the maximum speed limit is 100km/h unless otherwise stated.

CityLink

If you are travelling to Melbourne, please check to see if you require a CityLink pass. CityLink is Melbourne's fully electronic toll road. The 22km of non-stop expressway connects West Gate, Tullamarine and Monash freeways.

CityLink tolls are collected by electronic tolling technology as vehicles pass through the various toll zones. There are a number of payment options. If you use CityLink more than six times a year, the easiest and cheapest way to pay your toll is automatically with an e-tag device.

CityLink passes and CityLink accounts can be obtained in the following ways:

1. Internet: www.transurban.com.au.
2. Shell kiosks: touch machines at selected Shell outlets (CityLink accounts are not available through touch machines).
3. Phone 13 26 29: decide your preferred payment option and have the following information ready:
 - current driver's licence number
 - year, colour, make and model of vehicle(s)
 - licence plate number(s)
 - credit card details.
4. In person: apply at CityLink customer centres, ensuring you bring the information listed above. Or purchase an e-tag kit at selected post offices, which includes an application form.
5. Mail: phone 13 26 29 to have an application form sent to you.

Pet Care

Animal Care and Registration

Registration of animals can be arranged by paying the appropriate fee and lodging an application form at the Civic Centre at Broadford. All registrations expire on 10 April each year.

There are also limitations on the species and number of animals that can be kept according to type, size and location of property.

Enquiries regarding domestic animals, or animals at large on roads or in public areas, should be directed to either the Mitchell Shire Council or to the local laws officer in charge of your area. Please phone (03) 5734 6200 for more information.

All dogs in the Puckapunyal Military Area (PMA) must be on a leash outside their boundary fences. The MPs will report any dog found wandering in the PMA to the ranger. If the animal does not have registration tags, it will be taken to the council's holding facility. The ranger will return your dog to you if it is properly tagged on the first occasion, repeat offenders will incur a \$55 charge to release the animal.

Please contact the Puckapunyal ranger during office hours on (03) 5735 7772.

Puckapunyal Adult Riding Club and Horse Agistment (PARCHA)

The PARCHA was formed in January 2007 to allow Defence members posted to Puckapunyal and their dependants to agist horses on Defence land. In order to comply with Defence and state requirements, any horse which is agisted on the land requires individual insurance. Additionally, all members are required to join the Victorian Adult Riding Club. The advantage of this is that members are also able to participate in adult riding meetings and pony clubs around Victoria.

PARCHA can agist up to 24 horses. Anyone interested in agisting their horses should contact the president or secretary of the PARCHA. DCO and DHA have the contact details for these position holders.

Important Numbers

Puckapunyal shop fronts			
Bridges Barracks (HQ CATC, SofArty, 53 Bty)	(03) 5735 6275	Tobruk Bks (LWDC & CTC-P)	(03) 5735 7136
Hopkins Bks (SOA)	(03) 5735 7415	Transport Wing (ALTC)	(03) 5735 7302
Military Police	(03) 5735 7714 (24 hours)	Morobe Rd (JLU-V, DIS-P, CSI-P)	(03) 5735 6626

Defence services and contractors			
CSI-P Area Coord	(03) 5735 7812	Defence Community Organisation	(03) 5735 7731 (03) 5735 7644 (ah)
DHA	(03) 5735 7624	DHA Maintenance Hotline	1300 366 615
Family Information Network for Defence	1800 020 031	Puckapunyal Switchboard	(03) 5735 7000 Internal – Ext 9
Puckapunyal Wildlife Service	(03) 5735 7644 (ah)	Boomerang Newspaper c/o DCO	(03) 5735 7731
Grounds Maintenance	(03) 5735 7432 (bh)	Transfield Rubbish & Recycle	(03) 5735 7515 (bh)

PMA churches			
Anglican Chaplain	(03) 5735 6817	Protestant	(03) 5735 7472
Salvation Army	(03) 5793 1294	Duty Chaplain	0407 557 021
Church of Christ Chaplain	(03) 5735 6288		

Emergency services			
Ambulance/Fire/Police	000	Poison Information Line	13 11 26
Puckapunyal Dental Unit	(03) 5735 7614	Puckapunyal Fire Brigade	(03) 5735 7666
Puckapunyal Health Centre	(03) 5735 7655 (03) 5735 7689 (ah)	Seymour Fire Brigade	(03) 5792 1683
Seymour Hospital	(03) 5793 6100	Seymour Police	(03) 5792 1211
TXU Power and Street Light Failure	13 17 99	Origin Energy	13 29 72
Telstra Faults	13 22 03	Mitchell Shire Council	(03) 5734 6200

Community groups, transport and tourism			
Area Fitness Centre	(03) 5735 7752	Area Library	(03) 5735 7755
Area Taxi (Military Use Only)	(03) 5735 6700	Area Theatre (Wed, Fri, Sat)	(03) 5735 7603
Centrelink	13 61 50	Puckapunyal and District Neighbourhood Centre	(03) 5735 7719
Tank Museum	(03) 5735 7356	Seymour Rail	13 61 96
Seymour Taxi	(03) 5792 1644	Seymour Coaches	(03) 5792 1181

Medical services			
Doctors Surgeries: Station St 30 Anzac Ave 32 Anzac Ave	(03) 5792 1977 (03) 5792 1222 (03) 5799 0190	Dental Surgeries: Mr F Chong Mr P Lenjins	(03) 5792 2055 (03) 5792 1646
Seymour Chemists: Anzac Ave Station St	(03) 5792 1575 (03) 5792 1477	Maternal and Child Health Centre	(03) 5735 7720

Frontline services			
Post Office	(03) 5735 7758	Frontline Manager	(03) 5735 7685
Mens Hairdresser	(03) 5735 7607	Ladies Hairdresser	(03) 5735 7697
Fish and Chip Shop	(03) 5793 1386	Pinky's Pizza	(03) 5793 1035
Vet	(03) 5799 1922	Accountant	(03) 5793 1698
Emperor Asian Food Shop	(03) 5793 1568		

PMA schools and kindergartens			
Four-year-old kindergarten	(03) 5735 7699	Jumbunya three-year- old program	(03) 5735 7698
Puckapunyal Primary School	(03) 5793 1288	Seymour High School	(03) 5792 2200
St Mary's College	(03) 5792 2611		

Banks, credit unions, PMA and Seymour			
Defcredit	(03) 5735 7612	ADCU	(03) 5735 7596
Bank of Melbourne	(03) 5792 3855	Commonwealth Bank	(03) 5792 1011
National Bank	(03) 5792 1811	GMCU	(03) 5792 1075

Reports of problems of snakes and kangaroos can be directed to (03) 5735 7644 anytime.

Notes



Australian Government
Department of Defence