

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 SHOALHAVEN



Australian Government

Department of Defence

Welcome to Shoalhaven

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

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

Suite 2, Level 2 Bridgeton House
55–57 Berry St, Nowra NSW 2541
Tel: (02) 4421 3855
Fax: (02) 4423 0622
Email: dco.nowra@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

There are Australian Navy chaplains at both HMAS Albatross and HMAS Creswell. They have a unique role in the Royal Australian Navy (RAN), as they are both officers and religious leaders. The chaplain can be a spiritual leader, adviser, teacher and friend.

The chaplain is available to assist members and their families with a wide range of services including: pastoral care with personal relationships, marriage issues, pre-marriage preparation, stress management, grief counselling and a wide range of vocational and compassionate matters. If you feel you need a confidential talk, remember the chaplain is just a phone call away and is interested in your welfare and wellbeing.

The chapels at HMAS Albatross and HMAS Creswell are available to Service members and their immediate families for marriages, baptisms and other pastoral services by appointment with your chaplain. The privilege is also extended to civilian personnel employed at both establishments.



At HMAS Albatross, the chaplain's office is located in the Professional Offices Centre, adjacent to the Fleet Air Arm Chapel. The chaplain can be contacted on Tel: (02) 4424 1276 or, in an emergency, call the duty chaplain mobile, Tel: 0417 279 362.

At HMAS Creswell, the chaplain can be contacted on Tel: (02) 4429 7118 and the emergency mobile, Tel: 0417 215 632.

Chapel Services

Catholic Services Mass

8.00am Sundays, HMAS Creswell

10.00am Sundays, HMAS Albatross

Worship

1st Sunday of the Month

9.30am Chapel HMAS Creswell

Military Christian Fellowship (MCF)

Meetings are held every Tuesday in the Professional Offices Centre at HMAS Albatross from 12.05pm to 12.55pm. MCF is a non-denominational, all ranks, tri-Service organisation which was set up to promote Christian life in the military, and to support military chaplains in their duties – especially in the areas of prayer and evangelisation. Contact the chaplain for details.

Defence



HMAS Albatross

The Royal Australian Naval Air Station is located 9km south-west of Nowra on Albatross Road.

HMAS Albatross was commissioned on 31 August 1948. Throughout the 59 years of the air station's existence, Naval personnel and their families have been associated with the many and varied activities that take place in the local community.

Facilities at HMAS Albatross

Personnel and their families can enjoy access to a number of facilities on base. The sporting facilities include tennis courts, gymnasium and outdoor swimming pools. Personnel and their families can socialise at the wardroom officers mess, the senior sailors mess or Cockpit Tavern junior sailors bar. Also located on base are credit unions, hairdresser/barber, post office, Defence library, dry canteen and chapel. Once members post-in, they should organise a photo ID 'spouse card' for their spouse to facilitate entry to the base.



HMAS Creswell

HMAS Creswell is surrounded by the Booderee National Park and sits on the shores of Jervis Bay Marine Park. HMAS Creswell is listed on the National Register as a site of heritage significance and a quarter of the buildings are heritage listed.

The RAN College provides single-service training for Naval undergraduates of the Defence Force Academy, as well as non-specialist officer-training courses.

HMAS Creswell is approximately a 30-minute drive into the town centre of Nowra.



Living on the ‘Married Patch’

– HMAS Creswell

Living within HMAS Creswell offers a unique lifestyle for families. You are a short stroll to some of NSW’s best beaches and bushwalking tracks. The sporting facilities of HMAS Creswell (tennis courts, golf course and gymnasium) are available for use, and sailboats, mountain bikes, canoes, kayaks and tents can be booked through the sports department.

Child care services are located on the base and include: Kangaroo Cottage (long day care, birth – five year olds), Jervis Bay Preschool and Jervis Bay Primary School. There is also an early childhood clinic, which operates every Tuesday. A school bus service operates to the nearby Vincentia High School and to schools in Nowra.

On-base Services

The post office is an agent for the Commonwealth Bank, Interflora, film processing and dry cleaning.

Medical services are available in the Bay and Basin area, which is approximately 10 minutes away by car.

Shopping and banking facilities are available in the nearby villages of Vincentia and Sanctuary Point.

Refer to the various chapter headings for further information about the Jervis Bay area.

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 – New South Wales*, is available from the REDLO and contains information about preschool, primary, secondary and tertiary education in New South Wales (NSW). 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 New South Wales. 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 NSW contact details:

Tel: (02) 9377 3316

Email: redlo.nsw@defence.gov.au

Handy Contacts

School Choice New South Wales (a guide to NSW secondary schools)

Internet: www.schoolchoice.com.au

Public Schools NSW

Internet: www.schools.nsw.edu.au

Employment

The Services Workforce Access Program for Partners (SWAPP) Select

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

Professional Employment Services

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

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

Training

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

Personalised Resume Preparation

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

Child Care

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

Internet Access

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

Professional Registration Expense Payments (PREP)

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

Family Day Care

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

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

Fringe Benefits Tax (FBT)

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

Further Information

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

Children's Services

Defence Child Care Program

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

Defence Child Care Centres

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

HMAS Albatross	HMAS Creswell
ABC Nowra Hill Bedford St, Nowra Hill Tel: (02) 4421 7784 or (02) 4422 1663	ABC Jervis Bay 19 Benson Rd, HMAS Creswell Tel: (02) 4442 1030

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

The Family Liaison Officer (FLO) has a comprehensive list of all childcare facilities in the Shoalhaven/Jervis Bay area including occasional care, long day care and preschools. Visit the Shoalhaven City Council's website: www.shoalhaven.nsw.gov.au for further childcare information.

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.

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

Family Day Care

Family day care is aimed primarily at children aged birth to five years, but can also assist school-aged children up to 12 years of age. Because it is a flexible service providing care according to family needs, this can include long day, part-time, occasional, before-and after-school, weekend, emergency, respite and 24-hour care. Family day care workers can take a maximum of five preschoolers and two school-aged children.

The Shoalhaven family day care is coordinated by Shoalhaven City Council.

Nowra Family Day Care Scheme

32 Bridge Rd, Nowra 2541

Tel: (02) 4429 3412 or (02) 4429 3494

Playgroups and After-school Care

To find a playgroup close to your home, visit the Shoalhaven Zone Playgroup Association of NSW's website: www.playgroupnsw.com.au. The Family Liaison Officer at DCO holds a current list of Shoalhaven playgroups.

Albatross Playtime (Shoalhaven Defence Families Association)

Flat 1, Canberra Dr, Nowra Hill
9.30am to 11.30am every Monday (during school term).

Tel: (02) 4421 5766 (leave a message)

Banksia House, HMAS Creswell

21 Benson Rd
Playgroup meets every Monday during school term, 10.00am–11.30am
Tel: (02) 4442 1278

Before- and After-School Care

Before- and after-school care offers after-school care for children aged five–12 years. However, due to the low demand for before-school care in the Shoalhaven, the community-based centres are currently providing after-school care only. However, the Defence childcare facility, the Kids Crewroom, offers both before- and after-school care. A school bus service operates to and from the centre to schools in Nowra.

The FLO maintains a list of after-school and vacation care facilities. Visit: www.shoalhaven.nsw.gov.au for further child care information.

Kids Crewroom

Bedford St, Nowra Hill
(adjacent to Nowra Hill Public School)
Tel: (02) 4422 6155

The Kids Crewroom offers both before-and after-school care.

Cadets

Air Cadets – Australian Air Force Cadets (AAFC)

Training and activities are geared to the interests of cadets, with a focus on aviation. Enrolment is limited to the age group 12.5 to 18 years, but cadets can stay enrolled until they turn 20. AAFC meet on Tuesdays at 6.30pm in K Hangar on-board HMAS Albatross. For enquiries during work hours, Tel: (02) 4424 1067 (after 6pm on Tuesdays)

Australian Naval Cadets

Naval Cadets meet every Saturday between 9.00am and 4.00pm at TS Shoalhaven on-board HMAS Albatross. Training camps and courses are run during school holidays and on weekends.

All enquiries, Tel: (02) 4429 1067 (Sat only)

For further information on ADF Cadets, visit: www.cadetnet.gov.au.

Children with Special Needs

Havenlee Special School

Judith Dr, North Nowra

Tel: (02) 4421 3777

Internet: www.havenlee-s.schools.nsw.edu.au

Havenlee is a public school which operates Mondays to Fridays (during school terms) between 9.00am and 3.00pm for children with special needs aged four to 18 years.

Noah's Ark Early Intervention Centre for Children with Special Needs

Cnr Worrigea and Osborne Sts, Nowra

Tel: (02) 4423 5022

Noah's Ark is an early intervention centre for children aged birth to eight years, providing: group developmental learning sessions, individual learning sessions, assessments, individual home programs, parent support, and a resource library with toys and equipment for children with special needs and their families. The resource library is expanding to cater for older children.

Assistance for New Parents

Volunteer Home Visiting Program

The Volunteer Home Visiting Service is designed to assist parents with a new baby or children under 3 years.

Trained volunteers, supported by a coordinator, provide practical and social support in a family's home for approximately two hours per week.

For information, call Anglicare on

Tel: (02) 4423 1018

Shoalhaven Family Care Cottage

66–68 Berry St, Nowra

Tel: (02) 4422 6111

A free service provided by Illawarra Health.

A day stay facility specialising in support and assistance with breast/bottle feeding, settling techniques, toddler management and post-natal depression support.

Special Needs

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

In order to address some of these difficulties Defence has a comprehensive program of assistance and support measures that can be accessed by ADF families who are formally recognised as having a dependant with special needs. The Dependants with Special Needs Program includes:

- a procedure whereby families can have their status as a special needs family formally recognised and reviewed by Defence
- a procedure whereby families can have their special needs status reviewed prior to relocating (required where families are seeking assistance in the new posting locality)
- a special needs pre-posting visit
- assistance to access specialised equipment in the new locality
- assistance to access therapy services in the new locality
- assistance to access respite services in the new locality
- assistance in the provision of appropriate housing and transit accommodation.

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

Children with Special Needs

The decision on where to enrol a student, and with what level of support, will depend on a number of factors, including the student's educational needs, the expressed desires of parents and caregivers, the capacity of the education system to provide the level of support services required generally and at a particular location, and the availability of appropriate support services at alternative locations.

It is important that parents of children with special needs contact the REDLO as soon as notification of posting is given to facilitate the appropriate placement, so that the support is available for the student from the time of arrival at the new school.

Relocations and Housing

Defence Relocations and Housing Manager

Defence Relocations and Housing Managers (DRHMs) are employed to assist ADF members and their families by liaising with DHA, Toll Transitions and the Defence Community Organisation in each region to make their relocation easier for them and their families. If you have an inquiry regarding your housing maintenance/allocation or relocation services, do not hesitate to contact your local Defence Relocation and Housing Manager listed below.

Area	Name	Telephone	Mobile	Fax
Nowra	Steve Daley	(02) 4421 3855	0428 441 808	(02) 4423 0622

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

Hospitals

Shoalhaven District Memorial Hospital (Public)
Shoalhaven St, Nowra
Tel: (02) 4421 3111

For after-hours medical attention, contact
Shoalhaven District Memorial Hospital Casualty
Direct Tel: (02) 4423 9263

Nowra Community Hospital (Private)
Weeroona Pl, Nowra
Tel: (02) 4421 5855

Ambulance

Tel: 13 12 33
In case of emergency, call: 000

General Practitioners

Please call the Shoalhaven Division of General Practice for a listing of GPs with opened books on: (02) 4423 6233
Internet: www.sdgp.org.au

Kidsnet Health Network

Kidsnet is a telephone advice service for parents operated by the new Children's Hospital at Westmead. A specialist paediatric nurse will help guide you on what to do for your sick child.
Tel: (02) 9845 2432

Medicare Office

3/59 Junction St, (access Berry St) Nowra
Tel: 13 20 11

Community Health Centres

Community health centres offer a variety of services for families such as health prevention and education programs, home nursing, counselling etc. All services are free and confidential. Please phone the centres for appointments.

Nowra Community Health Centre
Tel: (02) 4422 8111

St Georges Basin Community Health Centre
Tel: (02) 4443 7646

Jervis Bay Community Health Centre
(situated behind Jervis Bay Primary School)
Tel: (02) 4442 1093, every Tuesday 9.00am to 12.00pm

Early Childhood Centres

For advice on many aspects of babies' and preschoolers' health and development, medical screenings and support for parents of young children.

All services are free and confidential.
Please phone a centre for an appointment:

East Nowra Neighbourhood Centre
Tel: (02) 4422 8111

Jervis Bay Community Health Centre
(situated behind Jervis Bay School)
Times: Every Tuesday from 9.00am to 12.00pm
(no appointment necessary)
Tel: (02) 4442 1093

Nowra Early Childhood Centre
Tel: (02) 4422 8111

St Georges Basin Community Centre
Tel: (02) 4443 7646

Immunisation Clinics for Children

Council provides free immunisation clinics. Please ring Council's Health and Community Services Division to register.
Tel: (02) 4429 3111

Nowra Dental Clinic

The Illawarra Area Health Service School Dental Clinics provide a free and comprehensive dental service for children including check-ups, fillings and dental health education for school-aged children between the ages of two and 17 years. Medicare cardholders are entitled to use this service.
Tel: (02) 4422 9099 for an appointment at Nowra Community Health Centre.

Royal Australian Navy Relief Trust Fund

This trust provides for subsidised housekeeping services for RAN personnel and dependants in times of crisis through illness and other emergencies, especially, but not exclusively, when the member is away from home. This service is administered by the Defence Social Worker who is located at DCO Nowra.
Tel: (02) 4421 3855.

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.

How can you be involved in DFA?

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

Up-to-date family/spouse information is available on our website: www.dfa.org.au.

If you need help or advice:

Tel: 1800 100 509

Defence Community Centres

There are two community centres associated with Defence in the Shoalhaven/Jervis Bay area. Both centres offer a variety of activities to get involved with and make new friends, and are managed by enthusiastic, hard-working volunteer committees.

Shoalhaven Defence Families Association Inc.

The aim of Shoalhaven Defence Families Association Inc. (SDFA) is to encourage friendship among Service families through its various activities. SDFA acts as an umbrella group for craft mornings, Trim Taut and Terrific (TTT), Kindy gym, Playtime, community education courses and the *Timeout* newsletter. The association is very much tri-Service.

SDFA holds a wide variety of interesting and fun events throughout the year at Kookaburra Retreat and, hopefully, there will be something happening to suit nearly everybody.

In addition, SDFA keeps up to date on many of the current issues that affect the Service family, and has representatives involved with a number of groups and organisations aiming to improve the standard of Service family life.

Shoalhaven Defence Families Association Inc

Kookaburra Retreat
Flats 1 & 2, Canberra Dr
Nowra Hill NSW 2541

Tel: (02) 4421 5766
(Please leave a message if unattended.)

Banksia House Community Centre

All Defence families are welcome at Banksia House (located at 21 Benson Rd, HMAS Creswell) – no matter if you live on the base or in the Bay and Basin/Nowra area.

Just some of the activities you can get involved in are: playgroup, yoga, kids' gym, music appreciation for kids, boxercise, craft, creative memories and bookclub.

Tel: (02) 4442 1278

Canberra Avenue Flats – HMAS Albatross/HMAS Creswell Units

Family or friends visiting? Not enough space for them all at home? Why not take advantage of the Canberra Avenue Flats, just outside the gates of HMAS Albatross.

Ten fully furnished units located just 10 minutes from town and across from the famous Museum of Flight. All you require is bedding, pillows, towels and approximately \$35 per night. Bookings can be made through the Accommodation Section – Serco.

Tel: (02) 4424 1369

There are a small number of units located at HMAS Creswell for use by families. Please contact the accommodation officer.
Tel: (02) 4429 7962

Exped Store

The Exped Store has items for hire such as: tents, backpacks, sleeping bags, stretchers, canoes, and life vests. For further information contact the gymnasium staff.

Tel: (02) 4424 1595

Locality Information

Geography

The south coast of NSW consists of a series of small townships and coastal villages spread from Merimbula in the south, to Wollongong in the north. The area as a whole is referred to as the Illawarra, however the Greater City of Shoalhaven – comprising some 95,000 people – is limited to the townships and coastal villages between Berry and Durras North. The area is located roughly equidistant from Canberra and Sydney; approximately a two-and-a-half hour drive to either city.

Local Climate

The climate on the south coast of NSW is typically coastal in nature. Daytime maximum temperatures range on average between 25°C in summer to 15°C in winter, and night-time minimum temperatures generally range between 15°C and 5°C.

Rainfall patterns in the area on average are generous, with an average yearly rainfall of approximately 1,300mm. The majority of rain falls during the summer months, however rainfall is generally well spread throughout the year, with five to 10 rain days each month.

Winter in the Shoalhaven provides drier, windy conditions, as cool changes progress through the area, giving rise to sometimes gale-strength west to south-west winds. These winds are a major feature of the Shoalhaven area and can sometimes be destructive in nature. On 24 August 2003,

cyclonic winds lashed the south coast of NSW. Over 230 DHA homes in Nowra and Wollongong were damaged. Most of the damage was minor in nature, yet several homes were severely affected by fallen trees and debris.

Summer conditions are mild, with local north-easterly or south-easterly sea breezes.

Local sea surface temperatures range from 16°C in the far south to 25°C in the north.

For more information, visit:
www.southcoast.com.au/shoalhaven.

Sport and Sporting Facilities

You can participate in a wide variety of sporting activities within the Shoalhaven community. Please refer to the Yellow Pages telephone directory, or visit Shoalhaven City Council's website:
www.shoalhaven.nsw.gov.au.

Jervis Bay Territory

The Jervis Bay Territory comprises of about 73 sq km on the southern shores of Jervis Bay.

The Territory consists of a mainland area of just over 6,500ha, Bowen Island 51ha and about 800ha of marine waters. An area of 403ha is designated as Aboriginal Land under the Aboriginal Land Grant Act 1986. The remaining land comprises unleased Commonwealth land, Defence establishments, the Annex of the Australian National Botanic Gardens and private leases.

The Jervis Bay Territory is a Commonwealth Territory in its own right. It is not part of the Australian Capital Territory (ACT), however ACT laws (so far as they are applicable) apply.

Residents of the Jervis Bay Territory are entitled to be enrolled in the Division of Fraser for Commonwealth Parliament elections.

Jervis Bay Administration is part of Norfolk Island and Mainland Territories Section, in the Department of the Environment and Territories.

The Jervis Bay Village

The Jervis Bay Territory Administration Centre is located in Village Road, Jervis Bay.

It is the point of contact for connection of essential services and motor vehicle registration.

Tel: (02) 4442 1217

Jervis Bay is approximately three hours drive from Sydney or Canberra. There are many camping facilities in the area and lots of beautiful walking tracks.

For more information, visit:
www.jervisbaytourism.com.au.

General Services

Centrelink/Family Payments

Centrelink needs to know your new address as soon as possible, following your arrival to the Shoalhaven/Jervis Bay area.

■ Centrelink

4 Lawrence Ave, Nowra
Internet: www.centrelink.gov.au

Family Assistance Tel: 13 61 50
Disabilities Assistance Tel: 13 27 17
Appointments Tel: 13 10 21

Public Library Service

The Shoalhaven City Council operates several libraries in the area.

Berry St, Nowra
Tel: (02) 4429 3705

Hours: Monday to Friday, 9.30am to 8.00pm;
Saturday, 9.30am to 3.00pm

A toy library operates within the library, with over 1000 toys available – suitable for children from birth to age six. There is an annual (or six-monthly) subscription fee.

Legal Aid

Suite 1, Level 2 Bridgeton House
55–57 Berry St, Nowra
Tel: (02) 4422 4351

Shoalcoast Community Legal Centre

50 Junction St, Nowra
Tel: 1800 229 529 or (02) 4422 9529

Shoalcoast Community Legal Centre provides free legal advice and referral on legal issues. Free telephone advice is available and appointments can also be booked.

Family Support Service – Nowra

1/80 Park Rd, East Nowra
Tel: (02) 4421 5499

This service provides support to families in crisis including: one-to-one visiting, creative playgroups and parenting groups.

Neighbourhood Centres

Neighbourhood Centres operate many activities, such as: support groups, tax help, after-school homework centres, legal aid advice, craft groups and neighbourhood aid programs.

■ Nowra Neighbourhood Centre

134 Kinghorn St, Nowra
Tel: (02) 4421 5077

■ East Nowra Neighbourhood Centre

Park Rd, East Nowra
Tel: (02) 4422 1299

■ Migrant Resource Centre

Tel: (02) 4422 1299

Chamber Magistrate

The Chamber Magistrate offers a free legal advice service on family law applications, power of attorney and civil claim matters (for example: recovery of debt, paying off debt and drawing up wills on behalf of the Public Trustee).

Nowra Court House, Plunkett St, Nowra
Tel: (02) 4421 2277. An appointment is necessary.

Electoral Office

Shop 3B Nowra Lane, Nowra
Tel: (02) 4423 3057

Local Newspapers

The South Coast Register is published on Monday, Wednesday (main edition) and Friday. The paper can be purchased at local newsagencies. It contains very good coverage of local news and sporting events, and has a pull-out real estate section – in addition to an employment and classified section.

The Nowra News is published on Thursday and is delivered free to Shoalhaven households.

Home Deliveries

Milk: Dairy Farmers
Tel: 1800 627 624

Newspapers: Check with your local newsagent to arrange delivery of Sunday papers.

NRMA

The NRMA can transfer your membership from an interstate automobile club at no cost.

NRMA is located at 71 Kinghorne Street, Nowra
Tel: (02) 4423 6788

Internet: www.nrma.com.au

Roadside Assistance
Tel: 13 11 11

Financial Institutions

Australia's four major banks have branches located in Junction and Kinghorne Streets, Nowra.

■ Australian Defence Credit Union Ltd (ADCU)

ADCU provides a full range of personal financial services, including: savings, cheque and automatic teller machine (ATM) access

card accounts; personal and mortgage loans; NPD; and on-board cheque and cashment facilities.

Locations:
Victualling Complex – HMAS Albatross
Tel: (02) 4424 1861

Next to post office – HMAS Creswell
Tel: (02) 4429 7863

■ Defence Force Credit Union (Defcredit)

Defcredit offers a full range of financial services, and is equipped with 24-hour, seven days a week phone and online banking.

Location:
Victualling Complex – HMAS Albatross
Tel: (02) 4424 1803 or (02) 4422 7381

Fishing Licences

When you are fishing in NSW waters – both freshwater and saltwater – you are required by law to carry a NSW fishing licence. This also applies when spear fishing, hand lining, hand gathering, trapping and to bait collection and prawn netting.

Licences can be purchased by phoning 1300 369 365, going into selected Shell service stations or by visiting:
www.fisheries.nsw.gov.au.

Nowra's world-class Museum of Flight.



Essential Services

Electricity

In the Shoalhaven, electricity is supplied by Integral Energy. A security refundable deposit is payable within seven days of connection.

Enquiries

Tel: 13 10 02 (BH)

After-hours emergencies only

Tel: 13 10 03

Residents of HMAS Creswell can have their electricity connected by contacting Jervis Bay Administration. A security refundable deposit is payable with seven days.

Tel: (02) 4442 1217

Gas

Gas in the Shoalhaven is supplied by several companies.

■ Department of Energy, Utilities and Sustainability

Tel: 1300 136 888

For enquiries regarding area gas providers (natural gas).

Refer to the Yellow Pages telephone directory for suppliers of Elgas (bottled gas).

Telephone

Telstra has established a Defence TeleService team to provide an improved telephone connection service to families moving into houses provided by DHA (where Telstra is the preferred carrier).

To arrange to have the telephone connected in your name, contact Telstra's Federal Government Service Delivery team on: 1800 061 048, or visit: www.telstra.com.au.

If you are not in a DHA residence, the number for arranging connection of your telephone is: 13 22 00 (freecall).

A copy of the Telephone Directory (area code 044) – which covers the Shoalhaven area – can be collected from the Nowra Post Office or phone Sensys on 1800 810 211 to arrange delivery.

Visit Optus' website:
www.optus.com.au.

Visit Vodafone's website:
www.vodafone.com.au

Garbage Collection

All households of the Shoalhaven, inside the garbage collection zone, receive one garbage collection per week and one kerbside recycling service per fortnight.

For further information, contact the Shoalhaven Council's Waste Management Unit on:

Tel: (02) 4429 3374. For HMAS Creswell residents, contact Jervis Bay Administration Centre on

Tel: (02) 4442 1217.

Waste Depots

Most household and garden rubbish, as well as recyclables, can be deposited at the following landfill depots which operate 7 days a week:

Nowra – Flatrock Road

Huskisson – Huskisson Road

■ Recycling Collection Centres (glass, plastic and aluminium cans)

Berry Street Car Park, Worrigeer Street, Nowra
10 Victa Way, Bomaderry
(also cardboard and paper)

Shopping Facilities

Nowra has two distinct shopping areas.
Trading seven days, Thursday until 9.00pm.

Stockland Mall Nowra – East Street, Nowra (Princess Highway): Woolworths, K-mart, Credit Unions and speciality shops.

The older shopping zone is in Berry, Junction and Kinghorne Streets, where you will find major banks, credit unions, speciality shops, cafes, chemists (with extended hours), Woolworths and Nowra Mall which houses Coles and speciality shops.

Trading Hours: Nowra Mall, seven days.
All areas, Thursday 9.00pm. Junction St – Saturday until 12.00pm. Supermarkets have extended hours.

Transport

Defence Driving Licence Scheme

Under the Defence Driving Licence Scheme, members of the Australian Defence Force and their dependants are approved to drive on valid interstate licences in NSW until the expiry date of that licence. On expiry of the interstate licence, a NSW licence (ACT licence for HMAS Creswell personnel) must be obtained.

Local Bus Services

■ **Nowra Coaches Pty Ltd**

Routes cover Bomaderry Railway Station and areas in Nowra south of the bridge, and the Jervis Bay area (HMAS Creswell). A service also operates from Nowra to Conjola, Bendalong and Ulladulla.

Tel: (02) 4423 5244

■ **North Nowra Bus Lines**

Routes cover Bomaderry and North Nowra, and Nowra Fair. Services connect with Bomaderry Railway Station.

Tel: (02) 4423 2122

■ **Kennedy's Bus Service**

Operates a return service daily from Greenwell Point into Nowra, then to Bomaderry Railway Station.

Tel: (02) 4421 7596

■ **School Bus Service**

Check with the bus line that services your area for school bus times and bus stops.

Intra/Interstate Bus Services

Premier Motor Service operates daily services to/from Sydney (via airport)/Nowra/Eden. A daily service is also offered from Melbourne through to Cairns. A Defence discount is available.

Tel: 13 34 10

Priors Scenic Express operates a service Sunday–Friday to Sydney via Kangaroo Valley. It stops at Campbelltown, Liverpool and Parramatta.

Tel: 1800 816 234 (freecall)

State Rail

■ **Nowra/Bomaderry Railway Station**

Meroo St, Bomaderry is the terminus of the South Coast railway.

Tel: (02) 4423 6416

■ **City Rail Infoline**

Tel: 13 15 00

Note: The train trip to Sydney takes three hours. You must change trains (normally at Kiama/Dapto) for the electric service to Sydney.

Taxis

■ Nowra Radio Taxi Cooperative Ltd

Tel: (02) 4421 0333

■ St Georges Basin Taxi Service

Tel: (02) 4443 7500 (covers Jervis Bay area)

Mobile: 0412 429 439

Airport

The closest airport is Kingsford Smith Airport, Sydney, approximately two hours drive.

■ Airport Shuttle

Shoalhaven Shuttle

Tel: (02) 4443 3722

Internet: www.shoalhavenshuttle.com.au

■ Jervis Bay Airport Express

Tel: (02) 4443 7201

Motor Vehicle Registration

Vehicles owned by Defence Force personnel and their spouses or immediate dependants – who bring private vehicles from interstate – do not have to register their vehicles in NSW until their current interstate registration expires. You should be aware that failure to re-register your vehicles in a state or territory when required by the local legislation is an offence. You should ensure that your third-party cover is valid at all times. Advice should also be sought from your own insurance company on the validity of comprehensive insurance cover within NSW or the Jervis Bay territory. For further details contact:

■ Roads & Traffic Authority

Cumberland Ave (Cnr Flinders Rd), Nowra

Tel: 13 22 13

Internet: www.rta.nsw.gov.au

The ACT Motor Traffic Act 1936 applies in the Jervis Bay territory and vehicles are registered and drivers are licensed under that Act. As of 1 January 1996, owners must transfer their vehicle registration to ACT registration once their interstate vehicle registration expires. For further details contact:

■ Jervis Bay Administration

Village Rd, Jervis Bay

Tel: (02) 4442 1217

Pet Care

Registration

Every dog and cat in NSW born after 1 July 1999 must be microchipped at 12 weeks of age and registered with the council by six months of age (Companion Animals Act).

Registration forms and information about fees can be obtained from the Shoalhaven City Council. Tel: (02) 4429 3111

If you are living at HMAS Creswell, it is your responsibility to register your dogs and cats with the coxswain. You are required, under the ACT Dog Control Ordinance Act, to register all dogs regardless of age.

This can be done at the Jervis Bay Territory Administration Building, located in Village Road, Jervis Bay, between 10.00am and 4.30pm.

Tel: (02) 4442 1217

Boarding Kennels and Catteries

There are a small number of boarding kennels and catteries in the Shoalhaven. It is advisable to book early, especially if you are being transferred at the peak holiday time around Christmas. Current vaccination is required for all kennels and catteries. Inspections by appointment are most welcome. Refer to the Yellow Pages telephone directory for listings or log onto www.shoalhaven.nsw.gov.au and go to 'Pets on Holiday in the Shoalhaven'.

Animal Protection

■ RSPCA Nowra

Tel: 0412 560 509 or (02) 9770 7555 (Sydney)

■ Animal Welfare League

Tel: (02) 4422 0997 or (02) 4421 7561

■ Native Animal Network

Tel: 0418 427 214

■ Nowra Pound

Tel: (02) 4429 3410

■ Jervis Bay Pound

Tel: (02) 4442 1217

■ Nowra Animal Park

Tel: (02) 4421 3949

■ Veterinary Surgeons

Refer to Yellow Pages for listings.

Important Numbers

Defence Community Organisation

Nowra Office

Tel: (02) 4421 3855

If your partner is away and needs to be contacted, or if you require the assistance of a social worker out of hours, please call the duty officer of the day and they will arrange for a duty social worker to contact you.

Duty Officer of the Day

HMAS Albatross

Tel: (02) 4424 1211

HMAS Creswell

Tel: (02) 4429 7900

Regional Education Liaison Officer (NSW)

Tel: (02) 9377 3316

FIND

Tel: 1800 020 031

NWCC (National Welfare Coordination Centre)

Tel: 1800 801 026

All Hours Support Line

Tel: 1800 628 036

Australian Defence Force – Credit Union

Tel: (02) 4424 1861

Centrelink – Family Assistance Office

Tel: 13 61 50

Chaplain

Enquiries

Tel: (02) 4424 1535

Emergency/Duty Chaplain

Tel: 0417 279 362

City Rail Info Line

Tel: 13 15 00

Defcredit

Tel: (02) 4424 1803

Defence Housing Authority

Nowra Office

Tel: (02) 4421 1500

After hours emergency

Tel: 1300 366 615

Defence Spouse Groups – Banksia House

Tel: (02) 4421 3855

Shoalhaven Defence Families Association

Tel: (02) 4421 5766

Hospitals

■ Shoalhaven District Memorial Hospital

Tel: (02) 4421 3111

■ Casualty Department

Tel: (02) 4423 9263

■ Nowra Community Hospital (Private)

Tel: (02) 4421 5855

Kidsnet Health Network (24-Hours)

The helpline for advice on sick children

Tel: (02) 9845 2432

National Parks & Wildlife

Tel: (02) 4423 2170

Emergency after hours (report snakes)

Tel: 0418 427 214

NRMA

Emergency Breakdown Service

Tel: 13 11 11

Enquiries

Tel: 13 11 22

Police Assistance Line

Tel: 13 14 44

Crimestoppers Hotline (24-Hours)

Tel: 1800 333 000

Nowra Police Station

Tel: (02) 4421 9699

Australian Federal Police – Jervis Bay

Tel: (02) 4442 1008

State Emergency Service

Tel: 13 25 00

Taxis

Nowra

Tel: (02) 4421 0333

Bay & Basin

Tel: (02) 4443 7500

Theatre, concert, movie ticket concessions

Carleen Angel

Tuesday–Friday, 10.30am–3.30pm

Tel: (02) 9377 3276

Notes



Australian Government

Department of Defence