

# 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 SYDNEY



**Australian Government**

**Department of Defence**

# Welcome to Sydney

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

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

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## Publisher's Note:

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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

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## Defence Community Organisation (DCO)

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### 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

Level 3

Defence Plaza

270 Pitt St

Tel: (02) 9377 3314

Fax: (02) 9377 3344

### DCO Website

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

### After Hours Emergency Support

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

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

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## Chaplains

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Chaplains provide spiritual and pastoral support to ADF members and their families. They provide religious ministry, pastoral care, instruction and religious, moral and ethical advice. Religious ministry includes Sunday services, pastoral services (i.e. baptisms, weddings, funerals etc.) and military services (Anzac Day, unit anniversaries, etc.). Padres are also involved in character development by the conduct of character leadership courses, involvement in unit training (including welfare training, CO's hours, cultural briefings) and the conduct of relationship courses (marriage preparation and relationship enhancement).

Chaplain support is available to all military personnel and their families. Unit padres can be contacted through their unit orderly rooms. Service chaplains can be contacted on the following numbers:

### **Navy**

Command Chaplaincy Centre, Garden Island  
Tel: (02) 9359 3760

### **Army**

Command Chaplain Training Command  
Tel: (02) 9339 2468

Command Chaplain Land Headquarters  
Tel: (02) 9339 3056

### **Air Force**

Coordinating Chaplain  
Tel: (02) 4587 2547

# Introduction to Local Bases

Defence is well represented in Sydney with the following centres:



## Navy

### **HMAS Kuttabul**

HMAS Kuttabul provides sailors' accommodation needs along with administrative support for 55 lodger units, responsibility for some 1500 personnel, logistic and combat support to the fleet.

HMAS Kuttabul is responsible for the management of:

- Fleet Base East
- Garden Island
- Maritime Headquarters
- Joint Operations Command
- Woolloomooloo Defence Car Park
- Endeavour House
- The Band Complex and Technical Training Unit East at Waterloo
- Naval Fuel Installation Chowder Bay.

### **HMAS Penguin**

Situated in the suburb of Balmoral on Middle Head in Sydney Harbour, HMAS Penguin is surrounded by beaches and parkland and is within 30 minutes of the city centre.

HMAS Penguin is a part of Navy's Systems Command. Its primary role is to provide trained personnel to the fleet and it is home of the RAN Diving School, the RAN Hydrographic School and the Medical Training School.

HMAS Penguin is also home to the Balmoral Naval Hospital, the Navy's principal medical facility, and provides trained personnel for the primary casualty receiving facilities embarked in the Navy's amphibious training ships, HMAS Kanimbla and HMAS Manoora. The Submarine and Underwater Medicine Unit and the RAN Recompression Chamber Facility also reside at Penguin and reinforce the establishment's claim as a centre of underwater medicine expertise.

### **HMAS Waterhen**

The present HMAS Waterhen is located on the shores of Sydney Harbour at Waverton. It is the home of Australian Mine Countermeasures and provides administration, port and health services, transport and logistic support to Commander Australian Navy Mine Warfare and Clearance Diving Group (COMAUSNAVMCDGRP). The establishment is also home to the Reserve Mine Warfare Groups, Fleet Intermediate Maintenance Activity (FIMA Waterhen), Mine Warfare Faculty (MWF) and Australian Clearance Diving Team One (AUSCDT ONE).

HMAS Waterhen is home to six 'Huon Class'

Mine Hunter Coastal Vessels, HMA Ships Diamantina, Huon, Hawkesbury, Norman, Gascoyne and Yarra. HMAS Waterhen is also the home to a busy flotilla of support craft including Diving Tender (DTV) Seal, Torpedo recovery vessel (TRV) Trevally, and Mine Sweeper Auxiliaries (MSA) Bandicoot and Wallaroo.

### **HMAS Watson**

Situated in the suburb of Watsons Bay on South Head in Sydney Harbour, HMAS Watson is surrounded by beaches and parkland and is within 45 minutes of the city centre.

HMAS Watson is a part of Navy's maritime warfare community. Its primary role is to provide warfare-trained personnel to the fleet, and it is home to the Training Authority Maritime Warfare (TAMW).

The role of the TAMW is to help prepare officers and sailors of the Royal Australian Navy to go to sea and be part of the team that contributes to fleet requirements and outcomes.

TAMW provides training for principal warfare and junior seaman officers, all levels of navigation personnel and submarine personnel. Training is conducted through a number of specialist faculties, which include the Navigation and Maritime Trade Faculty, the Mine Warfare Faculty, the Junior Officer Warfare Application Course (SWAC) Faculty, the Commanding Officer/ Executive Officer (CO/XO) Designate Faculty, the Principal Warfare Officer (PWO) Faculty, the Combat Systems Faculty, the Maritime Warfare Training Centre and the Submarine Warfare Systems Centre.

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## Army

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### **Victoria Barracks**

Victoria Barracks is currently the home to both Headquarters Land Command (LHQ), the headquarters for all land Command units in the Army, and Headquarters Training Command (HQTC-A), the headquarters for all training units in the Army.

### **Randwick Barracks**

Randwick Barracks, located in Avoca St, Randwick, is the home of several major Army units including:

- 17th Combat Service Support Brigade comprising: HQ 17th Combat Service Support Brigade, HQ Force Support Group, 9 Force Support Battalion, and 39th Personnel Support Battalion
- HQ 2nd Division, which is the Command HQ for all Army Reserve brigades
- HQ 1st Commando Regt
- 19 Chief Engineer Works – operational engineer unit.

# 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. It also covers services available for children with special needs, information on changing schools and details of the Education Assistance Scheme.

## **Defence School Transition Aides**

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

They may:

- organise activities which welcome and farewell ADF families and help them settle into the new school community
- assist the school understand the needs of ADF parents and their children
- inform the school and support families if ADF members are deployed
- help families with special needs
- assist families collect work portfolios and

academic records or reports for the new school

- act as a point of contact for ADF families in the new school.

The DSTA helps all Defence children at the school should they seek or require assistance. It is not intended that the DSTA work with one child on a long-term basis.

Contact the REDLO for further information.

Tel: (02) 9377 3316

Email: [redlo.nsw@defence.gov.au](mailto:redlo.nsw@defence.gov.au)

## **Handy Contacts**

Guide to NSW Secondary Schools  
Internet: [www.schoolchoice.com.au](http://www.schoolchoice.com.au)

Public Schools NSW  
Internet: [www.schools.nsw.edu.au](http://www.schools.nsw.edu.au)

# Employment

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

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

### **Professional Employment Services**

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

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

### **Training**

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

### **Personalised Resume Preparation**

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

### **Child Care**

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

### **Internet Access**

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

| ABC Kensington  | ABC West Street   | ABC Holsworthy  |
|---|---|---|
| 1 Black Lion Pl<br>Kensington NSW 2033<br>Tel: (02) 9313 6801 | 8 West St<br>North Sydney NSW 2060<br>Tel: (02) 9922 5044 | Holsworthy Barracks<br>MacArthur Dve<br>Moorebank<br>Tel: (02) 8782 2022<br>Fax: (02) 9600 1843 |

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. To assist its personnel, Defence has established and funded employer-sponsored places at Baulkham Hills Family Day Care who can be contacted on (02) 9639 1346.

For more information on family day care you can contact other schemes in your area through Family Day Care Australia.

### Handy Contacts

Defence Community Organisation  
Internet: [www.defence.gov.au/dco/childcare.htm](http://www.defence.gov.au/dco/childcare.htm)

ABC  
Tel: 1800 222 543  
Internet: [www.childcare.com.au](http://www.childcare.com.au)

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](http://www.facsia.gov.au)

The National Childcare Accreditation Council (NCAC)  
Internet: [www.ncac.gov.au](http://www.ncac.gov.au)

Family Day Care Australia  
Tel: (02) 4320 1100 or 1800 658 699  
Internet: [www.familydaycare.com.au](http://www.familydaycare.com.au)

# 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 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   | Names           | Telephone      | Mobile       | Fax            |
|--------|-----------------|----------------|--------------|----------------|
| Sydney | Joanne Bradford | (02) 9377 2146 | 0408 973 533 | (02) 9377 2169 |
|        | Jodie Tannock   | (02) 9377 2159 | 0408 972 933 | (02) 9377 2169 |

## 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](http://www.dha.gov.au)

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## Toll Transitions

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

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

After your move, in the unfortunate event of loss or damage, you can submit your Notice of Loss or Damage online direct to Toll Transitions' Warranty Management Centre (WMC).

For 24-hour relocation enquiries and assistance contact Toll Transitions on Freecall Tel: 1800 819 167.

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# Health

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## Family Health

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Medical attention is not hard to find in Sydney, with all suburbs serviced by private surgeries and/or medical centres. Some areas also have 24-hour medical services available.

Doctors and medical centres are listed in the Yellow Pages L–Z under the heading 'Medical Practitioners'.

Internet: [www.mydr.com.au](http://www.mydr.com.au)

This website contains up-to-date Australian health information that is easy to access and understand. You can search symptoms and conditions, look up tablets and treatments and work out questions to ask your doctor. You can also search for a doctor in your local area by gender or special areas of interest. (Please note: the information provided on this website is intended only as a guide and should not be used in place of professional medical advice.)

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## Early Childhood Health Centres

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Early childhood centres are operated by the NSW Department of Health. These centres provide support and advice on mothercraft, parenting, health, nutrition, and monitoring the growth and development (physical, emotional and social) of early childhood. A qualified nursing sister is available to provide health screening and developmental checks and to make referrals to other services if required.

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## Community Health Centres

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Open to the public, these centres offer a wide range of health and health-related services.

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## Area Health Services

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For enquiries regarding health services in your area and location of your nearest early childhood centre or community health centre, contact your area health service.

Northern Sydney Central Coast Health  
Tel: (02) 9926 8418

Sydney South West, Liverpool  
Tel: (02) 9828 5700

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## NSW Child Immunisation

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Immunisation programs in NSW have been extremely effective in reducing the risk of disease. However, vaccine-preventable viral and bacterial diseases such as measles and whooping cough continue to occur in the community, indicating that immunisation levels are not optimal.

### **Where to get children immunised:**

Immunisation can be carried out by a general practitioner, or you may choose to visit an immunisation clinic.

Clinics are held on a regular basis at community health centres and children's hospitals. Contact your area health service or local council for details.

### **Immunisation Information Line**

Tel: 1800 671 811

Further information and an immunisation schedule is available at [www.health.nsw.gov.au](http://www.health.nsw.gov.au)

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## Dental Health

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Dentists' addresses and telephone numbers can be found in the Yellow Pages A–K under the heading 'Dentists'.

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## Health Insurance

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### **Iselect**

Iselect is an unbiased, independent and free advisory service to assist you in choosing a health insurance policy best suited to your needs.

The call centre is open Mon–Fri, 9am–8pm and Sat, 9am–5pm.

Tel: 1800 102 000

Internet: [www.iselect.com.au](http://www.iselect.com.au)

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## Medicare Offices

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For details of your nearest Medicare office, please phone Medicare on 13 20 11.

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## Parent Line

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Parent Line is a toll free telephone counselling, information and referral service for parents, carers and children living in New South Wales.

Parents can call Parent Line to talk over any parenting issues or to receive information on relevant services. A team of trained, professional counsellors who are experienced in helping families deal with problems answer all calls.

Tel: 13 20 55 (9am–4.30pm. Mon-Sat)

Another useful site with links to various services is [www.parenting.nsw.gov.au](http://www.parenting.nsw.gov.au)

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## Karitane

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Karitane has cared for mothers and babies since 1923. Karitane's aim is to promote health and provide quality care and guidance to families so that children can thrive.

Karitane services:

- public hospital (residential family care)
- family care cottages
- post-natal depression support
- 24-hour telephone hotline
- education for health professionals
- lactation consultancy.

Karitane 24-Hour Hotline

Tel: (02) 9794 1852

Tel: 1800 677 961 (outside Sydney)

More information, including 'Survival Tips for Parents', is online.

Internet: [www.swsahs.nsw.gov.au/karitane](http://www.swsahs.nsw.gov.au/karitane)

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## Tresillian

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Tresillian family care centres offer a broad range of services to parents with children aged below five years, if you are concerned about your baby's unsettled behaviour, refusal to eat or you are suffering from fatigue.

Tresillian has a broad range of parenting services designed to meet the individual needs of families including:

- day stay
- outreach
- residential programs
- 24-hour parents' helpline
- parent education
- post-natal depression
- childcare centre.

If you feel your family could benefit from the professional advice available at Tresillian, ask for help now. Contact your local early childhood health nurse/community nurse or doctor and they will refer you.

You and your partner can visit Tresillian for the day, the week or more, depending on your particular problem. However, you must have a referral from your early childhood health nurse/community nurse or local doctor.

Tresillian 24-Hour Parents' Helpline

Tel: (02) 9787 0855

Tel: 1800 637 357 (outside Sydney)

Internet: [www.cs.nsw.gov.au/tresillian](http://www.cs.nsw.gov.au/tresillian)

# Defence Community Groups

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## Defence Special Needs Support Group (DSNSG)

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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](http://www.dsnsng.com.au)



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## Defence Families of Australia (DFA)

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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](http://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](http://www.dfa.org.au).

## **If you need help or advice:**

**Tel: 1800 100 509**

Support groups play a very important role in providing support to Defence families in the Sydney area. They are not just for new mums, and have members with children at school and members who have no children at all. Attending these groups is a good way of meeting new friends and gaining useful information and first hand advice on who, what, how and where things are in Sydney.

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## Kissingpoint Cottage

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Kissingpoint Cottage is a Defence Community House that has been set up for Service members and their families. For information on services and activities available, or to be put on their newsletter mailing list, contact the coordinator on: (02) 9874 4052.

### **Kissingpoint Kids Playgroup**

Every Tuesday morning from 10am to 12pm.  
The cost is \$2 and everyone is asked to bring a piece of fruit.

### **Mums & Bubs and Mums-To-Be Playgroup**

\$2.00 per family  
Wed, 10.30am–12pm  
Tel: (02) 9874 4052

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## Anklebiters Playgroup

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This friendly Defence playgroup is very well equipped and has a shaded outdoor area.

\$2.50 per session per family

Thursdays, 9.30–11.30am

Howell Club Building

Randwick Barracks, Avoca St, Randwick

Please bring a piece of fruit for the children to share at morning tea.

We have good fun at Anklebiters and invite you to join us! Children of all ages are welcome. For more information and contact names and phone numbers of committee members, call the Family Liaison Officer on (02) 9377 3314.

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## Local Defence Events

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Contact the Family Liaison Officer (FLO) for an up-to-date list of support groups and contact numbers for the Sydney area, as we sometimes have groups running across Sydney.

The Family Liaison Officer will hold a number of family support functions throughout the year. Keep an eye out in the mail for your invitation.

If you have any ideas for family support activities or on-going groups, please call the FLO at DCO Sydney on (02) 9377 3314.

The FLO can give you information and assistance to establish an activity or group in the DCO Sydney district. Some ideas for groups and activities are: sporting/fitness group, coffee group, stork/mothers club, craft group, social group (i.e. from same unit/ship), shopping tours, cooking tours/classes etc.

The only limit is your imagination!

# Local Community

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Once you know where you will be living, information regarding your local community is available by contacting your Family Liaison Officer at your local DCO office, or by contacting your local council.

Sydney is unlike any other posting locality in Australia. Subsequently, it can be quite daunting to those who are moving there for the first time. The traffic is fast, the pollution noticeable and the housing, which is mostly medium to high density, is often a long distance from places of work. For some, posting to Sydney requires, in most cases, a bit of compromise. However, in return, it offers more opportunities than any other posting locality. Whatever your interest, your passion or hobby, you will find it in Sydney!

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## The Best of Sydney

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[www.visitnsw.com.au](http://www.visitnsw.com.au)

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## Popular Areas and Suburbs

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### **Balmain**

Restaurants, shops, a Saturday Market, and atmospheric pubs and streets.

### **Darling Harbour**

Shops, museums, great dining and plenty of entertainment.

### **Manly**

Sydney's favourite seaside resort can be reached via a scenic ferry ride.

### **Paddington and Moore Park**

Shopping, a lively cafe scene, Centennial Park and delightful colonial architecture.

### **The Rocks and Millers Point**

Australia's oldest 'village' is full of history and character.

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## Popular Museums and Galleries

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### **Art Gallery of New South Wales**

A fine collection of Australian, Aboriginal, Asian and European art.

Tel: (02) 9225 1744

Internet: [www.artgallery.nsw.gov.au](http://www.artgallery.nsw.gov.au)

### **Australian Museum**

Outstanding natural and Aboriginal history displays.

Tel: (02) 9320 6000

Internet: [www.amonline.net.au](http://www.amonline.net.au)

### **Australian National Maritime Museum**

Everything from surfboards to boats and ships moored outside.

Tel: (02) 9298 3777

Internet: [www.anmm.gov.au](http://www.anmm.gov.au)

### **Hyde Park Barracks Museum**

This old convict-built structure is now an interesting museum of Sydney's early days.

Tel: (02) 8239 2311

Internet: [www.hht.net.au](http://www.hht.net.au)

### **Powerhouse**

Sydney's largest museum, with tons of fun, interactive displays.

Tel: (02) 9217 0111

Internet: [www.powerhousemuseum.com](http://www.powerhousemuseum.com)

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## Popular Beaches

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### **Bondi**

Surf, sand, clifftop walks, cafes and entertainment at Australia's most famous beach.

### **Cronulla**

A long, sandy (and uncrowded) surf beach in Sydney's southern suburbs.

### **Manly**

Excellent surf beach as well as a calm harbour beach for the kids.

### **Palm Beach**

Golden sand and surf at the city's most northerly beach. Over 30 hectares of trees, lawns, gardens and greenhouses.

### **Sydney Harbour National Park**

Beaches, bushland, cliffs and islands – all just a short distance from the city centre.

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## Popular Free Attractions

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### **Royal Botanic Gardens**

Exotic and native plants in a beautiful harbourside setting

### **St Mary's Cathedral**

Take a free tour of Sydney's Catholic cathedral and its stunning mosaic-floored crypt.

Tel: (02) 9220 0400

Internet: [www.sydney.catholic.org.au](http://www.sydney.catholic.org.au)

### **Sydney Observatory**

Free hands-on astronomy displays by day and low-cost viewing at night.

Tel: (02) 9921 3485

Internet: [www.sydneyobservatory.com.au](http://www.sydneyobservatory.com.au)

### **Sydney Opera House**

Although there is a charge for a tour of the interior, a walk around this world-famous building is both free and a must!

Tel: (02) 9250 7250

Internet: [www.sydneyoperahouse.com](http://www.sydneyoperahouse.com)

### **Victoria Barracks**

Visit on a Thursday before 10.00am for a free tour and Army band performance.

Tel: (02) 9339 3303

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## Popular Walks

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### **Bondi to Bronte**

A spectacular cliff-top walk along the eastern suburbs coastline.

### **Harbour Foreshore**

Around the city's fringe: taking in Darling Harbour, The Rocks and the Royal Botanic Gardens

## **Manly to The Spit**

A longish walk at 10km, but you'll be rewarded with some stunning costal scenery.

## **The Rocks**

Explore Sydney's oldest precinct – at your own pace, or on a guided tour.

## **Watsons Bay to South Head**

This easy stroll takes you up to South Head, guarding the southern entrance to Sydney Harbour.

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## Popular Parks and Reserves

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### **Centennial Park**

Walk, cycle, rollerblade, go horseriding, or simply unwind in this vast reserve.

### **Chinese Garden of Friendship**

Relax in this tranquil oriental oasis at Darling Harbour.

Tel: (02) 9281 6863

Internet: [www.chinesegarden.com.au](http://www.chinesegarden.com.au)

### **Ku-ring-gai Chase National Park**

Rugged natural bushland, wildlife, Aboriginal carvings and quiet waterways.

### **Royal Botanic Gardens**

Over 30 hectares of trees, lawns, gardens and greenhouses.

### **Sydney Harbour National Park**

Beaches, bushland, cliffs and islands – all just a short distance from the city centre.

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## Popular Places for Kids

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### **The Entertainment Quarter (Fox Studios Australia)**

A fun day out for all the family – movies, some free entertainment, markets, playgrounds, restaurants and more.

Internet: [www.entertainmentquarter.com.au](http://www.entertainmentquarter.com.au)

### **IMAX Theatre**

Watch thrilling larger-than-life movies on this eight-storey-high screen.

Tel: (02) 9281 3300

### **Sydney Aquarium**

Walk beneath the harbour and see sharks and seals at this large aquarium.

Tel: (02) 9262 2300

Internet: [www.sydneyaquarium.com.au](http://www.sydneyaquarium.com.au)

### **Taronga Zoo**

Australian fauna – plus tigers, elephants, bears, and much more.

Tel: (02) 9969 2777

Internet: [www.sydney.com.au](http://www.sydney.com.au)

(contact DCO on (02) 9377 3314 for information about zoo passes)

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## Popular Spots on Sydney Harbour

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### **Harbour cruise**

Book yourself on one of the many available harbour cruises, then relax while admiring the magnificent scenery.

### **Manly**

Catch a ferry to Manly and spend some time at this popular seaside resort.

### **Watsons Bay**

Take a ferry to Watsons Bay, then head for the beach, lunch at a harbourside restaurant, or take a walk up to South Head.

### **Taronga Zoo**

Combine a scenic ferry ride with a visit to Sydney's internationally renowned zoo, overlooking the harbour.

### **Harbour Islands**

Visit one of Sydney's historic harbour islands on an informative national parks tour.

### **Taronga Zoo/Maritime Museum/ Powerhouse Museum Passes**

Some Defence bases and units have passes for the above attractions. You need to book passes in advance, especially during peak periods like school holidays. Fees for passes range from \$10–20 and usually admit at least two adults plus two children. If you are interested, please call the Family Liaison Officer on (02) 9377 3314, who can refer you to where passes are located.

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## General Services

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### Libraries

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Sydney's libraries are the gateway to recreation, culture, information and knowledge. For the location of libraries, check the Sydney White Pages Business & Government Directory.

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### Newspapers

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The Sydney newspapers are the *Sydney Morning Herald* and the *Daily Telegraph* (Monday to Saturday), and the *Sunday Herald* and the *Sunday Telegraph*. Local newspapers are delivered free to your home once a week.

# Essential Services

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## Water Restrictions

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Sydney Water has water restrictions in place. This affects the times and days that watering can take place. Please check with Sydney Water on 13 20 92 or visit [www.sydneywater.com.au](http://www.sydneywater.com.au) for more information about the restrictions.

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## Utilities

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Once you have been allocated a Service residence, you will need to organise the connection of utilities.

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## Contact Numbers

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### **Gas Supply – AGL Gas Company**

Enquiries Tel: 13 12 45 (24 hours, 7 days)  
Internet: [www.agl.com.au](http://www.agl.com.au)

If possible, contact the office on the day before connection is required or before 3pm that day. A security deposit is required, which is refundable when the account is closed.

### **Energy Australia**

Residential Enquiries Tel: 13 15 35

### **Energyfix**

Electrical and gas repairs, maintenance and installations.

Tel: 13 26 04

Internet: [www.energy.com.au](http://www.energy.com.au)

It is best to give 48 hours' notice. An account for security bond, which is refunded when the account is closed, will be posted to you.

### **Integral Energy**

Western Suburbs – west of Wharf Rd,

West Ryde

Supply Tel: 13 10 02

Emergencies Tel: 13 10 03

Internet: [www.integral.com.au](http://www.integral.com.au)

### **Telstra**

Connections Tel: 13 22 00

Internet: [www.telstra.com.au/services](http://www.telstra.com.au/services)

### **Optus**

Sales Enquiries Tel: 1300 301 937

Internet: [www.optus.com.au](http://www.optus.com.au)

For internet providers, please check the Yellow Pages.

# Transport

## Defence Driving Licence Scheme

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

### Licences

ADF members and their dependants are permitted to drive in NSW on an interstate driver's licence until the expiry of that licence (not within three months of taking residence which is the usual requirement).

When your interstate driver's licence expires you must apply for a NSW licence. You will need to take your interstate licence to an RTA office and:

- complete an application form
- provide two proof-of-ID documents
- pass an eyesight test
- have your photo taken.

**NB.** NSW authorities permit ADF members and their dependants to drive interstate registered vehicles ONLY until the expiry of the registration. Those caught operating vehicles illegally in NSW can be liable for fines up to \$2,200.

Registering a vehicle in NSW can be quite a daunting task. For up-to-date information on registration and licensing procedures, contact:

- RTA Customer Service Centre on 13 22 13. You can also visit the RTA website at [www.rta.nsw.gov.au](http://www.rta.nsw.gov.au).
- Green Slip Helpline on 1300 137 600 (freecall) and website: [www.maa.nsw.gov.au](http://www.maa.nsw.gov.au)

### Proof of Identity/Ownership

You will be required to prove ownership of the vehicle, i.e. registration papers in your name. Interstate vehicles require a clearance from the Register of Encumbered Vehicles (REVS) – NT and ACT are exempt. For more information, see [www.revs.nsw.gov.au](http://www.revs.nsw.gov.au).

You must provide proof of your identity when you attend the Motor Registry to register the vehicle or adjust your licence, for example:

- Defence Force identity card
- a current driver's photo licence from interstate
- passport/birth certificate
- Medicare card/credit card/passbook
- telephone/gas bill.

At least one of the identity documents must show your signature and all documents must be originals. (It is always a good idea to take more than one form of identification with you.)

The Motor Registry offices are notorious for long waiting times, so allow plenty of time.

### **Registration Costs**

Registration and associated costs vary depending on the tare and type of vehicle being registered. Green slip prices depend on the age and type of vehicle and the age of the registered driver.

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## Public Transport

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### **For Bus, Train and Ferry Information:**

#### **Transport Infoline**

Tel: 13 15 00

Internet: [www.131500.com.au](http://www.131500.com.au)

Includes fares, timetables and ticket information. Available 6am–10pm daily.

#### **State Transit Authority of NSW**

Tel: (02) 9245 5777

Internet: [www.sydneytransport.net.au](http://www.sydneytransport.net.au)

#### **Taxi Booking Service**

Tel: 13 10 08

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## Toll Roads

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Electronic toll collection operates for the Westlink M7, Cross City Tunnel, the Sydney Harbour Bridge and Tunnel, Eastern Distributor, M2, M4 and M5. The tag can be used in up to three nominated vehicles. To receive an application form or for enquiries, call the RTA on 13 18 65 or visit [www.rta.nsw.gov.au](http://www.rta.nsw.gov.au)

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## NRMA

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The NRMA is the NSW equivalent of RACWA, RACV and RACQ. NRMA has reciprocal arrangements with other interstate associations. It is recommended that you check with NRMA on 13 21 32 to see if they service your current interstate membership.

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## Parking

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### **City**

Parking in the city is limited and expensive. Most street parking is metered and has time limits. There are a number of parking stations, e.g. Wilson Parking throughout the city centre, where you can expect to pay around \$40 for the duration of the working day. Some places offer a flat rate fee after 6pm.

# Pet Care

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## Registration and Microchipping

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All dogs and cats who are born, or change owners, after 1 July 1999 must be microchipped and registered. The Companion Animals Register will keep your details so that, if your cat or dog becomes lost, you have a better chance of having them returned to you. Remember to keep the Register informed of any changes to your address and phone number, or if your pet dies or changes owner. There are penalties for not registering your cat or dog, so be sure to contact your local veterinary clinic or council for pricing and procedures.

For local councils and further information on microchipping and registration in NSW, you can visit the NSW Department of Local Government website: [www.dlg.nsw.gov.au](http://www.dlg.nsw.gov.au).

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## Kennels and Catteries

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Local kennels and catteries are listed in the Yellow Pages.

Internet: [www.yellowpages.com.au](http://www.yellowpages.com.au)

### **RSPCA**

For animal shelters, newsletters, donations and pet care details, phone: (02) 9770 7555 or visit the website: [www.rspca.org.au](http://www.rspca.org.au).

### **Wildlife Information and Rescue Service**

For injured wildlife, contact the Wildlife Information and Rescue Service (WIRES)

Tel: (02) 8977 3333

Tel: 1300 094 737 (country)

Internet: [www.wires.org.au](http://www.wires.org.au).

# Important Numbers

The DCO Sydney office is open during the week from 8.30am to 5pm. An after-hours social worker can be contacted for emergencies via the NWCC or the OOD at the member's ship, establishment or unit.

Military units and Defence establishments are listed in the Sydney White Pages Business & Government Directory.

## **NWCC – National Welfare Coordination Centre**

Tel: 1800 801 026 (24-hour)

## **Army – After Hours**

Duty Officer

Tel: (02) 9349 0200 (Sydney metro area)

Tel: (02) 9600 2327 (Liverpool area)

## **Navy – After Hours**

Duty Fleet Operations Officer

Tel: (02) 9359 4100

## **RAAF – After Hours**

Duty Social Worker

Tel: (02) 4587 3111 (RAAF Richmond)

## **Child Care Access Hotline**

Tel: 1800 670 305

## **Crimestoppers**

Hotline

Tel: 1800 333 000 (24-hour)

Police Assistance Line:

Tel: 13 14 44

## **DCO**

Social Workers/Military Support Officers and Family Liaison Officer

Tel: (02) 9377 3314

Regional Education Liaison Officer

Tel: (02) 9377 3316

ASL (All-hours Support Line)

24 hours, 7 days a week

Tel: 1800 628 036

## **Emergency**

Police, Fire, Ambulance

Tel: 000

FIND – Family Information Network for Defence

Tel: 1800 020 031

## **Military Hospitals**

1 HSB Support Battalion

Tel: (02) 9600 1300

After Hours/Duty Personnel

Tel: (02) 9600 1300

Balmoral Naval Hospital HMAS Penguin

Tel: (02) 9960 0285

After Hours

Tel: (02) 9960 0284 or 1800 467 425

## **Taxis Booking Service**

Tel: 13 10 08

## **Theatre, Concert and Movie Tickets**

Carleen Angel and Cheryl Sayers

Mon–Fri, 9am–4pm

Tel: (02) 9377 3276 or (02) 9377 3227

Email: cheryl.sayers@defence.gov.au

# Notes

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**Australian Government**  

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**Department of Defence**