

# 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 WAGGA WAGGA



**Australian Government**

**Department of Defence**

# Welcome to Wagga Wagga

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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 Wagga Wagga region.

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

1st Floor, 76 Morgan St  
Wagga Wagga NSW 2650  
Tel: (02) 6931 0011  
Fax: (02) 6931 0007  
Email: [dco.wagga@defence.gov.au](mailto:dco.wagga@defence.gov.au)

### DCO Website

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

### After Hours Emergency Support

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

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

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## Chaplains

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Chaplaincy support is provided so that Defence members and their families may receive pastoral and spiritual care. Chaplains provide this support as they consult with Unit Commanders on spiritual, pastoral, welfare, moral and morale issues.

Chaplains are located at:

Kapooka

Tel: (02) 6933 8337

RAAF Base Wagga

Tel: (02) 6937 4231

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## Everyman's Drop-In Centres

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The Everyman's Welfare Service is a Christian Philanthropic Organisation that provides amenities and support to Defence personnel both in the barracks and field. The Everyman is a neutral person in the Defence environment, available to support and assist you. The drop-in centres have TV, video, computer games, books, newspapers, internet, tea and coffee, and snacks at reasonable cost.

The Everyman's Centre is located at Kapooka situated alongside Frontline.

Tel: (02) 6933 8276

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# Defence Bases

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## Blamey Barracks Kapooka

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'The Home of the Soldier' is situated at Kapooka, approximately 10 kilometres to the south of Wagga Wagga on the Olympic Highway. It is here that regular Army recruits and Reservists receive their recruit training on enlistment in the Army.

Since the abolition of National Service in 1972, ARTC has been the sole Recruit Training Centre for the Australian Army.

In 2006, recruit training returned to its previous name, 1RTB and implemented an 80-day Army Basic Recruit Course (ARA) and 28-day Army Basic Recruit Course (ARES).

### **Units / Elements at Blamey Barracks include:**

- Army Recruit Training Centre Headquarters
- 1st Recruit Training Battalion
- Army Adventurous Training Wing
- Australian Army Band – Kapooka
- Kapooka Health Centre
- Psychology Support Section – Kapooka
- Kapooka Dental Company
- Defence Support - Riverina Murray Valley

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## Facilities and Services at Blamey Barracks

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The following amenities and facilities are provided at Kapooka for use by recruits, staff and families:

- Gymnasium
- Defence Library
- Kapooka Post Office Tel: (02) 6933 8297 Mon–Fri, 11am–2.30pm and 4.30–6pm
- Cinema
- Community Centre, Sturt Avenue, Kapooka
- Army Museum
- Roman Catholic, Church of England and other Protestant denominations chapels
- Everyman’s facility
- Australian Commercial Catering
- Australian Defence Credit Union: [www.adcu.com.au](http://www.adcu.com.au)
- Defcredit: [www.defcredit.com.au](http://www.defcredit.com.au)
- Barber
- ATM
- Dry cleaning
- The Soldiers Shop

### **Additional Information:**

Internet: [www.defence.gov.au/army/artc](http://www.defence.gov.au/army/artc)

Blamey Barracks, Kapooka Switch

Tel: (02) 6933 8200

## **Army Reserve Depot – Wagga Wagga**

Located at the cnr Docker and Dobbs Sts, Wagga Wagga.

Tel: (02) 6921 3301

Units at this depot are:

- A Company 1/19 Royal New South Wales Regiment
- 5th Combat Service Support Battalion – Wagga detachment
- Sydney University Regiment
- Australian Army Cadet.

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## RAAF Base Wagga

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### **History of RAAF Wagga**

Although the RAAF has provided instructional training since the early 1950s, it was not until 1985 that RAAF School of Management and Training Technology had its own unit identity on RAAF Base Wagga. Since then, the school has developed the present suite of courses to train personnel as instructors, course developers, training managers, training administrators, and educational officers.

Airmen Leadership Flight was formerly part of RAAF SMTT until August 1998, when it came under the control of the School of Postgraduate Studies, RAAF College. Airmen Leadership Flight is responsible for the conduct of airmen courses in the Professional Military Education and Training Scheme.

In 1999, the Headquarters for Ground Training Wing was transferred from Training Command to RAAF Base Wagga. Ground Training Wing oversees most RAAF ground training units throughout Australia.

In 2008 No 1 Recruit Training Unit (1RTU) will be returning to RAAF Base Wagga from Edinburgh South Australia.

### **Units/Elements at RAAF Base Wagga**

- No 1 Recruit Training Unit
- Combat Support Unit Wagga
- Defence Support – Riverina Murray Valley
- Medical and Dental
- Headquarters Ground Training Wing
- RAAF School of Administration and Logistics Training
- RAAF School of Technical Training
- National Aeroskills Training Centre Of Excellence (TAFE Forest Hill)
- Counselling Support Services (Psychology)
- Australian Army
- Royal Australian Navy
- School of Postgraduate Studies

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## Facilities and Services at RAAF Base Wagga

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- Australian Commercial Catering/Annex
- Defence Library
- Internet Café
- Welfare Store
- Defence Cuts
- Star Cinema
- Dry cleaners
- RAAF Wagga Community Centre
- Physical Fitness Centre
- RAAF Wagga Golf Club
- RAAF Wagga Playgroup Tel: (02) 6931 0011
- Defcredit: [www.defcredit.com.au](http://www.defcredit.com.au)
- Australian Defence Credit Union: [www.adcu.com.au](http://www.adcu.com.au)
- Chaplain and Chapel services

Additional Information:

Web Site: [www.raaf.gov.au](http://www.raaf.gov.au)

RAAF Base Wagga Switch Tel: (02) 6937 4111

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## Cadets

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The Australian Defence Force Cadets is a community-based youth development organisation of 22,000 cadets and 2,100 cadet staff in 475 units and squadrons across Australia. For information about local units, visit their website at [www.cadetnet.gov.au](http://www.cadetnet.gov.au) or contact the Defence Community Organisation on (02) 6931 0011.

# 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 – Australian Capital Territory/Riverina Murray Valley*, is available from the REDLO and contains information about preschool, primary, secondary and tertiary education in the ACT and Riverina Murray Valley. 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 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 ACT/RMV Contact Details:

Tel: (02) 6265 8746

Email: [redlo.act@defence.gov.au](mailto:redlo.act@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 Koorringal can be contacted at:

4-6 Kenneally St

Koorringal

Tel: (02) 6921 5631

Email: [kor@childcare.com.au](mailto:kor@childcare.com.au)

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

### **National Enrolment Call Centre**

The ABC National Enrolment Call Centre can be contacted on 1800 222 543 for Defence families to:

- access placements in Defence/Corporate Child Care Centres
- book child care in the preferred location in advance of relocating to that area
- receive information on other centres in a general line of travel between work and home, if child care is not available in the family's preferred centre
- receive information regarding employment in Defence/Corporate Child Care Centres.

### **Family Day Care**

Family day care is home-based child care by a qualified, monitored family day care provider. You can contact the schemes in your area through Family Day Care Australia. Wagga Family Day Care has 45 Defence-sponsored childcare places giving priority to Defence families and can be contacted at:

Wagga Wagga Civic Centre  
Cnr Morrow & Baylis Sts  
Tel: (02) 6926 9367  
Email: [fdc@wagga.nsw.gov.au](mailto:fdc@wagga.nsw.gov.au)

### **Handy Contacts**

Defence Community Organisation

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

ABC

Internet: [www.childcare.com.au](http://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](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	Name	Telephone	Mobile	Fax
Wagga Wagga	Debra Simms	(02) 6937 4220	0428 238 046	(02) 6937 4212

## 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 1800 819 167**.

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# Health

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## General Practitioners

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There are over 30 General Practitioners (GPs) either working full-time or part-time in the city of Wagga Wagga, with visiting rights to both Wagga Base Hospital and Calvary Private Hospital. To secure the services of a GP, it is advised that you contact a practice on your arrival in Wagga. When contacting a practice, it is suggested that families identify that they are part of the Defence Force. This may assist you in accessing their practice.

A full listing of doctors can be found in the Yellow Pages.

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

After hours appointments with a GP are available through the Wagga General Practice After Hours Service (WGP AHS). This offers an alternative to the Wagga Base Hospital Accident and Emergency Department if a consultation with a GP is required after hours. Please note: You will be charged for this after hours consultation at an after hours rate.

Opening Hours:

Monday to Friday, 6.30–9.30pm

Saturday, 5–9pm

Sunday and public holidays, 9am–1pm, 5–9pm

Nurse available by phone 30 mins prior to clinic opening.

Address: Piercy Place, 1/185 Morgan St,  
Wagga Wagga.

Tel: (02) 6931 0900

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## Hospital Facilities

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Wagga Wagga has two major hospitals  
and a day surgery.

### **Wagga Wagga Base Hospital (Public)**

Edward St, Wagga Wagga  
Tel: (02) 6938 6666

### **Calvary Private Hospital.**

Hardy Ave, Wagga Wagga  
Tel: (02) 6925 3055  
Internet: [www.calvary-wagga.com.au](http://www.calvary-wagga.com.au)

### **Calvary Day Procedure Centre (Private)**

329–333 Edward St, Wagga Wagga  
Tel: (02) 6925 4700

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## Specialist Practices

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Over 40 specialists service the city of Wagga  
in the areas of audiology, gynaecologists,  
haematology, head and neck surgeons,  
laparoscopic surgery, medical imaging and  
nuclear medicine, neurology, neurosurgery,  
obstetrics, oncology, ophthalmology,  
optometry, oral and maxillofacial surgery,  
orthopaedic surgery, paediatric surgery,  
paediatrics, physicians, consulting psychiatry,  
psychology, urology, vascular surgery and  
general medicine.

Access to any specialist requires a referral from  
a general practitioner.

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## Allied Health

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Wagga has a broad range of allied  
health services. These include podiatrists,  
physiotherapists, speech pathologists,  
occupational therapists, optometrists, and  
chiropractors. A full listing of private services  
can be found in the Yellow Pages: [www.  
yellowpages.com.au](http://www.yellowpages.com.au).

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## Wagga Wagga Community Health Service

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A wide range of Community Health services  
are provided from a number of centres across  
the city.

For further information or to make an  
appointment, call the Community Health  
Centre, Docker St, Wagga on Tel: (02) 6938  
6411

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

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## Kurrajong Early Intervention Service (KEIS)

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KEIS provides an Early Childhood Intervention  
service for up to 200 families in the Riverina  
area, who have child aged from birth to school  
age with a disability or developmental delay  
in two or more areas of their development.

The team consists of Special educators,  
Physiotherapists, Occupational therapists,  
Speech pathologists and family support  
workers. A referral is required to access KEIS.  
KEIS is located at 2 Grampion Place, Wagga  
Wagga. Tel: (02) 6926 2466

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

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## Individual and Family Counselling Services

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The Wagga Wagga Visitor Information Centre's *Newcomers Guide* lists the family support services and counselling available in Wagga. The guide also has a list of services for the frail, the aged, and people with disabilities. The *Newcomers Guide* is included in DCO Welcome Packs and is also available from the Visitor Information Centre in Tarcutta Street.

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## Dentists in Wagga Wagga

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Dental Emergency Service  
After-hours  
Tel: (02) 6926 1645

A full listing of dentists can be found in the Yellow Pages: [www.yellowpages.com.au](http://www.yellowpages.com.au), or the Wagga Wagga Visitor Information Centre's *Newcomers Guide*.

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## Children's Services

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A comprehensive list of all children's services can be found in the City of Wagga Wagga's Children's Service Directory.

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## Health Services

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### **Community Mental Health Service**

The Community Mental Health Service offers assessment, support, counselling and crisis management, for those suffering with a mental health issue. The service offers patient access to psychiatrists, rehabilitation programs, supervised residential facilities and support groups.

2 O'Reilly Pl  
Tel: (02) 6932 5700

Access Crisis Line Tel: 1800 800 944 (24-hours)

A complete list of health services are listed in the City of Wagga Wagga's Children's Service Directory and the Wagga Wagga Visitor Information Centre's *Newcomers Guide*.

# 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**

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## Local Defence Community Groups

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### **Forest Hill Defence Community Group Inc. (FHDCG)**

The FHDCG was established to support Defence Members and their families. It provides an opportunity for individuals to meet new people and learn new crafts and skills in a fun and friendly environment. The group meets every Wednesday evening and their program includes a range of craft, recreational and social activities.

Call DCO on (02) 6931 0011 for contact details.

### **Kapooka Playgroup**

The Kapooka Playgroup is held at the Community Centre in Kapooka Village.

Sessions:                      Wednesday, 10am–12pm

Call DCO on (02) 6931 0011 for coordinator's details.

### **RAAF Wagga Playgroup**

RAAF Wagga Playgroup is a friendly gathering of parents and children under the school entry age, on the RAAF Base at Forest Hill.

Sessions:                      Tuesday, 10am–12pm  
   Thursday, 10am–12pm

Call DCO on (02) 6931 0011 for coordinator's details.

### **Chatting Over De'fence Newsletter Team**

The newsletter is produced by a team of volunteers every two months and provides a link between families and Defence. If you have free time, volunteering is a great way to meet new friends and the team is always in need of more volunteers.

The aim of the newsletter is to enhance the lives of Defence families whilst posted to Wagga Wagga.

Call DCO on: (02) 6931 0011 for coordinator's details.

# Local Community

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The city of Wagga Wagga is located almost midway between Melbourne and Sydney, on the banks of the Murrumbidgee River. With a population of 58,000 it has a prosperous future, servicing the Riverina as the region's main business centre. Wagga Wagga is a city of diverse opportunity and offers an attractive and enviable lifestyle with education, sport and cultural facilities comparable to the metropolitan areas.

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## Entertainment and Recreation

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Wagga has a range of restaurants and eateries which cater for either formal or alfresco dining and, if you are looking for action 'from sunrise to sunset', check out the various clubs and hotels on weeknights and weekends.

Movie-goers can catch the latest releases in the Forum 6 movie complex.

Those who prefer more artistic pleasures can visit the museums, art galleries and theatres – from traditional to contemporary, there is something to suit everyone.

The Oasis Regional Aquatic Centre, on Morgan Street, is the Riverina's premier aquatics facility featuring Olympic and leisure pools, including the famous wave ball. The centre boasts two toddler pools with interactive water features, hydrotherapy pool with easy access, 25m x 25m multi-purpose pool for participation classes, an outdoor 50m x 10m lane pool and a diving pool.

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## Markets

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The Sunday Markets open from 7.30am to 12pm every Sunday in the Myer car park and are operated by the Wollundry Rotary Club of Wagga. Items for sale range from furniture, fruit, nick-nacks, cakes and clothing, and for a small entry fee of 50 cents, you can browse for hours.

Wagga Wagga Farmers' Market is held every second Saturday of the month on the banks of the Wollundry Lagoon, adjoining the Civic Centre. Breakfast and coffee are available and a wide variety of local produce is on offer, including fruit, meat, vegetables, nuts, olives, bakery, plants, flowers, juices and sweets. Markets operate from 8am to 1pm.

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## Parks and Gardens

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The city has an abundance of wonderful parks and gardens – cycle the 'bikeways' or take a nature walk along the banks of the Murrumbidgee. Take in the city's sights as you stroll or pedal past Lake Albert, the Wollundry Lagoon, Flowerdale Lagoon and along the Murrumbidgee River.

Wagga Wagga Botanic Gardens, Macleay Street, is an award-winning tourist attraction offering many different gardens, miniature ride-on railway, zoo, free-flight aviary, music bowl, restaurant, picnic and BBQ facilities.

Amphitheatre and Gardens, Baylis Street, is set on Wollundry Lagoon, adjoining the Civic Centre. The amphitheatre hosts musical performances and is the backdrop for the monthly Farmers' Markets.

Lake Albert, surrounded by parkland and fine real estate, is home to the Boat Club and Country Club and is an excellent venue for all water sports, fishing, walking and bird watching.

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## Sport

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Wagga is renowned as the 'City of Good Sports' so it's no surprise that the city offers a wide range of sporting facilities.

There are diverse sport and leisure activities to choose from, for example water sports such as sailing, water skiing, canoeing, kayaking and freshwater fishing.

Rugby, soccer, football, hockey, softball and cricket fields are dotted around the city. Cycling, tennis, bowling, netball and athletics are also well catered for.

For those with a 'need for speed', the Wagga go-kart track and the Wagga International Speedway are popular venues.

Two 18-hole golf courses and a par three golf course driving range offer excellent golfing opportunities.

The city offers top class clay and pistol shooting ranges and the horse, harness and greyhound racing amenities are also excellent.

For those who enjoy snow sports in winter, Mt Selwyn is just a three-hour drive away.

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## Shopping

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The city is a major retail centre for the Riverina region, providing residents and visitors alike with shops ranging from national retailers to locally owned speciality stores. Shoppers have the choice of two malls in the central business district, the Wagga Market Place and the Sturt Mall, as well as a wide variety of shops located in Baylis, Morgan, Forsyth and Fitzmaurice Streets. A variety of homemaker shops are located at the Homebase Centre on Hammond Ave. There are also a number of suburban shopping centres in suburbs such as Koorinal, Turvey Park, Tolland and Glenfield Park. Late night shopping in Wagga Wagga is Thursday night, with many shops trading until 9pm. Many retailers also open for all or part of the day on Saturday and Sunday.

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## Weather

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Temperature ranges in Wagga Wagga can be extreme and may vary from above 40 degrees in summer to below zero in winter.

For further information, please contact the DCO Family Liaison Officers on (02) 6931 0011 or the Wagga Visitor Information Centre on (02) 6926 9621 or 1300 100 122

For further information on the Wagga Wagga area, please visit the following websites:

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

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

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

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

# General Services

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## Electoral Information

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An Australian Defence Forces electoral guide is available on the Australian Electoral Commission (AEC) website at [www.aec.gov.au](http://www.aec.gov.au). Change of address forms are available from post offices and are also included in the DCO Welcome Packs. The AEC can be contacted by phone on 13 23 26.

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## Centrelink

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Centrelink is a government agency delivering a range of Commonwealth services. They can be contacted by phoning 13 10 21 or via their website at [www.centrelink.gov.au](http://www.centrelink.gov.au).

Centrelink's local office is situated in:  
Tompson St  
Wagga Wagga NSW 2650

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## Banking

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The following financial institutions are located in Baylis St:

ANZ	Tel: 13 13 14
Bendigo Bank	Tel: (02) 6925 9118
Commonwealth	Tel: 13 22 21
National	Tel: 13 22 65
St George	Tel: (02) 6921 2856
SGE Credit Union	Tel: 1300 364 400
Suncorp GIO	Tel: 13 11 25
Westpac	Tel: 13 20 32

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## Defence Financial Institutions

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### **Australian Defence Credit Union**

Edmondson Club, ARTC Kapooka  
Tel: (02) 6933 8292

Scherger Club, RAAF Wagga  
Tel: (02) 6937 5062

### **Defcredit**

Edmondson Club, ARTC Kapooka  
Tel: (02) 6931 1193

Scherger Club, RAAF Wagga  
Tel: (02) 6937 5420

Other banks and credit unions are listed in the Yellow Pages.

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## City Churches and Places of Worship

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See the Wagga Wagga Visitor Information Centre's *Newcomers Guide*.

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## Public Library

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Wagga Wagga City Library is situated at the Civic Centre, cnr Baylis and Morrow Sts.  
Tel: (02) 6926 9700 for opening hours

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## Communications

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Wagga Wagga has five free-to-air television channels: ABC, SBS, Prime (Channel Seven), WIN (Channel Nine) and Ten Capital (Channel Ten).

Newsagents stock numerous local newspapers such as *The Daily Advertiser*, *The Rural News* and *The Land*. *The Riverina Leader* is delivered free to homes every Wednesday. Melbourne and Sydney newspapers are also available from local newsagents.

Wagga Wagga has numerous internet providers and mobile phone services.

A comprehensive list of general services information is available from the Wagga Wagga Visitor Information Centre's *Newcomers Guide*. The guide is included in DCO Welcome Packs and is also available from the Visitor Information Centre in Tarcutta Street.

# Essential Services

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## Natural Gas and Electricity

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Natural gas and electricity are supplied by Country Energy. Their contact details are as follows:

Country Energy  
59–87 Hammond Ave, Wagga Wagga.

General Enquiries Tel: 13 23 56  
Supply Interruptions Tel: 13 20 80  
Natural Gas Emergencies and Faults  
Tel: 13 19 09  
Internet: [www.countryenergy.com.au](http://www.countryenergy.com.au)

Other providers are listed in the Yellow Pages.  
Internet: [www.yellowpages.com.au](http://www.yellowpages.com.au)

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## Telephone Services

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There are now a variety of options for choosing a telephone service, including STD, internet and mobile phone connections. For service and information details, call the service provider of your choice. Telephone connections can be arranged over the telephone or in person at the provider's district office.

Local providers include:

### **Telstra**

Telstra Shop, 182 Baylis St  
Tel: 13 18 00

Sales, General Enquiries and Billing  
Tel: 13 22 00

Faults Tel: 13 22 03

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

### **Optus**

Optus World Shop, 164 Baylis St  
Tel: (02) 6921 8120

Sales Enquiries Tel: 1300 301 937

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

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## Garbage Collection Service

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The council's Department of Asset Management is responsible for the provision of sewer services, recycled water, kerbside collection of recyclables, greenwaste and garbage, and the operation of the council's waste disposal facilities.

A three-bin kerbside collection service has been provided by contractor SITA Environmental. A community-based Waste Management Advisory Group gives valuable advice to council on all aspects of solid waste disposal.

The garbage and recycling services currently consist of a weekly 120-litre garbage service and fortnightly collections of recyclables and greenwaste using 240-litre 'wheelie bins'.

Greenwaste: please note, some of the material collected is composted and contamination with non-compostible material is an ongoing concern. Excess garden waste can be delivered direct to the Gregadoo Waste Management Centre or to one of the commercial operators.

An annual kerbside collection of bulky items is also provided. An information kit on the service is available upon request.

Tel: 1800 642 410

Missed bins and service queries

Tel: 1800 642 410

Council's main solid waste management facility at Gregadoo consists of a fully engineered cell for putrescible waste, a number of specialist cells, a weighbridge and recycling recovery service. The facility is open seven days a week, 363 days a year, from 8am to 4.30pm.

Contact Wagga Wagga City Council to check the correct day of garbage collection for your suburb. Tel: (02) 6926 9100

# Transport

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## Defence Driving Licence Scheme

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With the exception of Victoria and the Northern Territory, 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.

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## NSW Road and Traffic Authority

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Tel: 13 22 13

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

The offices for registration and licensing are located at:

Fox St, Wagga Wagga

1 Simmons St, Wagga Wagga

Opening Hours:

Mon to Fri, 8.30am–4.30pm

Saturday, 8.30am–12pm

Contact RTA in Fox Street for information and timings of inspections and learners' permits.

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## Motor Vehicle Registration

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Defence Force personnel are not required to register their vehicles immediately upon entry to NSW, and are allowed to retain interstate registration until the registration expires. However, renewal of registration in the previous state will not be allowed and re-registration to NSW is required once the interstate registration expires.

**NB.** It is advised that you check your third party eligibility with your current compulsory third party insurer if you wish to retain your interstate registration. Some state or territory CTP schemes may limit how long you can operate out of state.

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## Rail Services

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Countrylink National Reservation

Wagga Railway Station

Railway Pl, Wagga Wagga

Tel: 13 22 32

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## Air Services

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The Wagga Wagga Airport (all domestic air services) is located next to RAAF Base, on Don Kendell Drive Forest Hill.

Regional Express

Tel: 13 17 13

Qantaslink

Tel: 13 13 13

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## Cycling

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Cycling in Wagga Wagga is a pleasant recreational activity. A system of clearly marked cycleways separate cyclists from other traffic and give access to some of Wagga Wagga's most beautiful parklands. Normal road rules apply on bicycle paths just as they do on public streets. A map of Wagga Wagga's considerable network of cycleways is available from the Wagga Wagga Information Centre, most newsagencies, bike shops or book stores.

### **Helmet Regulations**

It is compulsory to wear an approved helmet correctly when riding a bike in NSW. This applies to all cyclists, regardless of age, including children on bicycles with training wheels and any child being carried as a passenger on a bike or in a trailer. Failure to obey road or bicycle rules may result in a fine. The wearing of bicycle helmets is required on all Defence properties.

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## Buses

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The urban network operator for the area is Fearnese Coaches.

Tel: (02) 6921 2316

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

### **'Hail and Ride' System**

When you want to get on the bus, either go to the nearest bus stop or hail the driver clearly at any point along the route where it is legal for the driver to stop. When you want to get off the bus at a fixed stop, simply ring the bell in time and the driver will stop. If you want to get off the bus between stops, make your way to the front of the bus and tell the driver where you want to get off, then leave by the front door.

### **School Bus Services**

Contact Fearnese Coaches for information about school bus services.

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## Taxi

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Wagga Wagga Radio Cabs Co Ltd

Tel: (02) 6921 4242

# Pet Care

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## Keeping Pets

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Wagga Wagga City Council recognises that many people enjoy the companionship of various kinds of pets. Pet ownership also brings with it a number of responsibilities. To ensure pets are not a nuisance to the community or other animals, owners are required to make sure they respect the *Companion Animals Act (1998)*. For any queries relating to the keeping of pets in the Wagga Wagga City Council area, or for animal shelter enquiries, please contact council's Support Services Department.

Tel: (02) 6926 9100

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## Contacts and Pet Information

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### **Wagga City Council Regulatory Services Division**

Tel: (02) 6926 9202

### **Wagga Wagga City Council**

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

### **Petcare Information and Advisory Service**

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

Riverina WIRES - (Wildlife Information & Rescue Service)

Tel: (02) 6921 5135

RSPCA [www.rspca.org.au](http://www.rspca.org.au)

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## Animal Shelter and Ranger Information

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### **Glenfield Road Animal Shelter**

Glenfield Road Animal Shelter is located opposite the Riverina Juvenile Justice Centre and is open weekdays from 3 to 4.15pm or by appointment.

Tel: (02) 6926 9202 during office hours.

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## Registration

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Any person wishing to register a dog or cat can do so at the Civic Centre on the corner of Baylis and Morrow Streets during business hours, or at the Glenfield Road Animal Shelter (3–4.15pm weekdays).

You will need to have the animal microchipped **prior** to registration. Take with you any necessary documentation such as microchip details, sterilisation certificate, breeder's card or pension card. Please note that microchipping is **not** registration.

### **Dogs**

Dog owners have a particular responsibility to ensure their pets are not a nuisance. The requirements for owning and keeping a dog are clearly set out in the *Companion Animals Act (1998)*.

### **Veterinary Clinics and Boarding Kennels**

Clinics and kennels are listed in the Yellow Pages of the phone directory and also in the *Newcomers Guide* which is included in the DCO Welcome Packs.

# Important Numbers

Defence Community Organisation (DCO)  
Wagga Wagga After Hours Contact Details

In cases of an After Hours Emergency please  
phone the National Welfare Coordination  
Centre (NWCC) on 1800 801 026

Police: 000 or (02) 6921 0544

Ambulance: 000 or 13 12 33

Fire Brigade: 000 or (02) 6921 4375

RAAF Base Wagga Switch (02) 6937 4111

Blamey Barracks Kapooka Switch  
(02) 6933 8200

Wagga Wagga Base Hospital: (02) 6938 6666

Calvary Private Hospital: (02) 6925 3055

Gas and Electricity: 13 23 56

Water: (02) 6921 4170

Wagga Wagga Women's & Children's Refuge:  
1800 656 463

NRMA Helpline: 13 29 00

Mental Health Information Service:  
1300 794 991

All Hours Support Line: 1800 628 036

## Support Services

Defence Community Organisation (DCO):  
(02) 6931 0011

National Welfare Coordination Centre:  
(NWCC) 1800 801 026

Defence Health: 1800 335 425

Naval Health Benefits Society: 1800 333 156

Australian Army Cadet: (02) 6921 3301  
(after 6pm, Thursday)

Australian Air Force Cadet: (02) 6937 4111  
(RAAF Base Wagga switch)

Chatting Over De'fence Newsletter:  
(02) 6931 0011 (DCO)

The Forest Hill Defence Community Group:  
(02) 6931 0011 (DCO)

Buddies in the Suburbs: (02) 6931 0011 (DCO)

RAAF Playgroup: (02) 6931 0011 (DCO)

Kapooka Playgroup: (02) 6931 0011 (DCO)



**Australian Government**  
**Department of Defence**