

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 CAIRNS



Australian Government

Department of Defence

Welcome to Cairns

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

The book captures a wide range of general and local information to assist you to settle into your new location. Cairns and the surrounding region have a lot to offer you, making this a posting with many exciting opportunities.

We have endeavoured to include as much information as possible in this guide, however, if you have specific needs or require further information, please feel free to contact us. A list of essential services and useful contact numbers is included at the back of the book.

Your local DCO team hopes you enjoy your posting and we look forward to being of assistance to you.

'DCO supports ADF families in peace and war'

Publisher's Note:

While every effort has been made to ensure the accuracy of the information given in this publication, the publishers do not, in any way, accept liability for inaccuracies or for any loss of any kind caused through editorial material.

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Defence Support Services



Defence Community Organisation (DCO)

How We Can Assist You

On behalf of Command, DCO delivers a broad range of targeted programs and services to support ADF personnel and their families to balance the demands of military service with personal and family commitments.

Your local DCO Team is staffed by social workers, military support officers, regional education liaison officers, family liaison officers and administrative staff who are available to assist you and your family through the provision of:

- support in time of crisis
- information on Defence matters in general
- advice on community, recreational and interest groups
- deployment support
- mobility support
- professional counselling for personal, relationship and family problems
- various courses, information sessions and support groups

- specialist education advice and assistance
- special needs recognition and review
- employment assistance
- child care assistance.

Upon your arrival, please contact our staff if you would like further information not covered in this publication or if you would like to be linked to local Defence and community activities and support groups.

Where To Find Us

3 Jensen St
Manoora

Tel: (07) 4053 9300

Fax: (07) 4032 1340

Email: dco.cairns@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.

Defence



Cairns is host to two integral ADF establishments. These establishments are HMAS Cairns and 51st Battalion Far North Queensland Regiment (51FNQR).

Location of HMAS Cairns

HMAS Cairns Switchboard Tel: (07) 4035 8311

HMAS Cairns is located on the eastern perimeter of the industrial suburb of Portsmouth in Draper Street, which is on the western shore of Trinity Inlet Cairns. The base is situated two kilometres south of the Cairns GPO, which is approximately five minutes from the Cairns city centre.

Overview of HMAS Cairns

HMAS Cairns is an operational support establishment serving in direct support of Cairns Based Fleet Units (CBFUs). HMAS Cairns comprises all Navy elements, units and facilities in the Far North Queensland region, with a responsibility extending from Rockhampton to Thursday Island. The RAN population in Northern Queensland including personnel posted to CBFUs averages about 800 and approximately 400 Defence families.

HMAS Cairns provides base support facilities to two major fleet units and 12 minor war vessels. The fleet units comprise:

Landing Craft Heavy (LCH)

- HMAS Brunei
- HMAS Labuan
- HMAS Tarakan
- HMAS Wewak

Survey Motor Launches (SML)

- HMAS Benalla
- HMAS Shepparton
- HMAS Mermaid
- HMAS Paluma

Leeuwin Class Hydrographic Ships

- HMAS Leeuwin
- HMAS Melville

Armidade Class Patrol Boats (ACPB)

- HMAS Bundaberg
- HMAS Wollongong
- HMAS Childers
- HMAS Launceston

HMAS Cairns consists of a central Command element and a number of enabling groups and lodger units. The overarching mission of all groups and units, whether directly or indirectly, is to provide optimal support and services to fleet units to maximise capability for the ADF. HMAS Cairns currently comprises the following Command elements and lodger units:

- Base Command Element
- Fleet Logistic Support Element – Cairns
- Fleet Support Unit – Cairns
- Laser Airborne Depth Sounder Flight (LADS)
- Defence Communication Station – Cairns
- Patrol Boat System Program Office
- Hydrographic Ship Project Office
- Minor War Vessel Sea Training Group
- Resident Naval Officer Thursday Island

HMAS Cairns also includes an oil fuel installation, ancillary buildings and workshops, an undercover berth and the wharf. On-base facilities include a 10m pool, gym, outdoor basketball court, Navy clothing store, health centre, canteen, Australian Defence Credit Union and BBQ.

HMAS Cairns is undergoing a major base/wharf redevelopment that is due for completion in 2010.

Cairns Based Fleet Units Sea Time

For ACPBs programmed for a patrol, the expectation is that a majority of time will be spent at sea on patrol and not at anchor or alongside as an Operational Readiness Vessel (ORV). During an eight-week patrol, approximately 70 per cent (40 days) should be planned to be spent at sea. Therefore over a two-week period, a patrol boat could expect to be at sea for 10 days with four days alongside. Whenever an ACPB is alongside during the course of a surveillance patrol and not undergoing unscheduled maintenance, the ship is to remain at four hours notice for sea with the days being reported as ORV days.

The main aims of this policy are to ensure that the Navy's commitment to the civil surveillance program is met and adequate rest is provided to crews at regular intervals to prevent fatigue and minimise risk of accidents.

It is important to note that, due to the real-time nature of the employment of minor war vessels, they are prone to frequent program changes, often at short notice. Generally, one could expect a six-week patrol period away from Cairns and then a maintenance/leave period upon return.

The Armidale-class patrol boats are multi-crewed, with the Cairns based crews known as the Ardent Division. There are six crews of 21 personnel each working across four vessels.

The normal program for LCH's usually only has them away for approximately 40 per cent of the year.

The SMLs spend approximately eight weeks away from their homeport and then spend approximately four to six weeks alongside upon their return. The Leeuwin class of ship function with a one-in-three crew rotation (Red, White and Blue). One crew is posted to each ship at a time, with the third crew posted as the Off Watch crew. Off Watch time varies from two to three months ashore at HMAS Cairns. This period is the recommended time for families to plan leave, significant family activities and promotion courses.

Extended periods of absence at sea by serving personnel has always been a contributing factor to the stress experienced by families. This is particularly the case for personnel serving in remote localities such as Cairns.

51st Battalion, Far North Queensland Regiment

Cairns, Atherton Tablelands, Cape York, the Gulf country and the Torres Strait islands to the Papua New Guinea coastline form part of the 640,000 square kilometre area of operations of the 51st Battalion, the Far North Queensland Regiment (51 FNQR). 51 FNQR is a Regional Force Surveillance Unit (RFSU) responsible for conducting reconnaissance and surveillance in Far North Queensland and the gulf country. The sparse population of Cape York and the gulf country, combined with the accessibility of this area, mean that the patrols of the 51st Battalion play an essential role in the detection of any threats to Australia.

51 FNQR consists of battalion headquarters, four surveillance companies and an operational support company.

Battalion Headquarters, A Company headquarters and the Operational Support Company are located in Cairns (in the suburb of Edmonton). 51st Battalion duty room is (07) 4045 9359.

B Company is based in Weipa
Tel: (07) 4030 9301

C Company is based on Thursday Island
Tel: (07) 4069 0530

D Company is based in Mt Isa
Tel: (07) 4740 1201



The Battalion moved into new facilities in Cairns, Weipa and Thursday Island in 2000 as part of a \$22 million redevelopment. The new facilities have significantly increased the ability of the battalion's 478 personnel, of which approximately 70 personnel are regular Army, to better meet the challenges presented when conducting reconnaissance and surveillance operations.

The unit conducts its own recruit and induction courses for Reserve members. The unit also runs all the courses required to qualify unit personnel as patrolmen, patrol commanders, patrol 2ICs, patrol signalmen, combat medics, regional force surveillance vehicle drivers and small craft handlers. Unit courses play an integral role in increasing and maintaining the skills of the unit personnel and the capability of the unit as a whole.

Entitlements

Leave and leave travel

In addition to normal leave entitlements, service ashore in the Cairns area earns entitlement to Remote Locality Leave (two days per year). Seagoing leave or on-occurrence seagoing leave accrues for other entitled personnel.

In addition to normal leave travel entitlements, Remote Locality Leave Travel (RLLT) may be granted to accompanied members, who are posted to Cairns for an expected duration of two years. The member and family will be entitled to return economy air travel to Brisbane biennially, at departmental expense. A further entitlement accrues on each subsequent biennial anniversary of their arrival in Cairns, i.e. a member posted to the Cairns area has one entitlement to RLLT for each two years completed in the area.

An accompanied member may offset the cost of an RLLT entitlement against the cost of travel to another destination for the member, spouse, member and spouse, member and family or family alone. The reimbursement for such travel is to be limited to the cost of the return Qantas Defence contract rate airfare to Brisbane. An unaccompanied member will retain their current entitlement to leave travel. Alternatively, the member may elect to travel to Brisbane instead of their home location once every two years in accordance with PACMAN, Vol. 2, Ch. 9, Part 4, Div. 4.

Uniforms and clothing

Summer uniform is worn all year round and a clothing store is located at HMAS Cairns. CBFU personnel will require winter uniforms in the event of southern port visits, as will any other personnel who may be required to go south during winter, on duty.

Climatic conditions dictate less formal civilian dress than that worn in the southern climates. Heavy clothing is rarely needed, although it is wise for personnel to bring some light jumpers and slacks for the cooler evenings during the dry season. It is not wise to choose clothing made from materials which include a high percentage of synthetic fibres, as these are generally unsuitable for the more humid conditions of the wet season and can lead to prickly heat, dermatitis and similar disorders for people with sensitive skin.

Travel by a Dependant to Obtain Specialist Medical or Dental Treatment

If a dependant of a member who is serving in a remote locality in Australia is obliged to travel from that locality to another locality to obtain specialist medical or dental treatment, the member may be reimbursed the cost associated with the travel, provided a medical or dental practitioner in the remote locality certifies that: the specialist treatment is necessary and the treatment required is not available at the remote locality.

If a carer is required to accompany a child, their travel costs may also be reimbursed. Reimbursement may include reasonable costs associated with accommodation and meals. This assistance does not apply if the dependant or carer can access a community scheme such as the Patient Transit Scheme (PTS). However, expenses incurred in excess of the community benefit may be reimbursed. Contact the local hospital for details of the PTS.

Pay and allowances

Personnel posted to Cairns are eligible for Zone B Taxation Concession under section 79A of the Income Tax Assessment Act 1936 (ITA Act). The ITA Act defines a resident as a person who resides in the area for more than half of the year of income, or a person who has actually been in that area, whether continuously or not, for more than half of the year of income.

District allowance is also payable because of the remote location and high cost of living. District allowance is paid to all members in the Cairns locality; or daily to Category Member Without Dependents / Member With Dependents members posted to a patrol boat for the period actually spent alongside in Cairns.

Education

Regional Education Liaison Officer (REDLO)

The Regional Education Liaison Officer (REDLO) can provide you with information and advice about the education system in your posting locality and the Education Assistance Scheme available through the Department of Defence.

The DCO booklet, **Education – Queensland**, is available from the REDLO and contains information about preschool, primary, secondary and tertiary education in Queensland. It also covers services available for children with special needs, information on changing schools and details of the Education Assistance Scheme.

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 Nth Qld Contact Details

Tel: (07) 4753 6532

Email: redlo.nthqld@defence.gov.au

Further details on schools and the education system can be accessed at the following:

Education Queensland

Tel: (07) 4046 5222

Internet: www.education.qld.gov.au

Diocesan Education Services

Tel: (07) 4050 9700

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

The Association of Independent Schools of Queensland

Tel: (07) 3228 1515

Internet: www.aisq.qld.edu.au

Defence funds Defence School Transition Aide positions in three Cairns schools:

Bentley Park College

Tel: (07) 4040 8111

Redlynch State School

Tel: (07) 4039 9222

St Andrew's Catholic College

Tel: (07) 4039 0933

Employment

The Services Workforce Access Program for Partners (SWAPP) Select

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

Professional Employment Services

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

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

Training

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

Personalised Resume Preparation

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

Child care

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

Internet Access

If you are posting to a specified 'very remote locality', assistance with funding internet access costs, up to \$30 per month, is available to allow you to undertake distance learning that 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 Cairns North
365 Sheridan St, Cairns
Tel: (07) 4041 2022

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.

Handy Contacts

Defence Community Organisation

Internet:

www.defence.gov.au/dco/childcare.htm

ABC

Internet: www.childcare.com.au

or 1800 222 543

Child Care Access Hotline – provides up-to-date information about child care options and locations:

Tel: 1800 670 305

Department of Families, Community Services and Indigenous Affairs

Internet: www.facsia.gov.au

The National Childcare Accreditation Council (NCAC)

Internet: www.ncac.gov.au

Family Day Care Australia

Tel: (02) 4320 1100 or 1800 658 699

Internet: www.familydaycare.com.au

Children's Services

There can be some difficulty locating a child care position in the Cairns region, particularly in the under 15 month age group and also in some private kindergartens (for children turning four years of age). We advise booking a child care or kindergarten place as early as possible. A list of child care centres and private kindergartens can be obtained from the DCO Cairns office by phoning (07) 4053 9308 during business hours.

Family Day Care

Family day care is an alternative to centre-based care. Registered family day care providers adhere to Family Services Childcare Regulations when providing care for children from birth to 13 years in a comfortable home environment.

Contact your nearest family day care office for information on available childcare, or if you wish to become a provider. Remember that the DCOHQ spouse employment/childcare initiative can reimburse initial set up costs if you choose to become a day care provider. Contact your local DCO office for further information.

■ Cairns Central

108 Collins St, Edge Hill

Tel: (07) 4032 1259

■ Marlin Coast

Shop 1/8 Maisel Close, Smithfield

Tel: (07) 4057 9977

■ Cairns South

27 Windara St, Woree

Tel: (07) 4033 0498

Occasional Child Care

■ Tinker Tailors

Defence Community Recreation Centre
(Mon & Thurs only)
Tel: (07) 4053 9305

■ Water Street Occasional Child Care

Cnr Water & Upward Sts, Cairns
Tel: (07) 4031 2983

Outside School Hours Care

Outside school hours care is available at most primary schools or long day care centres for primary school children before and/or after school, on pupil-free days and during school holidays. Contact your local schools in your area if OSHC is not available at your primary school. Long day care centres, Police Citizens Youth Club and organisations such as the Cairns Art Gallery, Tanks Art Centre and local community centres also provide workshops or programs for school-aged children on holidays.

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
Cairns	Merv Diction	(07) 4771 7922	0408 457 468	(07) 4771 7697
	Rae Kline	(07) 4771 7831	0408 717 410	(07) 4771 7697

Defence Housing Australia



Defence Housing Australia (DHA) delivers a range of housing and relocation services through a network of Housing Management Centres (HMCs) across Australia. DHA will help you and your family find a suitable service residence or other permanent accommodation in your gaining location. DHA is your first point of contact for relocations, allocations, emergency maintenance or queries you have regarding your housing needs.

For information about your removal, entitlements, allowances, or for help with any aspect of your move, please contact your local Housing Management Centre.

Handy contact information:

Defence Housing Australia

National Call Centre:

Tel: 1800 249 711

Australia-wide 24-hour maintenance hotline:

Tel: 1300 366 615

DHA website: www.dha.gov.au

Toll Transitions



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

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

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

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

Single Accommodation (MWOD/MWDs)

HMAS Cairns is a non-victualled establishment. Single and unaccompanied personnel posted to HMAS Cairns and Cairns-based fleet units are accommodated in two Defence-owned, motel-style complexes: the Northern Heritage for officers/senior sailors, and the Las Palmas Village for junior sailors.

Family Accommodation (MWD)

The allocation of family housing and regional assistance is provided through the Defence Housing Authority (DHA). The contract is managed by Defence Corporate Services Group.

There are approximately 250 Service residences in Cairns. The majority of houses are situated in the Cairns suburbs of Brinsmead, Forest Gardens/Mt Sheridan, Edmonton, Kanimbla, Caravonica and Redlynch. All the homes are low-set, mainly with double carports or garages. The newer homes have air-conditioning in most of the bedrooms and living areas with the older homes provided

with air-conditioning in the main bedroom and fitted with ceiling fans throughout. All houses are fitted with security screens.

Service residences in Cairns are of a high standard and always in strong demand. There is a mixture of three and four bedrooms homes and units (two and three beds) available. There are a small number of townhouses located close to the heart of Cairns City. More than 23 per cent of Defence families own their own homes in Cairns, given the posting stability of Hydrographic personnel.

Cairns has a local DHA office in 10 Grove St, Cairns, and is managed from the North Queensland HMC Regional Office in Townsville.

Health

Pests and Insects

Green ants, cockroaches, sandflies and spiders are predominant in the Cairns area. A unique feature of tropical life is the presence of geckos (small lizards) which can be seen at night. Geckos are harmless creatures that make distinctive clicking noises and hunt for insects. Mosquitoes and sandflies make outdoor living difficult during the wetter months. The use of insect repellents, particularly for children, is considered a normal prelude to any outdoor activities.

Fluoride

The Cairns water supply is not fluoridated and does not contain the recommended levels of natural fluoride. Supplements may be given to children up to 13 years of age. Fluoride tablets/droplets are available upon request from Cairns City Council.

Tropical Ear

Children and adults may suffer from ear infections soon after arrival in Cairns, often after swimming in pools. This infection, which inflames the ear canal, is caused by water trapped behind wax deposits, allowing bacterial or fungal infections to develop. Chemists sell several types of preventative eardrops.

Cane Toads

The toad has secretion on its skin which is poisonous. Young children and pets can be made quite sick if they touch and then eat the secretion.

Marine Stingers

The stinger season is from October to April, although they can be present all year round. Usually, stingers are found in shallow water, are more numerous after rain and prefer calm seas. They are not usually found over coral or in deep water. If stung, DO NOT rub the sting area but flood with vinegar. Use resuscitation where necessary, and CALL FOR MEDICAL ASSISTANCE. Special stinger suits or panty hose will provide protection to those areas covered. Stinger suits may be purchased or hired from dive shops. Only swim in stinger net enclosures at beaches during the stinger period.

Mosquito Control

Dengue Fever is a viral disease transmitted by the mosquito, *Aedes aegypti*. This mosquito breeds around the home, rarely flies more than 200 metres from its breeding site and is present during the day. It is a small mosquito with distinct black-and-white-banded legs. Confirmed cases of Dengue Fever should be reported to council immediately. Tel: (07) 4044 3044.

Ross River Virus causes a disease known as epidemic polyarthritis and is transmitted by both salt-marsh and fresh-water mosquitoes. The best way of minimising the risk of infection is to protect yourself from these mosquitoes. The local health authorities are responsible for removing mosquito breeding grounds from public places but you are responsible for your own property. When outdoors, particularly in the late afternoon and evening, apply personal mosquito repellent and wear loose fitting, long sleeved shirts and long trousers or slacks. You can prevent mosquitoes from breeding by removing pools of wastewater from around the home, as mosquitoes breed in water.

The best way to combat potential breeding sites is by following these steps:

- inspect your house and yard for pools of accumulated water
- dispose of all tins, jars, tyres and other rubbish items in your yard that may hold water
- fill pot plant bases with sand to absorb water in the tray – for outdoor pot plants you could remove the tray altogether
- empty all flower vases, birdbaths, pet water bowls and other water receptacles at least once a week. Wipe inside these containers with a cloth to remove mosquito eggs. Drill holes in tyres used for swings and garden surrounds to allow water to drain.

Ticks

Paralysis ticks are prevalent in Cairns, especially during the wet season. There are preparations available from pet shops and veterinary clinics that help to discourage ticks. Regular checks of your pet are advisable. If a tick is discovered, apply methylated spirits and gently remove. It is always prudent to seek medical or veterinary advice.

Crocodiles

Signs are erected at access points to rivers, creeks, swamps and billabongs throughout Northern Queensland, where there is a danger from estuarine crocodiles. The absence of a warning sign does not mean there are no crocodiles in an area. If in doubt, obtain local advice.

Heat Rash

Many children suffer from heat rash in our tropical climate, especially infants still in nappies. Medications are available from the chemist (or in severe cases the doctor) to ease the symptoms. It is important to dress children in light, loose-fitting clothing and keep them cool (sprinklers, splash pool, fans and air-conditioned shopping centres).

Skin Cancer

Australia has the highest rate of skin cancer in the world. Currently, two out of every three Australians develop some form of skin cancer during their lifetime, and each year about 1,000 people die from it. Ultraviolet radiation levels in Queensland remain in the high to extreme category all year round; therefore, we have to be wise after sunrise – every day. The good news is that being sun smart is easy! All you have to do is develop the habit of protecting yourself before you go outside.

- limit your exposure
- UV radiation is strongest between 10am and 3pm
- make use of shade
- wear clothing that covers as much of the skin as possible
- wear a broad-brimmed hat of at least 8cm, which protects your face, neck and ears

- wear good-quality wraparound sunglasses – those which comply with AS1067 are best
- use SPF 30+ broad spectrum, water resistant sunscreen.

Contacts

■ Cairns Base Hospital

Tel: (07) 4050 6333
Esplanade, Cairns

■ Cairns Private Hospital

Tel: (07) 4052 5200
1 Upward St, Cairns

■ Community Health Centres

Westcourt: (07) 4052 9333
Cairns: (07) 4050 3500
Smithfield: (07) 4038 9900
Edmonton: (07) 4045 9900

■ Community Mental Health

Tel: (07) 4050 3100
165 Sheridan St, Cairns

■ Cairns Child and Youth Mental Health Service

Tel: (07) 4050 3134
165 Sheridan St, Cairns

■ Ambulance Service

In an emergency, phone 000.

Residents of Queensland are automatically covered for ambulance, as an ambulance levy is included in electricity bills.

Defence Community Groups



Defence Special Needs Support Group (DSNSG)

The DSNSG is a national volunteer organisation established to provide support, information and assistance to Defence families who care for someone with a disability or special need. Membership is free. Services provided include local support groups, respite program, posting plans, specialised support for adults with special needs, Computers 4 Kids, access to grants, national newsletter, social skill programs for children and much more. For more information contact the National Office.

National Coordinator

Margaret Fisk

Tel: 1800 037 674

Internet: www.dsnsng.org.au

For more information contact DSNSG Cairns Coordinator Michelle King.

Tel: (07) 4039 2609



Defence Families of Australia

Defence Families of Australia (DFA) has been representing the views of Defence families for more than 20 years. It is a voluntary group of energetic and dedicated Defence spouses appointed by the Minister assisting the Minister of Defence. We are in the unique position of having access to the Minister, senior Defence members and key organisations, which directly impact on the lives of Defence families.

DFA's aim is to improve the quality of life for Defence families by providing a recognised forum for their views and by reporting, making recommendations and influencing policy that directly affects families. The DFA Executive attracts volunteers from all services and ranks to ensure we represent families adequately and understand the issues at all levels. We are all living the unique lifestyle which comes from being married a Defence member. DFA also recognises that families today are very diverse and face different challenges as they move through their phases of life.

Geographically, DFA volunteers are located all around Australia, representing families at a local, regional and national level. Our National Delegates are located in each state and we try to have a Senior Representative on each base around Australia. We rely on good communication between each other and families in each region to ensure that, when issues are raised, they are taken to the appropriate stakeholder at a local level or, if necessary, raised to a national level.

Issues and committees that DFA are currently involved in include:

- child care expansion program
- Family Support Funding Advisory Committee
- Defence Housing Australia Advisory Committee
- New Housing Classification Policy
- superannuation review
- deployment, relocations and housing support
- education assistance review
- support to community groups and houses.

DFA's National Conference is held annually and provides an opportunity for face-to-face time where we discuss and develop feedback from all regions. We liaise with Defence stakeholders and work with areas that support ADF families. Together, as a team, solutions, additions, improvements and initiatives are created for ADF families.

Support!

DFA seeks the opinion of families about essential services and entitlements. By joining our DFA family network, you are supporting our aims to represent your needs and improve service conditions for all ADF families. Please take a few minutes to enter your details on our website www.dfa.org.au/subscribe.php. You will receive quarterly DFA news bulletins updating you on DFA activities and contribute to being a 'voice for Defence Families'.

How can you be involved in DFA?

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

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

If you need help or advice:

Tel: 1800 100 509

Defence Community and Recreation Centre (DCRC)

The DCRC management committee manages and coordinates various programs which provide Defence families with the opportunity for support and companionship. The centre receives funding through the DCO-administrated Family Support Funding Program, and through local fundraising efforts. Management meetings are held monthly and new members are always welcome. The DCRC facilities are designed to provide a safe and welcoming environment for Defence spouses and their children. The following programs are offered at the centre: playgroup, craft group, Tinker Tailor Limited Hours Child Care Centre and the monthly newsletter, 'Tropic Topics' (if not receiving it, let DCO know). For further information, contact the DCRC Clerical Administration Officer (CA) on (07) 4053 9305.

Tinker Tailor Child Care Centre

Limited-hours child care is available at the Defence Community Recreation Centre every Monday and Thursday, 8.45am–2.15pm during the school term. The program is available for children aged from six months to five years. For bookings or information, phone the CA on (07) 4053 9305. Costs: \$4 per hour (one child), \$3.50 per hour (two or more); or \$20 all day (one child), \$35 (two or more).

Playgroup

Cairns Coral Kids Playgroup is held every Friday from 9.30am to 12 noon at the DCRC. The cost is \$2 per child and 50 cents for each additional child. Parents bring along morning tea for all to share and all jobs are done on a roster basis. The children have craft and there are lots of quality toys to keep them amused. For more information, phone the CA on (07) 4053 9305.

Extreme Tuesday

A variety of workshops are held throughout the year. Anything – from car maintenance to yoga, beading and sushi making – is included. Everyone is welcome to attend. Babysitting is also available. For more information, phone the CA on (07) 4053 9305.

Locality Information

Geography and climate

The Cairns region covers more than 1750 sq km and includes several major national parks and the state's highest mountain peak, Mt Bartle Frere, near Babinda in the south. Cairns is the gateway to two of the world's greatest natural treasures – the reef and the rainforest – both of which are World Heritage listed. Mountains, beaches, tidal wetlands, freshwater lakes, mudflats, mangrove swamps, bays, rivers and rich coastal plains are the dominant features of the tropical environment.

Latest statistics show that the greater Cairns area has a population of more than 130,000. The population is mostly concentrated in the main communities of Cairns City and its suburbs, along the Marlin Coast to the north, and the growth corridors of the south including White Rock, Centenary Heights and Edmonton. Along the Marlin Coast the northern beach communities include Holloways Beach, Yorkeys Knob, Trinity Beach, Kewarra Beach, Clifton Beach, Palm Cove and Ellis Beach.

Cairns is generally perceived to be a tropical paradise but this is normally only the perception of tourists. After September, the temperature and humidity soar to very high-levels with cyclones being a potential threat until the following May. Swimming in the sea risks stings from deadly jellyfish from November to May. Swimming within stinger net enclosures is essential. The following beaches have nets: Ellis, Kewarra, Trinity, Palm Cove, Clifton and Yorkeys Knob.

The climate in Cairns is tropical, with two main seasons:

The Dry season, which runs from about May to September, has mostly cloudless skies and a temperature of approximately 27 degrees during the day, cooling to 15 to 19 degrees at night. Rainfall is lower during this time of the year.

The Wet season, which usually starts in October, has temperatures of up to 36 degrees during the day, sometimes cooling to 24 to 26 degrees at night, a very high humidity of up to 90 per cent and heavy rainfalls. During the wet season tropical depressions and cyclones may bring high winds and very heavy rain.

Cyclones are a very real threat in north Queensland and for people that have never experienced them they can be terrifying. The local community organisation (State Emergency Service) have cyclone disaster plans in place, and HMAS Cairns and 51 FNQR are able to offer some limited support leading up to and post cyclone alerts.

Ships alongside HMAS Cairns at the time of cyclone alerts are generally put to sea. In order to minimise the impact of a cyclone, Defence families are expected to prepare themselves well in advance of the cyclone season. Defence families need to prepare by undertaking some simple procedures that are well documented in brochures available from the Defence Community Organisation (DCO) or State Emergency Service. More detailed information is available in this Welcome Book.

DCO arranges for a SES officer to brief ADF families on cyclone preparations (Nov/Jan), contact DCO on (07) 4053 9300 to find out the date of the next brief.

Cairns Esplanade and Foreshore

The multi-million-dollar transformation of the Cairns foreshore precinct has redefined the city's waterfront into an exciting recreational facility accessible to both local residents and visitors to the area. There is now a saltwater swimming lagoon, harbour walk, bike paths, landscaped gardens, barbecue facilities and a 'Muddy's theme' water playground. Free activities are available to the public (e.g. exercise programs). Information is at www.cairns.qld.gov.au or contact council, Tel: (07) 4044 3044.



Shopping and Entertainment

Cairns has very good shopping facilities, with six major shopping centres at Smithfield, Redlynch Central, Mount Sheridan, Cairns City, Raintrees, Westcourt and Earlville, in addition to the central business district. The shopping centres have large chain stores such as Myers, K-mart, Target and Harvey Norman. All nature of commercial business is adequately covered. Supermarkets include Coles, Woolworths, IGA and Action. Like most tourist destinations, some items in Cairns can be expensive. However, local produce such as fruit and vegetables can be more cheaply obtained from the numerous markets in and around Cairns (particularly Rusty's on Grafton St). Fast food outlets are also available.

Cinemas, video stores, and entertainment facilities in general are very good in Cairns. There are several very good public libraries at City, Smithfield, Earlville, and Edmonton; live theatre groups in Cairns; and most sports are catered for, depending on the season. Cairns is also well regarded for its range and quality of restaurants.

Local Laws

Council Local Law Officers can investigate complaints regarding abandoned vehicles, illegal camping, illegal burning, animals and poultry. Vermin control, council areas, public health, safety, conveniences, and other topics are covered. Local laws are available for public viewing at the Cairns City Council Administration Centre, 119–145 Spence St, Cairns.

Markets

Markets abound in Cairns and far-north Queensland, giving a unique local flavour to shopping.

Some of the regular market days in Cairns and the surrounding area are:

■ Rusty's Markets

Grafton St

Friday, Saturday and Sunday

■ Esplanade Markets

Fogarty Park

Saturday, 8am–4pm

■ Night Markets

The Esplanade and Abbott St

Every day 4.30–11.30pm

■ Smithfield Shopping Centre

Third Sunday of each month, 9am–3pm

■ Kuranda Markets

Therwine St

Wednesday, Thursday, Friday and Sunday,
9am–3pm

■ Kuranda Heritage Markets

Every day, 9am–3pm

■ Yungaburra

Fourth Saturday of each month,

7.30am–12.30pm

(except December when it is held
on the Sunday before Christmas)

■ Port Douglas

Anzac Park

Sunday, 8.30am–2pm

Parks and Gardens

The Cairns region boasts a number of parks and gardens. Flecker Botanic Gardens is the only one of its kind in Australia's wet tropics.

The gardens' interpretive officer conducts guided walks and group bookings can be made. The Botanic Gardens Cafe is fully licensed and open daily from 9.30am to 4.30pm.

Centenary Lakes includes barbecues, picnic tables and playgrounds.

General Services

Banking

Cairns has a variety of banking groups, societies and smaller financial institutions. Please refer to the phone book for current branch details. Australian Defence Credit Union is located at HMAS Cairns on Draper St, Portsmith.

Newspapers

The Cairns Post is the local newspaper and is available Monday–Saturday. The Sun is a free community newspaper delivered to your home once a week.

Community Centres

Local community centres provide educational and support programs for all members of the community.

■ **Marlin Coast Neighbourhood Centre**

Tel: (07) 4038 1644
45 Cumberland Ave, Smithfield 4878

■ **Hambledon House**

Tel: (07) 4045 0222
177 Bruce Hwy, Edmonton 4869

Disability Services

A detailed list of disability services is held at the local DCO office and can be accessed by contacting the DCO on (07) 4053 9300.

Child Development Unit

Early intervention program for children with special needs from birth to six years.

Tel: (07) 4052 9323
277 Mulgrave Road, Westcourt 4870

Religious Facilities

The Cairns local community has a comprehensive range of religious facilities/houses of worship. These facilities ensure that the full range of normally expected church functions and activities are readily available to members and their families.

Electoral

To put your name on the electoral roll for local, state and federal elections, contact the Australian Electoral Commission, 2nd Floor, 104 Grafton St, Cairns. Cairns falls into the federal electorate of Leichhardt and consists of the state seats of Cairns, Barron River and Mulgrave.

Essential Services

Local Council

Local council provides a range of services such as water usage, fluoride tablets for water, pet regulations and registrations, parking areas, garbage collection days, libraries and transport. The main Cairns City Council office is located 119–145 Spence St, Cairns, Tel: (07) 4044 3044 or Internet: www.cairns.qld.gov.au

Electricity

Power is supplied by Ergon Energy.
Customer Service: 13 10 46
Emergency and Faults (24-hour): 13 22 96

Regional Office:

109 Lake St, Cairns

To have power connected to your home, call Ergon. They offer same-day connection but require at least 24 hours notice for final readings and disconnection. A connection fee is charged to your first bill and is reimbursed when you vacate the home.

Gas

Only a few areas in Cairns have a gas line. Some houses have gas bottles connected to the outside of the homes. Phone Elgas on 13 11 61 or [07] 4035 3582, cnr of Buchan St and Comport St.

Telephone

Telephone connection can be arranged over the telephone.

Telstra Customer Service: 13 22 00
Optus Customer Service: 1300 301 937
Deltacom: (07) 4035 0600
AAPT: 13 88 38

Transport

Defence Driving Licence Scheme

With the exception of Victoria and the Northern Territory, Commonwealth, state and territory authorities have agreed to the implementation of a Defence Driving Scheme for personnel who are members of the Australian Defence Force and for eligible members of their families. The right to continue to use a valid interstate license is established by the holder carrying at all times a form of driver's identification, which is issued by the member's unit. Their driving licences will be recognised throughout Australia and thus no requirement will exist to change a driving licence solely because of a transfer interstate. However, on expiry, licences are to be renewed in the current state/territory in which you are domiciled.

Defence Force personnel are not required to register their motor vehicles immediately upon entry to Queensland, and are allowed to retain interstate registration until the registration expires. However, once the interstate registration expires, vehicles are to be re-registered in Queensland.

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.

Registration Requirements

Cars and Motorcycles

- completed application
- certificate of roadworthiness from an approved inspection station (most garages)
- compulsory third party insurance for a period of six/12 months
- proof of ownership (previous registration certificate)
- identification – either a Qld driver's licence; or two forms of identification, e.g. keycard and interstate licence
- vehicle is to be presented at the Department of Transport, Kenny St, Portsmith, for inspection. Proof of current interstate registration is required
- registration costs are determined by the number of cylinders (for most vehicles)
- gas certificate must not be more than 30 days old for vehicles fitted with gas.

Trailers/Caravans/Boats

No compulsory third party insurance is required if towed by a vehicle currently registered in Qld. A vehicle registered in another state, unless compulsory third party insurance is obtained, should not tow a trailer registered in Qld. All caravans and trailers over 750kg require a roadworthy certificate.

Trailers are to be presented to the Department of Transport, Kenny St Office for inspection. Lights, indicators and a numberplate light must be attached and in working order.

To register your boat:

- complete a registration application form, available from a QT CSC that handles marine business
- have appropriate identification with you (your driver's licence, birth certificate or passport)
- take boat details with you, such as: length, manufacturer, model, engine serial number, engine manufacturer and engine horsepower/kilowatt power.

To transfer an interstate registration to Qld registration:

Complete the Application for Registration form available at a QT CSC or call 13 23 80 to have a form sent to you; take the completed form to a QT CSC with your interstate registration certificate, proof of ownership and appropriate identification; and pay the appropriate registration fee.

Boat Licences

Boat licences and registrations are obtained from the Qld Transport Department, Kenny St, Portsmith, or 96 Abbott St, Cairns. Qld Transport has moved to a virtual licence for boats.

Driver's Licence

To change over to a Qld Driver's Licence, produce identification including name, address and signature. Membership cards are not accepted for licensing purposes. If your licence has expired, Qld Transport must obtain traffic history and licence details from the issuing state.

Items suitable for identification are:

- birth certificate (documentation is required if name has changed, e.g. through marriage)

- current interstate driver's licence
- signature, e.g. keycard
- proof of residency, e.g. electricity/telephone account or electoral enrolment advice.

Queensland Transport Department

Kenny St, Portsmith or
96 Abbott St, Cairns

Tel: 13 23 80

Interstate callers: (07) 3834 2011

Opening hours:

Mon, Tue, Thurs and Fri, 8.30am–4.30pm

Wed, 9.30am–4.30pm

Public Transport

The city has limited public transport, provided by Sunbus, which includes day and night services to most areas of the city and suburbs. Information on timetables and route details can be obtained by phoning Sunbus on (07) 4057 7411.

A taxi company operates more than 130 vehicles. There are numerous coach and limousine hire companies.

Regular shuttle services operate between the city and the Cairns International Airport, which is the nation's sixth busiest in terms of domestic and international passenger movement.

Bicycle/Walking Guide

Cairns City Council has published a Cycling and Walking Guide booklet available from the council or visit the website: www.cairns.qld.gov.au.

Pet Care

Proper care for your pets in the tropics is essential. Ensure that your pet has enough drinking water each day and that the water is changed to prevent the spread of Dengue Fever. Your pet can develop 'hot spots' in the hotter months, and veterinary care is recommended for treating the condition.

Veterinary surgeons recommend that you vaccinate your dog each year and provide heart worm prevention medicine. For cats, vaccinate for feline enteritis and cat flu.

The cane toad is particularly nasty. Dogs and children have been known to attack or play with cane toads; please discourage such actions. The toad will defend itself by secreting a poisonous milky fluid from the back of its head. This poison can be lethal to dogs and cats, and can cause sickness in children. If poisoning does occur, seek medical advice immediately.

Applications for registering dogs are available at the cashier counter of the council. Registration tags are to be worn by dogs at all times. There is a maximum of two dogs to be kept in a residential area.

Local Emergency Information

Tropical Cyclones

Understanding Cyclone Advice

The Cyclone Warning Centre in Brisbane uses radar, satellites, weather stations and sophisticated computer modelling to monitor cyclone activity. Depending on when a cyclone could potentially reach the coast, a Cyclone Watch or Cyclone Warning is issued by the Bureau of Meteorology. According to the bureau, the best source of information is the radio. They provide regular live updates to 4CA, Hot FM and at www.bom.gov.au.

You cannot stop a cyclone and you cannot wait until it hits to learn what to do to survive. It is vital that you make sure your whole family is prepared.

Points to remember

- cyclones do not always give hours of warning
- do not trust your own weather observations
- follow official warnings
- beware of the 'eye'. You may feel reassured, but soon the wind will be back in full force, from the opposite direction
- stay protected
- do not go outdoors.

Random Paths

Cyclones can change course, mark time, or even loop-the-loop. Keep listening to your radio after the cyclone has passed, as it may double back. Keep listening to your radio after the Cyclone Warning has been issued.

Cyclone Storm Surge and Storm Tide

Storm surge is caused by a combination of low pressure and cyclone winds piling seawater up against a sloping coastal shelf to produce a storm tide (above predicted tide). The rising water floods inland over low-lying areas, normally above tidal influences. Fortunately, storm surge and tides do not happen very often, but you must always be ready. When they do occur, they can be more life threatening than strong winds.

Emergency/Evacuation Kits

It is best to prepare an emergency kit that is water proof before a cyclone is present, as there is often panic-buying and batteries, radios, torches etc. soon become scarce.

The kit should contain:

- portable radio with spare batteries
- tins of food and a can opener
- water and water containers
- torches and spare batteries
- candles, fuel or gas lamp
- matches
- spare clothes and sturdy, protective footwear
- self-contained cooking gear
- first aid kit
- essential medication.
- Power will usually go out during a cyclone and may be disconnected for some days. Ensure you make suitable plans for this, especially having a phone in the house that does not require electricity.

Defence Members' Responsibilities

Defence members are required to return to work on declaration of a Tropical Cyclone Watch. On declaration of a Tropical Cyclone Warning, all Cairns-based fleet units will either put to sea or shelter in the upper reaches of Trinity Inlet.

Before the Cyclone Season

- ensure an emergency kit is prepared and in good working order
- clear property of loose items, which could cause damage by being blown around in a high wind
- in case of storm tide warning, know your nearest safe high-area.

Upon a Cyclone Warning

- listen to your radio and TV for further warnings
- board-up or tape windows
- store loose articles inside the house
- lock up pets
- fill water containers, including the bath tub
- fuel car and place under cover
- get some cash out of the bank.

On Warning of a Local Evacuation

- switch off electricity, gas etc.
- collect emergency evacuation kit
- follow instructions.

When the Cyclone Comes

- stay inside
- shelter in the strongest part of the house
- protect yourself with mattress, blankets etc.
- anchor yourself to strong fixtures (such as water pipes) or get under a strong table
- beware of the calm 'eye' of the storm – remain indoors until advised that the cyclone has passed.

After the Cyclone

- do not go outside until advised officially or you are positive the cyclone has passed
- listen to your radio
- if you have to evacuate, do not go home until advised.

If you need assistance from HMAS Cairns, Tel: (07) 4035 8222 or (07) 4035 8311.

Important Numbers

Defence Services

- **DCO Cairns Reception**
Tel: (07) 4053 9300
- **REDLO Gail MacDonald**
Tel: (07) 4753 6532
- **DHA Reception**
Tel: (07) 4040 2400
- **24-hour DHA Maintenance Line**
Tel: 1300 366 615

Chaplains

- **Navy:** (07) 4035 8245
Army: 0408 756 364
- **HMAS Cairns Officer of the Day**
Tel: 0409 637 174
- **51 FNQR Duty Officer**
Tel: 0407 279 389

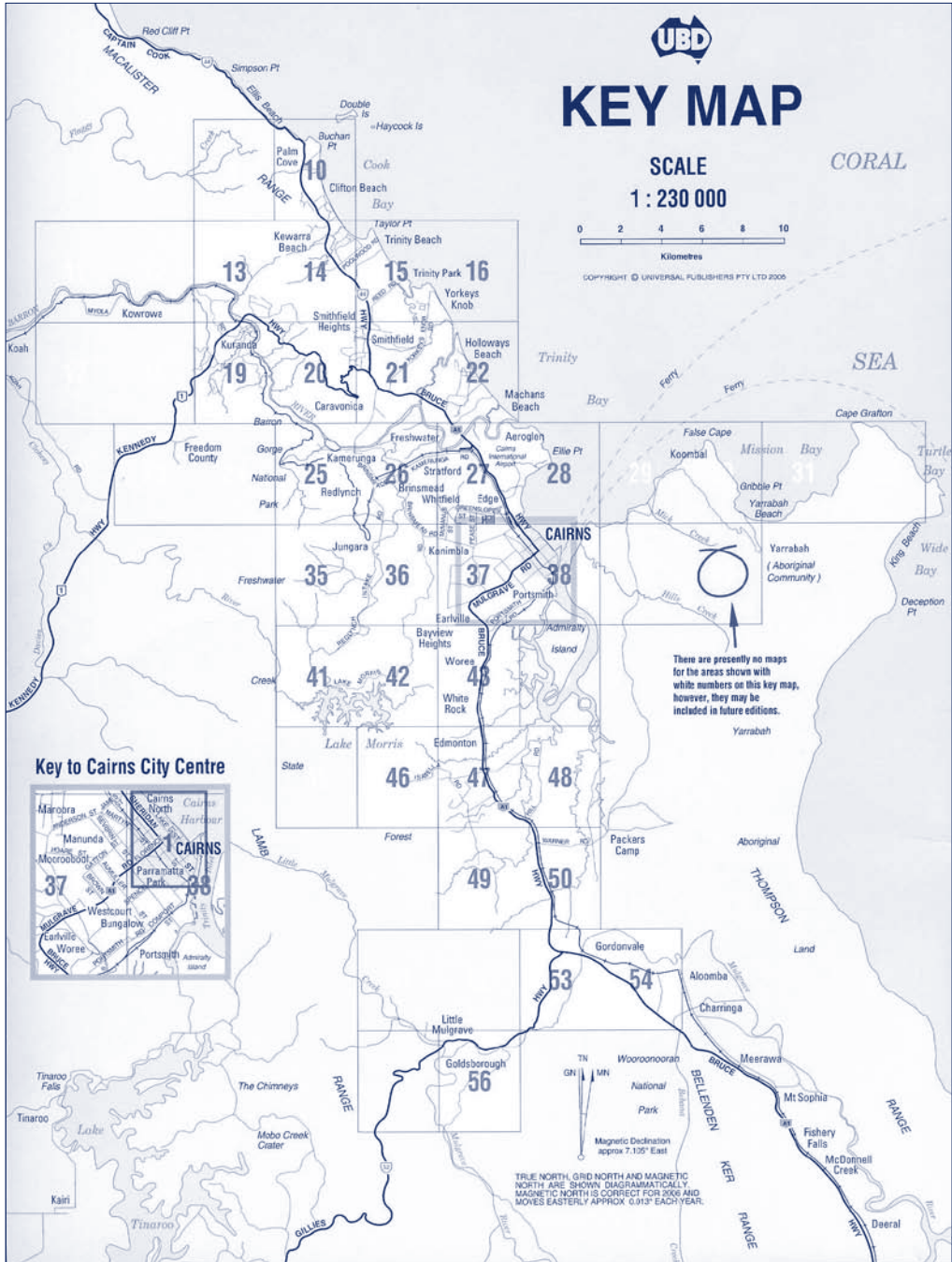
Other Services

- **FIND**
Tel: 1800 020 031
- **Defence Health**
Tel: 1800 335 425
- **Credit Union**
Tel: (07) 4035 8345
- **All-hours Support Line**
Tel: 1800 628 036
- **National Welfare Coordination Centre (NWCC)**
Tel: 1800 801 026
- **Defence Equity Advice**
Tel: 1800 644 247

Handy Phone Numbers

- **Ambulance Enquiries**
Tel: (07) 4039 8244
- **Car Registration/Driver's Licence**
Tel: 13 23 80
- **Centrelink**
Employer Hotline: 13 11 58
Appointments: 13 10 21
- **City Council**
Tel: (07) 4044 3044
- **Dog Registration**
Tel: (07) 4044 3044
- **Ergon Energy**
Tel: 13 22 96
- **Electoral Enrolment**
Tel: 1800 801 665
- **Gas**
Tel: (07) 4051 6955
- **Hospital**
Cairns Base/Emergency: (07) 4050 6333
Cairns Private: (07) 4052 5200
- **24-hours Medical Centre**
Tel: (07) 4052 1119
- **Medicare**
Tel: 13 20 11
- **Police**
Tel: (07) 4030 7000
- **RACQ**
Earlville: (07) 4033 6433
Road Report: 1300 130 595
- **State Emergency Service**
Tel: (07) 4044 8300
- **Taxis**
13 10 08

Map





Australian Government
Department of Defence