

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 CANBERRA



Australian Government

Department of Defence

Welcome to Canberra

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

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

Ground Floor
21 Napier Close
Deakin ACT 2600
Tel: (02) 6265 8777
Fax: (02) 6265 8730
Email: dco.canberra@defence.gov.au

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 Support Group (DSG)

DSG creates the working and living environment for the servicemen and women of the Australian Defence Organisation. With representatives on every Defence site around the country, DSG provides essential services and support every day to more than 80,000 personnel. In this way DSG is one of the vital elements underpinning Defence capability, as well as being central to communities in which Defence operates.

DSG ACT/NSW provides a range of administrative, personnel, garrison support, information systems and infrastructure services to Defence employees in the offices and bases within the ACT/NSW region.

For more information and contact details call the Defence Service Centre, Tel: 1800 000 677.

Chaplains

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. Baptisms, marriages and other services can be arranged with the chaplains.

Chaplains are located at ADFA, RMC Duntroon, HMAS Harman, and Russell Offices.

Chapel services are conducted on Sundays at RMC Duntroon:

Anglican 9.30am

Anglican/Protestant 5pm

Catholic 5pm

Defence

Defence Bases

The Department of Defence is the major employer in the region with around 13,500 employees, including approximately 6000 serving members. Defence headquarters is widely spread, but centred mainly in Russell Offices and Campbell Park offices located in the suburb of Campbell – approximately five kilometres from the city centre. There is also a Defence presence at the Brindabella Business Park near the Canberra Airport, and other locations including Barton, Deakin, Fyshwick, Tuggeranong and Bruce.

The Royal Military College Duntroon is situated approximately five minutes from the centre of Canberra. The college prepares cadets and other selected candidates for careers as officers in the Army.

RMC-D conducts a number of parades and activities throughout the year, which are open to the public. Amongst the historic buildings located within the grounds is the Changi Chapel, now erected as a memorial, and Duntroon House. There has been a major construction of service housing undertaken at Duntroon over the last few years, which accommodates those working at Duntroon and some cadets with families.

The Australian Defence Force Academy is situated approximately five kilometres from the centre of Canberra. The academy is the primary training establishment for officers of the Australian Defence Force. It provides undergraduate tertiary education within the University of New South Wales.

The Australian Defence College Weston Creek is situated approximately ten kilometres from the centre of Canberra. Two courses operate from this location: the Defence Strategic Studies Course and the Australian Command and Staff Course.

HMAS Harman is approximately ten kilometres from the centre of Canberra. It is the administrative base for all Royal Australian Navy personnel located in the Australian Capital Territory region. There are still a few service residences on the base.

Defence Establishment Fairbairn is located approximately eight kilometres from the centre of Canberra and is the home to 34 Squadron.

Headquarters Joint Operations (HCJOC) is currently being constructed near Bungendore. It is anticipated that it will be complete by 2008 and will house 750 Defence staff.

On Base Facilities

The Duntroon Community Centre is located within the grounds of the Royal Military College, and other facilities such as the pool and cafe are available to staff and their families. The RMC Golf Club is open to the public on weekdays, and after 3pm on competition days.

HMAS Harman hosts a range of clubs including Australian rules football, rugby and cricket and has a range of sporting facilities including a gym and pool. Harman also has messes for all ranks, and Defence personnel and their families are encouraged to use them. Programs are available from mess secretaries.

A 24-hour dry cleaning service is available Monday to Friday at the following locations: ADFA, Russell Offices, RMC, Campbell Park Offices and HMAS Harman.

Credit union facilities are available at Duntroon, Russell Offices and Campbell Park Offices.

Golf courses are located at Fairbairn and Duntroon for use by Defence members and their families.

Clothing Stores

The majority of clothing store services are provided by the ACT Defence Clothing Store located at the Australian Defence Force Academy (ADFA).

This store provides retail clothing, kit issues and public (protective) clothing.

Tel: (02) 6268 8423

The ACT Shopfront Clothing Store located at Duntroon provides Disruptive Pattern Camouflage Uniform (DPCU) and Field Equipment.

Tel: (02) 6265 9489



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 region. 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 Contact Details:

Tel: (02) 6265 8777

Email: redlo.act@defence.gov.au

Handy Contacts

Department of Education and Training
Internet: www.det.act.gov.au

Education Network Australia
Internet: www.edna.edu.au

Guide to NSW Secondary Schools
Internet: www.schoolchoice.com.au

Public Schools NSW
Internet: www.schools.nsw.edu.au

Employment

The Services Workforce Access Program for Partners (SWAPP) Select

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

Professional Employment Services

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

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

Training

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

Personalised Resume Preparation

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

Child Care

Reimbursement of 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 Russell Hill	ABC Aranda	ABC Jerrabomberra
R8 Annex Kelliher Drive Russell Offices Canberra Tel: (02) 6265 1901 Fax: (02) 6265 1950	11 Bindel Street Aranda ACT Tel: (02) 6251 2484	5 Coral Drive Jerrabomberra NSW Tel: (02) 6299 9962 Fax: (02) 6299 9963

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

National Enrolment Call Centre

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

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

Family Day Care

Family day care is home-based child care by a qualified, monitored family day care provider. You can contact the schemes in your area through Family Day Care Australia.

Handy Contacts

Defence Community Organisation
Internet: www.defence.gov.au/dco/childcare.htm
ABC
Internet: www.childcare.com.au
or 1800 222 543

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

Tel: 1800 670 305

Department of Families, Community Services and Indigenous Affairs

Internet: www.facsia.gov.au

The National Childcare Accreditation Council (NCAC)

Internet: www.ncac.gov.au

Family Day Care Australia

Tel: (02) 4320 1100 or 1800 658 699

Internet: www.familydaycare.com.au

Australian Capital Territory

Playgroups Association

Tel: (02) 6251 9918

Fax: (02) 6251 9887

Parentline

Tel: (02) 6287 3833

9am - 9pm Mon-Fri telephone counselling

Kids Helpline

Tel: 1800 551 800 (24 Hrs)

Playschools ACT

Tel: (02) 6207 1114

Day Care Services ACT

Tel: (02) 6207 1114

YWCA

Tel: (02) 6239 6878

Infant Restraint Loan Service and Kidsafe Centre

Tel: (02) 6290 2244

Noah's Ark Centre (toy library and playgroups)

Tel: (02) 6287 1117

Gungahlin Regional Community Services

Tel: (02) 6242 4811

Child Care

Child care can be very difficult to find in the ACT/Queanbeyan region. When posted to this area it is advisable to source your options as soon as possible. The ACT government produces a booklet titled 'A Guide to Children's Services in the ACT' available from the Family Liaison Officers or online at www.det.act.gov.au – follow the links to the Office for Children, Youth and Family Support. For further information you may wish to contact:

Family and Community Services

Childcare Access Hotline

Tel: 1800 670 305

It is advisable to register on a waiting list as soon as you receive a posting. Although some waiting lists are quite long you need to be registered in order to be offered a place. Please remember that Departments other than Defence post staff in and out of Canberra and waiting times can vary greatly.

The Family Liaison Officers have a comprehensive list of all childcare facilities in the ACT/Queanbeyan area, including occasional care, family day care, after school care and home based care.

Cadets

The ADF Cadets is a community-based organisation made up of 25,000 youth and 2000 adult staff in more than 430 units throughout Australia. To see if there is a unit in your locality visit the Cadet's website at www.cadetnet.gov.au

Playgroups

The Duntroon Community Centre is located in the grounds of RMC Duntroon. Currently the centre is used as a Playschool for three-year-olds, four mornings a week. The centre also runs a playgroup on Monday and Thursday mornings.

Tel: (02) 6265 9411

Special Needs

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

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

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

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

Children with Special Needs

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

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

Relocations and Housing

Defence Relocations and Housing Manager

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

Area	Names	Telephone	Mobile	Fax
Canberra	Jo Payne	(02) 6127 2898	0404 823 766	(02) 6127 2880
	Fran Telfer	(02) 6127 2897	0404 823 765	(02) 6127 2880

Defence Housing Australia



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

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

Handy contact information:

Defence Housing Australia

National Call Centre:

Tel: 1800 249 711

Australia-wide 24-hour maintenance hotline:

Tel: 1300 366 615

DHA website: www.dha.gov.au

Toll Transitions



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

time you relocate. Simply log onto the website and amend your stored inventory.

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

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

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

Health

Doctors

Canberra and Queanbeyan are well serviced by doctors practising in most suburbs. Details can be obtained from the Yellow Pages under 'Medical Practitioners'.

Not all specialist medical services are available in this locality. Please consult your existing practitioner to organise appropriate referrals.

Ambulance

Canberra
Tel: (02) 6207 9900

Queanbeyan
Tel: 13 12 33

Hospitals

The Canberra Hospital

Yamba Dve, Garran
Tel: (02) 6244 2222

Calvary Hospital

Haydon Dve, Bruce
Tel: (02) 6201 6111

John James Memorial Hospital

Strickland Cres, Deakin
Tel: (02) 6281 8100

National Capital Private Hospital

Gilmore Cres, Garran
Tel: (02) 6222 6666

Queanbeyan District Hospital

Collet St, Queanbeyan
Tel: (02) 6298 9211

Defence Medical/Dental Facilities

Duntroon Health Centre

RMC Duntroon
Tel: (02) 6265 9419

Canberra Area Medical Unit

Russell Offices
Tel: (02) 6265 5979

Canberra Area Dental Unit

Russell Offices
Tel: (02) 6265 4462

1800 IMSICK (1800 467 425)

An innovative, free, after-hours telephone health advisory service is available to all permanent ADF personnel serving or on leave in Australia. The advice will focus on where to go for medical treatment in their current location, such as local medical officers, hospitals and pharmacies.

Personnel are able to ring after hours and speak to ADF health staff about immediate health issues and receive information on what they need to do.

Community Health Centres

Community Health Centres are the initial point of contact for people who need access to any health service.

Belconnen	Tel: (02) 6256 2222
Phillip	Tel: (02) 6205 1444
Narrabundah	Tel: (02) 6295 2077

Kippax	Tel: (02) 6205 5111
Tuggeranong	Tel: (02) 6293 5999
Dickson	Tel: (02) 6205 1025
Queanbeyan	Tel: (02) 6298 9233

Child Health Clinics

For details of clinics near your home,
Tel: (02) 6205 5111.

In Queanbeyan clinics are located at:
26 Antill Street (at the Community Centre)
Tel: (02) 6298 9233

Karabar Shopping Mall
Tel: (02) 6299 1255.

Immunisation Centres for Children

All enquiries
Tel: (02) 6205 5111

Queanbeyan
Tel: (02) 6298 9233

Medicare

Medicare offices are located in Canberra City, Belconnen, Tuggeranong, Woden and Queanbeyan. Tel: 13 20 11 for more information.

Women's Centre for Health Matters

A community information and resource centre providing referral and support to women on their health and wellbeing.

Building One, Pearce Centre
Collett Place, Pearce
Info Line Tel: (02) 6290 2166

Canberra Emergency Accommodation Service

Tel: (02) 6257 2333

Women's Health Service

Phone (02) 6205 1078

Mental Health Crisis, Assessment and Treatment

Tel: (02) 6205 1065
or 1800 629 354 (24-hours)

Parentlink

Parentlink website with informative parent guides and Parent line that puts you in touch with services for parents and kids.

Tel: (02) 6287 3833
Internet: www.parentlink.act.gov.au

Child and Youth Dental Membership Scheme

Provides children with ongoing dental care from community-based clinics.

Tel: (02) 6205 1088

Defence Community Groups



Defence Special Needs Support Group (DSNSG)

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

For more information contact the National Office.

National Coordinator
Margaret Fisk
Tel: 1800 037 674
Internet: www.dsnsng.com.au



Defence Families of Australia (DFA)

Defence Families of Australia (DFA) has been representing the views of Defence families for more than 20 years. It is a voluntary group of energetic and dedicated Defence spouses appointed by the Minister assisting the Minister

of Defence. We are in the unique position of having access to the Minister, senior Defence members and key organisations which directly impact on the lives of Defence families.

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

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

Issues and committees that DFA are currently involved in include:

- Child care expansion program
- Family Support Funding Advisory Committee
- Defence Housing Australia Advisory Committee
- New Housing Classification Policy
- Superannuation review
- Deployment, Relocations and Housing support

- Education Assistance review
- Support to Community Groups and Houses.

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

Support!

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

How can you be involved in DFA?

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

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

If you need help or advice:

Tel: 1800 100 509

Duntroon Community Centre

The Duntroon Community Centre is located in the grounds of RMC Duntroon. Centrally located only ten minutes from Jerrabomberra and not much further from anywhere else in Canberra, it is easily accessible for all families.

The centre is funded through the Defence Community Organisation to provide a tri-service facility for all Defence families in the ACT/Queanbeyan area.

The centre runs a Playschool for three-year-olds and Playgroups. There are also craft groups, mah-jongg and various other interest groups using the facility. For more information contact the coordinator on (02) 6265 9411.

Duntroon Preschool

If your child turns four on or before 30 April you may register at the preschool. A priority system operates for Duntroon preschool and places are allocated on the following basis:

- Live on Duntroon or are cared for on Duntroon
- Defence families working at Duntroon but living in ACT or NSW
- Defence families living in NSW

Tel: (02) 6205 6598

Gungahlin Defence Families Playgroup

The Gungahlin Defence Families Playgroup meets Thursday mornings 9.30 am to 11.30 am at the Nicholls Community House, Kelleway Avenue Nicholls. For more information

Tel: (02) 6255 0002

Capital Crafters

This creative group of people meets fortnightly on a Thursday morning at Duntroon Community Centre. Childcare is provided at a small cost in the same location. For more information

Tel: Petrina Carpenter – 0409 264 945

Local Community

Canberra

Location and Climate

Canberra is situated in the southern highlands of New South Wales, approximately 304km from Sydney and 675km from Melbourne. The varied climate experienced by the ACT is due to its altitude of 580 metres above sea level, and its location between the main ranges of the Australian alps and the sea. The clear atmosphere produces rapid heat loss, especially at night. This can result in a wide variation between daily minimum and maximum temperatures. Summer temperatures can reach 43°C and winter temperatures can be as low as minus (-) 7°C, with frosts occurring about 100 mornings a year.

The majority of houses, both service residences (SR) and rental allowance (RA) have some form of heating: open fires, gas, electricity, oil or slow combustion stoves. Regardless of the type of heating, householders will find that the cost can be rather expensive.

Entertainment and Recreation

The Canberra Visitors Centre at 330 Northbourne Avenue provides a comprehensive and convenient service for visitors to the area. Information officers can help with your queries regarding attractions, events and accommodation.

For general information call 1300 554 114 or visit www.canberratourism.com.au.

For a fantastic virtual tour visit www.virtualcanberra.gov.au.

Queanbeyan

Location and Climate

This prosperous and multicultural city is often referred to as Canberra's neighbouring city and it is with this in mind that a similar wardrobe to Canberra is recommended.

Queanbeyan is approximately 18km from the National Capital and is a perfect base to discover the Snowy Mountains, the south coast and the many historical towns and villages which are scattered throughout the picturesque countryside.

Jerrabomberra lies on the outskirts of Queanbeyan and has become more developed in the last few years with the building of a new school and shopping centre. There are limited buses that run between ACT and Jerrabomberra – please check the provider for details.

Wineries

The capital region has been producing wines for over 150 years. There are more than 25 wineries in the district that produce wines from all grape varieties including Lark Hill, Madew, Brindabella Hills, Jeir Creek, Doonkuna and others. Many of the vineyards offer food that complements the wine produced. There are also seasonal celebrations for wine lovers, including Days of Wine and Roses held in November, Vintage Festival in April, Canberra Wine Show held in September and Murrumbateman Cool Climate Wine Show held in September.

Markets

Fyshwick Markets

Cnr Mildura and Dalby St, Fishwick
Tel: (02) 6295 0606

Fresh fruit and vegetables, organic food, pets, meat, seafood, deli, health foods, rugs, nursery

Open Thu – Sun 8.30am–5pm

Belconnen Markets

Lathlain St, Belconnen
Tel: (02) 6251 1680
Internet: www.belconnenmarkets.com.au

Fresh fruit, vegetables, organic foods, kitchenware, seafood, deli, pets, gourmet foods,

Open Wed – Sun 8am–6pm. Some shops open 7 days.

Old Bus Depot Markets

27 Wentworth Avenue, Kingston
Tel: (02) 6239 5306
Internet: www.obdm.com.au

Award winning markets offer a range of local art and craft and gourmet foods. Special events and entertainment.

Open Sunday 10am–4pm.

Hall Markets

Tel: (02) 6282 4411

Hall Showground, Hall



Specialist home grown produce, arts and crafts

Open first Sunday of every month (except Jan)
10am–3pm

Gorman House Markets

Ainslie Ave, Braddon
Tel: (02) 6249 7377

Queanbeyan Rotary Cottage Markets

Cnr Collett and Moriset St, Queanbeyan
Tel: (02) 6299 0219

Trash and Treasure

Bowman St, Macquarie
Tel: (02) 6255 3299

Canberra Hospital Markets

Woden Valley
Fourth Sunday of the month
Tel: (02) 6254 6140

Tuggeranong Homestead

Johnson Dive, Richardson
Second Sunday of the month
9am–2pm
Home produce, art and craft,
second hand goods
Tel: 0412 136 512

Sports

The Canberra region has a wealth of facilities for sport and recreation. Health and fitness clubs are located throughout the Canberra region and are to be found listed in the Yellow Pages. There is a wide range of recreation and tourist facilities in and around Canberra/Queanbeyan.

Shopping

Shopping in Canberra is fun and centralised with the city offering several centres full of speciality shops and fashion boutiques. Manuka and Kingston offer older village style shopping with many speciality shops, boutiques, sidewalk cafes and cosmopolitan dining.

Major shopping centres

Westfield Shoppingtown – Belconnen
Woden Shopping Plaza – Woden
The Canberra Centre – City Centre
Tuggeranong Hyperdome – Tuggeranong
Riverside Plaza – Queanbeyan
Gungahlin Marketplace – Gungahlin

There are also many smaller shopping centres and most suburbs in Canberra and Queanbeyan are serviced by local supermarkets. Extended trading hours exist in a number of the larger centres and most supermarkets within ACT/Queanbeyan. Late night shopping is Friday in the ACT and Thursday in NSW.

General Services

Canberra Connect

ACT Government link to services
Tel: 13 22 81
Internet: www.canberraconnect.act.gov.au

Citizens Advice Bureau

Tel: (02) 6248 7988
Internet: www.citizenadvice.org.au

Queanbeyan City Council

Tel: (02) 6298 0211

Resident Guides

Resident guides are available for areas within the ACT and Queanbeyan. Contact your local community centre for details.

Electoral Information

There is an Australian Defence Forces Electoral Guide held on the Australian Electoral Commission (AEC) website at www.aec.gov.au. The AEC can also be contacted by phone on 13 23 26.

Press

The *Canberra Times* newspaper is printed daily, with the *Sunday Times* on Sunday. The *Queanbeyan Age* appears on Monday, Wednesday and Friday.

There are also a range of free newspapers and magazines including the *Chronicle*, the *Valley View*, the *Word*, *City News*, *Canberra's Child*, *Capital Parent* and *Scallywags*.

Libraries

Defence Library

Families of serving ADF members now have access to Defence library facilities.

For further information, Tel: 13 31 39.

Queanbeyan Library

Tel: (02) 6298 0255

ACT Libraries

Tel: (02) 6205 9000

NRMA Roadside Service

Tel: 13 21 32
Roadside Assistance Tel: 13 11 22

Offices:

Level 3
Westfield Belconnen
Canberra Shop CG 5/6
City Walk, Civic

25 Monaro St
Queanbeyan

Lower Level
Woden Plaza, Woden

Community Services

Health First

Telephone advice about health issues from registered nurses. Operates 24 hours seven days a week

Tel: (02) 6207 7777

Belconnen Community Service

Chandler Street
Belconnen ACT 2611
Tel: (02) 6264 0200

Offers a variety of community programs including aged care, information, family support, and services for children with disabilities. Coordinates volunteers who offer home visits, shopping, companionship, home help or transport.

Woden Community Service

Corinna Street
Woden ACT 2606
Tel: (02) 6282 2644

Offers child care, migrant services, youth worker, aged care worker, recreation and living skills program for disabled children.

Communities@work

Cowlishaw Street
Tuggeranong ACT 2900
Tel: (02) 6293 6500

Administers family day care, before- and after-school care, long-day care and holiday programs, occasional child care and community work (including transportation, friendship visiting, emergency home help, shopping, information and referral).

Communities@work

Parkinson St
Weston ACT 2611
Tel: (02) 6288 4744

Offers the following: aged, youth, women's and general community services. Information, referral and support. Group activities and courses.

Southside Community Service

Boolimba Crescent
Narrabundah ACT 2604
Tel: (02) 6126 4700

Administers family day care, mobile play bus, aged care service, volunteer transport for the aged and long-day care. Family support and supplementary workers.

Northside Community Service

Majura Community Centre
Rosevear Pl, Dickson
Tel: (02) 6257 2255

Offers occasional care, after school and vacation care, support services for families, children with disabilities, youth programs, aged care programs, women's accommodation.

Gungahlin Regional Community Service

Gungahlin Place
Gungahlin
Email: grcs@alphalink.com.au
Tel: (02) 6228 9200

Provides out-of-school-hours care and other community groups such as playgroup and family support groups.

Centacare

42 Canberra Avenue
Manuka ACT 2600
Tel: (02) 6239 7700

Provides marriage counselling, marriage education, natural family planning, family support service, school social work service, family life-sexual education program, family development, conflict resolution and disabilities program.

Letchworth Community Centre

28 Miller St
Queanbeyan NSW
Tel: (02) 6299 1787

Offers playgroups, three-year-old playschool, early childhood clinic, adult education and community groups.

Jerrabomberra Community Centre

Jerrabomberra Parkway, Jerrabomberra
Tel: (02) 6299 9229

Multi-purpose centre providing space for community activities. Playgroups, three-year-old playschool, early childhood clinic and over 50's meeting.

Queanbeyan Family Support Service

265 Crawford Street
Queanbeyan NSW 2620
Tel: (02) 6298 0111

Support available to families, specialising in the area of parenting.

Defence Related Organisations

Armed Forces Federation of Australia

4A/47 Colbee Court, Phillip
Tel: (02) 6260 5100

Defence Health

Level 2, 344 St Kilda Rd
Melbourne, VIC 8004
Tel: (03) 9291 1000 or (freecall) 1800 335 425
Internet: www.defencehealth.com.au

Department of Veterans Affairs

Tel: 13 32 54
Internet: www.dva.gov.au

Legacy Club of Canberra

33 Geils Crt, Deakin
Tel: (02) 6285 1800

Navy Health

Level 2, 826 Whitehorse Rd
Box Hill, VIC 3128
Tel: (03) 9896 9300 or (freecall) 1300 306 289
Internet: www.navyhealth.com.au

Regular Defence Force Welfare Association

GPO Box 2272
Canberra 2601
Tel: (02) 6265 9496
Internet: www.rdfwa.org.au

Veterans & Veterans Families Counselling Service

6-8 Campion St, Deakin
Tel: (02) 6225 4620
or (after hours) 1800 011 046
Internet: www.dva.gov.au/health/vvcs/vvcs.htm

Service Holiday Accommodation

This website gives information on a range of service holiday accommodation available around Australia including Gold Coast, Merimbula, Darwin and the Sunshine Coast, visit: www.defence.gov.au/dpsa.

For details of Navy holiday accommodation, visit: www.navy.gov.au/general/holiday/

Essential Services

Water restrictions

ACT

ACTEW

Internet: www.actew.com.au/restrictions

Tel: (02) 6248 3111

NSW – Queanbeyan

Internet: www.qcc.nsw.gov.au

Tel: (02) 6298 0233

Electricity

Electricity is supplied by ACTEW in the ACT and Country Energy in Queanbeyan.

ACTEW

Internet: www.actew.com.au

Tel: (02) 6248 3111

Country Energy

Internet: www.countryenergy.com.au

Tel: 13 23 56

Other providers:

Origin Energy

Internet: www.originenergy.com.au

Tel: 13 24 61

Energy Australia

Internet: www.energy.com.au

Tel: 13 15 03

Gas

Gas is supplied by ACTEWAGL in the ACT and Country Energy in the NSW.

ACTEWAGL

Tel: (02) 6248 3111

Internet: www.actew.com.au

Country Energy

Tel: 13 23 56

Internet: www.countryenergy.com.au

Other providers:

Energy Australia

Internet: www.energy.com.au

Tel: 13 15 03

Origin Energy

Internet: www.originenergy.com.au

Tel: 13 24 61

Telephone

There are a wide range of services available from many different suppliers. For details see the Yellow Pages.

Garbage Collection

Queanbeyan

Queanbeyan Council provides a range of waste management services including weekly rubbish collection, fortnightly recycling collection, twice-yearly household collection, recycling drop-off facilities and green waste disposal.

Tel: (02) 6298 0268

ACT

Household waste services are provided by the Department of Urban Services through ACT NOWaste.

Internet: www.nowaste.act.gov.au

Tel: (02) 6207 2500

Clean green waste can be disposed of free of charge at the following locations:

Corkhill Bros – Mugga Lane Landfill, Symonston Open 7.30am to 4.45pm, 7 days a week.

Canberra Sand and Gravel – Parkwood Road Recycling Estate (formerly West Belconnen Landfill) Macgregor

Open 7.30am to 4.45pm, 7 days a week.

Canberra Sand and Gravel – Vicars Street, Mitchell

Open 7.30am to 4.30pm, 7 days a week.

Domestic loads only. No heavy vehicles (small fee applies).

Transport

Defence Driving Licence Scheme

With the exception of Victoria and Northern Territory (NT), Commonwealth, state and territory authorities implemented a Defence Driving Licence Scheme (DDLS) for Australian Defence Force (ADF) personnel and for 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 domicile.

Motor Vehicle Registration Administration

State and territory motor vehicle registration authorities have varying requirements regarding the change of motor registration following arrival in their state or territory. ADF personnel should check with local registration authorities on their requirements.

Vehicles must undergo a vehicle inspection before registration.

ACT

Tel: (02) 6207 7000

Internet: www.rego.act.gov.au

NSW

Tel: 13 22 13

Bus Services

Canberra is well serviced by the ACTION bus system. There are four major bus interchanges in Canberra: Civic, Belconnen, Woden and Tuggeranong. Timetable information can be obtained from each of the interchanges or by calling: 13 17 10. Bus timetables, books and pre-purchased tickets can be obtained from the bus interchanges or most newsagencies.

Students may purchase term tickets for travel to and from school. These are available from newsagents or the bus interchange. Further information including bus routes is available at www.action.gov.au or from the Family Liaison Officer.

A bus service also operates between Queanbeyan and Canberra. Details of this service can be obtained from Deane's Buslines, Tel: (02) 6299 3722, 8am–5pm, Monday to Friday.

Canberra is connected to all capital cities by the major coach lines:

Murrays

Tel: 13 22 51, 13 22 59
Internet: www.murrays.com.au

Pioneer/Greyhound/Bus Australia

Tel: 13 14 99
Internet: www.greyhound.com.au

Rail Services

Countrylink

Canberra Railway Station
Wentworth Avenue, Kingston
Reservations Tel: 13 22 32
Internet: www.countrylink.info

Air Services

Canberra Airport

Pialligo Drive (all domestic air services)
Tel: (02) 6209 3336

Defence Establishment Fairbairn

Military air services
Tel: (02) 6287 6698

Cycling

Cycling in Canberra is a pleasant recreational activity. A system of clearly marked cycleways separate cyclists from other traffic and give access to some of Canberra's most beautiful parklands. Normal road rules apply on bicycle paths just as they do on public streets. The wearing of helmets in the ACT is compulsory. A map of Canberra's considerable network of cycleways is available from ACT government shopfronts, most newsagencies, bike shops, hotels and bookstores. For more information visit: www.act.gov.au.

Pet Care

Registration

It is compulsory to register dogs in the ACT when they reach three months of age. If you bring a registered dog from interstate you may be eligible for a free transfer of registration. Registration must be renewed each year.

Unclaimed dogs will be destroyed after five working days if the owner cannot be contacted.

If you wish to keep more than three dogs you must apply for a keepers licence.

Exercise Areas

Dogs can only be exercised off-leash in public designated off-leash dog exercise areas. Maps showing the location of exercise areas in your suburb are available from Government Shopfronts. The information can also be obtained by calling the Dog Control Unit.

Dogs are prohibited from:

- the grounds of a childcare centre, preschool or a primary school
- the grounds of a high school or college during school hours
- a playing field or area where organised sport or training is being conducted
- within 10 metres of a children's playground while there are children playing
- within 10 metres of a signposted public swimming area

- within 10 metres of a public barbecue
- Namadgi National Park and the following nature reserves: Black Mountain; Dunlop Reserve; Gunghalin Hill; McQuoids Hill; Rob Roy Range; Gunghalin Grasslands; Mulligan's Flat; Tidbinbilla; and conservation reserves within the Murrumbidgee River Corridor
- any other area that has been declared a prohibited area.

These areas are signposted.

Dogs are only permitted to swim in some recreation areas along the Murrumbidgee; check with the Dog Control Unit.

Pound

The pound is located on Mugga Lane, Tel: (02) 6207 2424. It is open from 8am to 4pm, Monday to Saturday.

NSW

Dogs in NSW must be registered. All dogs should be microchipped and, when microchipped, be registered for life. This can be provided at the pound, which is located at 20 Ellerton Drive, Queanbeyan. The pound also has boarding kennels available for the public. For more information, Tel: (02) 6298 0269

ACT Dog Control Unit

PO Box 1038 Tuggeranong ACT 2901
Tel: (02) 6207 2424

Boarding Kennels and Catteries

There are a number of boarding kennels and catteries in the region. It is advisable to book early, especially if you are being transferred at the peak holiday time around Christmas. Check the Yellow Pages for details.

Horses

There are several areas within the immediate Canberra region that offer agistment for horses.

For more information check the Yellow Pages.

RSPCA Animal Shelter

Kirkpatrick St, Weston
Tel: (02) 6287 8100

Internet: www.rspca.act.org.au

Emergency Information

Put Together an Emergency Kit

- torches with spare batteries
- candles and matches or lighter – to provide light in the case of a power failure
- AM/FM battery powered radio and spare batteries to keep in touch with local emergency bulletins
- first aid kit
- essential medication
- fire fighting equipment buckets, mops, ladders, blankets, towels, shovels
- protective clothing for everybody in the house covering your body as much as possible including leather shoes or work boots, a broad brimmed hat, natural fibre clothing, gloves and goggles
- bottled drinking water to reduce the risk of dehydration, and long-life energy food
- canned food – three days supply plus can opener and eating utensils
- portable stove with fuel and basic cooking utensils
- pet supplies – food, water and other animal needs
- tent, tarpaulin and blankets (woollen and thermal)
- money – including coins for phone calls
- strong plastic bags for clothing, valuables, documents and photograph albums.

In case you have to evacuate, you should include with the emergency kit a list of all the things you will want to collect at short notice and take with you, such as: valuables, money, documents, mobile phones and keepsakes.

Prepare Your Home for the Bushfire Season

- walk around your home and identify potential fire risks (e.g. timber deck, open sub-floor spaces, openings in the structure)
- remove rubbish, dry timber, wood piles and vegetation so they are away from your home
- mow long grass
- clear undergrowth from fences

- clear roof and gutters of leaves and twigs on a regular basis, especially in summer
- trim branches so they are not overhanging your home
- screen vents into the roof space and underfloor space with fine mesh wire
- replace damaged or missing roof tiles.

For further information, visit our website: www.esa.act.gov.au

An action guide for the ACT in the event of a natural disaster is included on the inside back cover of the Yellow Pages telephone directory. In the event of an emergency, a handy map with grid references is included on page 6.

For further information, visit our website: www.esa.act.gov.au

Important Numbers

Defence Community Organisation

Ground Floor
21 Napier Close
Deakin 2600

Admin:
Tel: (02) 6265 8777
Fax: (02) 6265 8730

Regional Education Liaison Officer

Tel: (02) 6265 8746

Chaplains

Navy

ADFA
Tel: (02) 6268 8562

HMAS Harman
Tel: (02) 6266 6727

Russell Offices
Tel: (02) 6265 3264

Army

RMC

Catholic

Tel: (02) 6265 9460

Protestant

Tel: (02) 6265 9242

Anglican

Tel: (02) 6565 9509

ADFA

Tel: (02) 6268 8548

Russell Offices

Tel: (02) 6265 2455 or (02) 6265 2868

Air Force

ADFA

Tel: (02) 6268 8544

Campbell Park

Tel: (02) 6266 3681

After Hours/Emergencies

ADFA

Tel: (02) 6268 8574

RMC

Tel: (02) 6265 9408

National Welfare Coordination Centre (NWCC)

Tel: 1800 801 026

Family Information Network for Defence (FIND)

Tel: 1800 020 031

Defence Housing Australia

Maintenance

Tel: 1300 366 615

Reception

Tel: (02) 6268 3700

Toll Transitions

Tel: 1800 819 167

DSG Client Service Manager

Housing and Relocation

Tel: (02) 6266 2052

Defence Health

Tel: 1800 335 425

Defence Special Needs Support Group (DSNSG)

Tel: 1800 037 674

Defence Families of Australia (DFA)

Tel: 1800 100 509

DEFCON

Tel: (07) 3278 4333

Defence

General Enquiries

Tel: (02) 6265 9111

ADFA

Tel: (02) 6268 8111

Royal Military College

RMC-A

Tel: (02) 6265 9475

RMC-D

Tel: (02) 6265 9313

After Hours Duty Officers

Tel: (02) 6265 0000

Defence Force Credit Union

Tel: 1800 033 139

Duntroon Community Centre

Tel: (02) 6265 9411

Duntroon Preschool

Tel: (02) 6205 6598

Hospitals

Canberra Hospital

Tel: (02) 6244 2222

John James Hospital

Tel: (02) 6281 8100

Calvary Hospital

Tel: (02) 6201 6111

Queanbeyan Hospital

Tel: (02) 6298 9211

All Hours Support Line

Tel: 1800 628 036

Lifeline

Tel: 13 11 14

Poison Information Centre

Tel: 13 11 26

NRMA

Road Service: 13 11 22

Taxis

Taxi Cabs of Canberra

Tel: 13 22 27

Taxi Cabs of Queanbeyan

Tel: (02) 6285 1000

Centrelink

Appointments

Tel: 13 10 21

Family Assistance

Tel: 13 61 50

Youth and Students

Tel: 13 24 90

Disabilities

Tel: 13 27 17

Legal Aid

Helpline

Tel: 1300 654 314

Veterans & Veterans Families

Counselling Service

Tel: (02) 6225 4620

Tel: (freecall) 1800 011 046

Tel: (after hours) 1800 043 503

Queanbeyan City Council

Tel: (02) 6298 0211

The Yellow Pages telephone directory includes a comprehensive list of numbers.



Australian Government
Department of Defence