

# 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 MELBOURNE



**Australian Government**

**Department of Defence**

# Welcome to Melbourne

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

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

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

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

*'DCO supports ADF families in peace and war'*

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## Publisher's Note:

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

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# Defence Support Services

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## Defence Community Organisation (DCO)

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### How We Can Assist You

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

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

- support in time of crisis
- information on Defence matters in general
- advice on community, recreational and interest groups
- deployment support
- mobility support
- professional counselling for personal, relationship and family problems
- various courses, information sessions and support groups
- specialist education advice and assistance
- special needs recognition and review
- employment assistance
- child care assistance.

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

### Where To Find Us

Melbourne

1st Floor,  
661 Bourke St  
Melbourne 3001  
Tel: (03) 9282 3028  
Email; [dco.melbourne@defence.gov.au](mailto:dco.melbourne@defence.gov.au)

Macleod  
19 McNamara St  
Macleod 3085  
Tel: (03) 9282 3028  
Email; [dco.melbourne@defence.gov.au](mailto:dco.melbourne@defence.gov.au)

Laverton  
Building L31, Tangmere St  
RAAF Williams 3027  
Tel: (03) 9282 3028  
Email; [dco.melbourne@defence.gov.au](mailto:dco.melbourne@defence.gov.au)

Frankston  
2nd Floor, Landmark Centre  
454 Nepean Hwy 3199  
Tel: (03) 9783 9344  
Email; [dco.frankston@defence.gov.au](mailto:dco.frankston@defence.gov.au)

### DCO Website

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

### After Hours Emergency Support

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

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

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## Chaplains

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### **Navy Chaplains**

Chaplains Office HMAS Cerberus  
Tel: (03) 5950 7526

After Hours via Officer of the Day (OOD)  
Tel: (03) 5950 7119

### **Army Chaplains**

On-Call Duty Chaplain (24-hours)  
Tel: 0427 828 433

ARA Chaplain (Simpson Bks –LWC)  
Tel: (03) 9450 7389

ARA Chaplain (Simpson Bks – DFSS)  
Tel: (03) 9450 7278

### **RAAF Chaplains**

Chaplaincy Centre and Coord Chaplain  
(RAAFWIL and Vic Bks)

Tel: (03) 9256 2133

On-Call Duty Chaplain (24-hours)  
Tel: (03) 9256 2133  
or via RAAF Williams switchboard  
Tel: (03) 9256 6211

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## Regular Defence Force Welfare Association (RDFWA)

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The Regular Defence Force Welfare Association (RDFWA) is a volunteer organisation, with the aim of providing information and assistance to present and past regular Defence Force personnel and their families, in all aspects of welfare within the service community.

Membership is open to all those who are serving or who have served the nation in the Defence Force of Australia on regular appointments, including their spouses or widows.

Assistance is provided to its members through the preparation of cases to go before the Administrative Review Tribunal, and in other legal processes. Personal assistance of this nature comprises one of the most important services provided by the Association to its members.

For more information, contact (03) 9282 7901 (9am to 3.30pm Tuesday and Thursday) or leave a message on the answering machine.

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## Carry On (Victoria)

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1 Elizabeth St Melbourne  
Tel: (03) 9629 2648

Carry On is a non-government funded organisation who can help:

- former and serving members of the military forces who have served in war
- former and serving members of the military forces who have been injured in training and whose need has been occasioned by such injury, or whose need is caused by such service
- spouses, widows and dependent children of the above, if not eligible for help from Legacy.

# 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 – Victoria*, is available from the REDLO and contains information about preschool, primary, secondary and tertiary education in Victoria. 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 Victoria**

Tel: (03) 9282 3006

Fax: (03) 9282 3027

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

## **Handy Contacts**

Edline

Tel: 1800 809 834

TAFE Line

Tel: 13 18 23

Victorian Government Schools  
[www.education.vic.gov.au](http://www.education.vic.gov.au)

Catholic Education Office  
[www.cecv.melb.catholic.edu.au](http://www.cecv.melb.catholic.edu.au)

Association of Independent Schools  
[www.ais.vic.edu.au](http://www.ais.vic.edu.au)

Tertiary Courses (VTAC)  
[www.vtac.edu.au](http://www.vtac.edu.au)

# Employment

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

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

### **Professional Employment Services**

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

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

### **Training**

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

### **Personalised Resume Preparation**

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

### **Child Care**

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

### **Internet Access**

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

### **Professional Registration Expense Payments (PREP)**

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

## **Family Day Care**

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

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

## **Fringe Benefits Tax (FBT)**

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

## **Further Information**

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

# Children's Services

## Defence Child Care Program

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

### Defence Child Care Centres

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

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

ABC Williams	ABC Lower Plenty	ABC Cerberus	Defence and ABC Child Care Centre
Campbell Pde, RAAF Base Williams, Laverton Tel: (03) 9369 7464 Email: lvn@childcare.com.au	412 Main Rd, Lower Plenty 3093 Tel: (03) 9431 4900	12-14 Cook Road Crib Point Tel: (03) 5950 7761 Fax: (03) 5950 6223	Victoria Barracks, Coventry St, Melbourne Tel: (03) 9282 5009 Email: defchildcare@iPrimus.com.au

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

## Handy Contacts

Defence Community Organisation

Internet:

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

ABC

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

or 1800 222 543

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

Tel: 1800 670 305

Department of Families, Community Services and Indigenous Affairs

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

The National Childcare Accreditation Council (NCAC)

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

Family Day Care Australia

Tel: (02) 4320 1100 or 1800 658 699

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

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## Local Childcare Centres

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Child care can be challenging to find in Melbourne. It is advisable to source your options as soon as possible. Non-Defence childcare services in the Melbourne area can be investigated via the Child Care Access Hotline.

# 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

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## Defence Relocations and Housing Manager

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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
Southern Victoria	John Gaffney	(03) 9282 3667	0407 462 437	(03) 9282 3684
	Christine Sarkies	(03) 9282 3628		(03) 9282 3684

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## Defence Housing Australia

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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.

**Service residences are mainly located in the following suburbs:**

West – Hoppers Crossing, Seabrook, Altona, Altona Meadows, Point Cook, Tarneit, Wyndham Vale, Werribee and Williamstown.

North East – Yallambie, View Bank, Watsonia, Greensborough, Epping, Mill Park, Blackburn, South Morang, Ringwood and Oakleigh.

North East – Yallambie, Viewbank, Watsonia, Greensborough, Epping, Mill Park, South Morang, Blackburn, Ringwood and Oakleigh

### Handy contact information:

Defence Housing Australia

National Call Centre:

Tel: 1800 249 711

Australia-wide 24-hour maintenance hotline:

Tel: 1300 366 615

DHA website: [www.dha.gov.au](http://www.dha.gov.au)

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## Toll Transitions

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

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

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

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

# Health

There are numerous health services in Victoria.

The Better Health Channel is a database of health services or information.

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

## **Department of Human Services**

Tel: 1300 650 172 or (03) 9096 0000

Internet: <http://hnp2.dhs.vic.gov.au>

The Department of Human Services (DHS) includes a wide range of services that support and enhance the social functioning and wellbeing of all members of the community.

## **Medical Centres/24 Hour Clinics**

Check the Yellow Pages under 'Medical Practitioners'.

## **Psychiatric Services**

Contact your local Public Hospital

Internet: [www.health.vic.gov.au/mentalhealth](http://www.health.vic.gov.au/mentalhealth)

## **Community Health Centres**

Community health centres provide a range of services such as medical, physiotherapy, speech therapy, psychology, dietetics, dental and support groups. For more information, contact your local council or [www.betterhealth.vic.gov.au](http://www.betterhealth.vic.gov.au).

## **Ambulance Service**

Emergency

Tel: 000

Membership

Tel: 1800 64 84 84

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

The membership scheme provides low cost cover against ambulance costs anywhere in Australia. If you have private health cover for your family, check to see if your policy offers you unlimited ambulance coverage. If your family does not have private health insurance or your insurance does not cover the cost of an ambulance, you can become an ambulance member for a fee. Family membership is currently \$120 per annum or \$60 for a single membership.

## **Maternal and Child Health Centres**

For your local centre, please contact your local council or [www.betterhealth.gov.au](http://www.betterhealth.gov.au).

## **Other Resources/Groups**

ARAFEMI Victoria Inc

Tel: (03) 9810 9300

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

Services to family and friends of people experiencing mental illness.

Beyond Blue

Info Line Tel: 1300 224 636

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

The national depression initiative.

Collective of Self Help Groups (COSHG)

Tel: (03) 9349 2301

For information about self-help groups and other organisations offering support services.

Dads in Distress

Tel: 1300 853 437

Internet: [www.dadsindistress.asn.au](http://www.dadsindistress.asn.au)

#### Direct Line

Tel: 1800 888 236

24-hour telephone counselling, information and referral service

#### Domestic Violence Crisis Service of Victoria

Tel: (03) 9373 0123 or 1800 015 188

#### Domestic Violence & Incest Resource Centre

Tel: (03) 9486 9866

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

#### Family Planning Victoria Inc

Tel: (03) 9257 0100

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

#### Financial and Consumer Rights Council Inc

Tel: (03) 9663 2000

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

Referral service for financial counselling and consumer advocacy.

#### Men's Referral Service

Tel: (03) 9428 2899 or 1800 065 973

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

#### Men's Health

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

#### Nurse On Call

Tel: 1300 60 60 24

Internet: [www.health.vic.gov.au/nurseoncall](http://www.health.vic.gov.au/nurseoncall)

24-hour health advice and information from a registered nurse

#### Parentline

Tel: 13 22 89

#### Parentzone

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

#### Women's Health Victoria

Tel: (03) 9662 3755

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

Information on women's health, a specialist library and a health information line.

This list is by no means exhaustive. For further contacts, you can go to the White Pages directory or visit [www.betterhealth.vic.gov.au](http://www.betterhealth.vic.gov.au).

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## Defence Medical/Dental Facilities

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### All-Hours Support Line

Tel: 1800 628 036

The All-Hours Support Line is designed as a triage line to help access ADF or civilian mental health services more easily.

### 1800 IM SICK

An innovative, free, 24-hour, out-of-hours phone health administration advisory service, 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 will be able to ring and speak to ADF health staff about immediate issues out of hours and receive information on what they need to do.

Tel: 1800 467 425

### Cerberus Health Centre

Tel: (03) 5950 7119

### Health Centre – Williams

Tel: (03) 9256 2433

### Melbourne – M Block Victoria Barracks

Tel: (03) 9282 5554

### Simpson Barracks Medical Centre

Tel: (03) 9450 7261

# Defence Community Groups

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## Defence Special Needs Support Group (DSNSG)

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

National Coordinator

Margaret Fisk

Tel: 1800 037 674

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

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## Defence Families of Australia (DFA)

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

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

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

Issues and committees that DFA are currently involved in include:

- Child care expansion program
- Family Support Funding Advisory Committee
- Defence Housing Australia Advisory Committee
- New Housing Classification Policy
- Superannuation review
- Deployment, Relocations and Housing support
- Education Assistance review
- Support to Community Groups and Houses.

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

## **Support!**

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

## **How can you be involved in DFA?**

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

Up-to-date family/spouse information is available on our website: [www.dfa.org.au](http://www.dfa.org.au).

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

**Tel: 1800 100 509**

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## Defence Community Groups

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All spouses of members posted to Melbourne or regional areas are encouraged to contact their local group, as it is an ideal way to get together with other Defence spouses who have experienced similar issues when moving into a new area.

For further information on group activities, contact your local Defence Community Organisation office.

### **Family Groups on Simpson Barracks:**

- craft club
- playgroups
- *Simpson Voice* newsletter

### **Family Groups in Laverton/Point Cook Area**

Williams Defence Community House  
12 Sir Richard Williams Ave, RAAF Williams,  
Laverton 3028

Tel: (03) 9742 7920 or (03) 9282 3028

Types of groups operating out of the Williams Defence Community House include: craft, scrap booking, playgroups, Defence Special Needs Support Group and other interest groups.

RAAF Williams Family Centre  
Bldg 30, Tangmere Rd, RAAF Williams,  
Laverton  
Tel: (03) 9256 2299

Thrift Shop  
Thursdays, 10am–2pm

Sausage Sizzle Thursdays from 12pm

First Saturday of the month, 10am–12pm

Western Area Group Support (WAGS)  
WAGS Toy Library  
Next door to the Defence Family Centre  
Open Thursday, 12–1pm  
Contact the president on (03) 9256 2926  
or the vice-president on (03) 9256 3967

Aerotots Activity Group  
6 Merz Rd, Point Cook  
Tel: (03) 9395 1958

Point Cook Kindergarten  
Merz Rd, RAAF Base, Point Cook  
Tel: (03) 9395 1952

Point Cook Primary School  
Merz Rd, RAAF Base, Point Cook  
Tel: (03) 9395 1943

Williams Out of School Hours Care Program  
(WOSH Program)  
Point Cook Base RAAF Williams  
Tel: (03) 9395 1943

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## Family Groups at Cerberus

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Cerberus Cottage  
16 Cook Rd, HMAS Cerberus  
Tel: (03) 5983 0274 (Voicemail available)

Cerberus Cottage Family and Friends  
Association

Other groups include: playgroup, ceramics  
and Mums and Bubs.

# Local Community

## Melbourne's Climate

### ■ Spring

When: September – November (cool to mild)  
Temperature: from 10°C to 21°C,  
average maximum 20°C

Humidity: 50%

Sunrise average: 6.45am

Sunset average: 7.53am (daylight saving)

### ■ Summer

When: December – February (warm to hot)  
Temperature: from 18°C to 40+°C,  
average 25°C

Humidity: 65%

Sunrise average: 5.51am

Sunset average: 9.10pm (daylight saving)

### ■ Autumn

When: March – May (mild)  
Temperature: from 11°C to 23°C,  
average maximum 20°C

Humidity: 45%

Sunrise average: 6.17am

Sunset average: 6.50pm (no daylight saving)

### ■ Winter

When: June – August (cool to brisk)  
Temperature: From -1°C to 17°C,  
average maximum 14°C

For more information, visit the Bureau of Meteorology website at [www.bom.gov.au](http://www.bom.gov.au)

## General Information

### ■ Shopping

Some supermarkets are open 24 hours, with most open late/early. Late-night shopping is available Fridays in most areas, with many suburban shopping complexes open late Thursday nights as well. Melbourne city stores trade late on Friday nights. Most shopping complexes and strip shopping areas trade all day Saturday as per weekday hours. Sunday trading varies in location and hours, but is increasingly common in suburban and city areas.

### ■ Helpful contacts

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

Tourism Victoria

Tel: 13 28 42

[www.visitvictoria.com.au](http://www.visitvictoria.com.au) (Tourism Victoria)

[www.melbourne.vic.gov.au](http://www.melbourne.vic.gov.au)

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

[www.museum.vic.gov.au](http://www.museum.vic.gov.au)

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

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

[www.slv.vic.gov.au](http://www.slv.vic.gov.au) (State Library)

[www.bom.gov.au](http://www.bom.gov.au) (Bureau of Meteorology)

Melbourne Visitors Centre

Federation Square, cnr Flinders & Swanston Sts

Tel: (03) 9658 9658

Mornington Peninsula Visitor Information Centre

3598 Point Nepean Rd, Dromana

Tel: 1800 804 009

Internet: [www.visitmorningtonpeninsula.org](http://www.visitmorningtonpeninsula.org)

Geelong Visitor's Centre & National Wool Museum

cnr Moorabool and Brougham Sts, Geelong

Tel: 1800 620 888 or (03) 5222 2900

Internet: [www.greatoceanroad.org](http://www.greatoceanroad.org)

Queenscliffe Visitor Information Centre

55 Hesse St, Queenscliffe

Tel: 1300 884 843 or (03) 5258 4843

Ballarat Visitor Information Centre

Eureka Stockade Gardens

cnr Eureka and Rodier Sts

Tel: 1800 446 633 or (03) 5320 5741

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

Parks Victoria Information Centre

Tel: 13 19 63

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

Craft Markets Victoria

Tel: (03) 5974 4710

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

#### ■ Defence Cinemas

RAAF Williams Cinema Laverton

Tel: (03) 9256 2676

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

HMAS Cerberus Cinema

Tel: (03) 5950 7119

#### State Government

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

For a listing of all local governments in Victoria:

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

#### Pet Registration

Every dog and cat over the age of three months must be registered with their local council by 10 April each year. For more information, please contact your local council.

#### Electoral Information

There is an Australian Defence Forces electoral guide on the Australian Electoral Commission (AEC) website at [www.aec.gov.au](http://www.aec.gov.au). The AEC can also be contacted by phone on 13 23 26.

#### Centrelink

Centrelink is a government agency delivering a range of Commonwealth services. They can be contacted by phone on 13 10 21 or 1800 050 004 or via their website at [www.centrelink.gov.au](http://www.centrelink.gov.au).

The Family Assistance Office can be contacted on 13 61 50 or at [www.familyassist.gov.au](http://www.familyassist.gov.au).

# General Services

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## Legal and Advice Services

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Service members can obtain legal advice through the officers at Victoria Barracks, RAAF Base Williams, Fort Queenscliff (for SCMA members) and HMAS Cerberus.

Members should note that assistance with taking and defending legal action is not provided. Where appropriate, you will be referred to a civilian practitioner or organisation.

### **Victoria Barracks**

Legal Services Appointments  
Tel: (03) 9282 4111

### **RAAF Base Williams**

Base Legal Officer  
Tel: (03) 9256 2121

Reserve Legal Officer Appointments (via DSG-WIL Shopfront)

Tel: (03) 9256 2540

### **Fort Queenscliff**

SO2 Legal SCMA  
Tel: (03) 5258 0402

### **HMAS Cerberus**

Routine Enquiry Officer/Legal Officer  
Tel: (03) 9227 7222

### **Victoria Legal Aid**

Tel: (03) 9269 0120  
Internet: [www.legalaid.vic.gov.au](http://www.legalaid.vic.gov.au)

### **Law Institute of Victoria**

Referrals  
Tel: (03) 9607 9311  
Internet: [www.liv.asn.au](http://www.liv.asn.au)

### **Dial a Law Legal Information**

Tel: (03) 9602 5000

### **Magistrates Courts**

Tel: (03) 9628 7777  
Internet: [www.magistratescourt.vic.gov.au](http://www.magistratescourt.vic.gov.au)

Advice on, and explanation of, legal procedures as well as referrals can be obtained from all Magistrates Courts via the Clerk of Courts. Contact your local court for more information.

### **Family Court**

Tel: 1300 352 000  
Internet: [www.familycourt.gov.au](http://www.familycourt.gov.au)

### **Court Network**

Tel: (03) 9603 7433 or 1800 681 614

Court Network provides personal support, information and referral for people attending court. This service is offered in the Magistrates Court, the Supreme Court, the Coroners Court and the Family Court.

### **State Trustees**

Tel: (03) 9667 6444  
Internet: [www.statetrustees.com.au](http://www.statetrustees.com.au)

ADF Financial Services Consumer Council

Tel: (02) 6266 3293  
Internet: [www.adfconsumer.gov.au](http://www.adfconsumer.gov.au)

## **Financial and Consumer Rights Council Inc**

Tel: (03) 9663 2000

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

Tel: (03) 9416 2577

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

## **Child Support Agency**

Tel: 13 12 72

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

## **Consumer Affairs**

Tel: 1300 558 181

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

Consumer Affairs provides information, advice and referral to the public on all sorts of consumer issues.

## **Victorian Civil & Administrative Tribunal**

Tel: 1800 133 055 (freecall)

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

VCAT deals with disputes about civil claims, discrimination, domestic building works, guardianship and administration, planning and residential tenancy and other issues.

## **Information Victoria**

505 Little Collins St, Melbourne

Tel: 1300 366 356

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

The information service of the Victorian Government. Some publications can be obtained at no cost.

# Essential Services

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In Victoria, the energy industry has been deregulated. Consequently, the majority of households are able to choose their Aenergy supplier.

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## Electricity and Gas

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### **AGL**

(Servicing the north-west of greater Melbourne)

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

Electricity Enquiries  
13 12 45

Power Failures  
(South Eastern Suburbs)  
Tel: 13 20 99

(Northern and south-western suburbs)  
Tel: 13 16 26

Gas Enquiries  
Tel: 13 12 45

Gas Emergency  
Tel: 13 27 71

### **Citipower**

(Servicing Melbourne's Central Business District and inner suburbs)

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

Customer Service  
Tel: 1300 301 101

Power Failures  
Tel: 13 12 80

### **Origin Energy**

General Enquiries

Tel: 13 24 61

Gas Emergency

Tel: 13 27 71

### **Powercor**

(Servicing central and western Victoria)

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

Service Faults and Difficulties  
Tel: 13 24 12

Enquiries  
Tel: 13 22 06

### **TRUenergy**

(Servicing eastern Victoria)

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

Customer Service (Electricity and/or Gas)  
Tel: 13 34 66

Power and Lighting Failure  
Tel: 13 17 99

Gas Supply Faults  
Tel: 13 67 07

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## Water

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### **City West Water**

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

Tel: 13 16 91

Faults and Emergencies

Tel: 1800 132 642

### **South East Water**

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

Tel: 13 16 94

Faults and Emergencies

Tel: 13 92 83

### **Yarra Valley Water**

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

Tel: 13 17 21

Faults and Emergencies

Tel: 13 27 62

# Transport

## VicRoads

Customer Service for Registration or Licensing  
Tel: 13 11 71

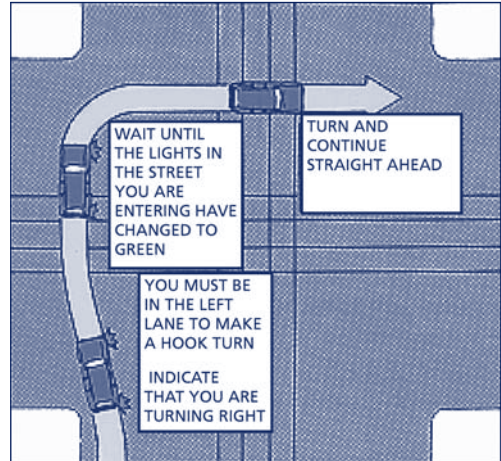
Information on road rules, vehicle testing etc.:  
[www.vicroads.vic.gov.au](http://www.vicroads.vic.gov.au)

## Road Laws

### ■ Hook turns

At some intersections in Melbourne where trams operate, to turn right you must do a 'hook turn'. These intersections are clearly marked, with a sign hanging overhead or on the side of the road. To do a hook turn a driver must:

1. Approach the intersection from as near as practicable to the far left side of the road that the driver is leaving
2. Move forward, keeping to the left of the intersection and clear of any marked foot crossings, until the driver is as near as practicable to the far side of the road that the driver is entering
3. Remain at the position reached until the lights on the road that the driver is entering turn green
4. Turn right into that road.



## Defence Driving Licence Scheme and Victorian Driver's Licence

The Defence Driving Licence Scheme (DDLS) for ADF personnel and eligible members of their families does not apply in Victoria. This means that you must obtain a Victorian driver's licence.

To obtain a Victorian driver's licence, attend the nearest VicRoads registration and licensing office. There is no need to make an appointment. There is no written or practical driving test. All that is required of you is to present your current licence, fill out an application form and produce the required forms of identification. If your licence is not current, you will need to pay the licence fees. If your licence is still current, there is no fee and it will keep the same expiry date.

Gaining units hold the required Form AB135 Driver Identification Document.

Family Information Network for Defence (FIND) has the Instruction on the Defence Driving Licence Scheme. Call 1800 020 031 for further information or if you require a copy.

### **Vehicle registration**

Under Victorian regulations, as a member of the Defence Forces having been posted temporarily to Victoria, you are deemed to be a 'temporary visitor', and as such it is not necessary to re-register your vehicle/s, providing you maintain the currency of the interstate registration.

This also applies to vehicles owned by spouses and dependants, provided the dependants are residing with the serving member.

It is recommended, however, that you still contact the registration authority in the state your vehicle/s is registered, to determine their requirements in these circumstances, e.g. the Northern Territory will not allow you to renew a registration if you do not have a permanent address in the Territory.

If you intend to register your vehicle in Victoria, contact VicRoads on 13 11 71.

### **Third Party Insurance**

The role of the Transport Accident Commission (TAC) is to pay for treatment and benefits for people injured in transport accidents in Victoria.

Victorian-registered vehicles pay a Transport Accident Charge with registration. Interstate-registered vehicles are exempt from paying the charge, as long as corresponding insurance (CTP) from the other state covers the vehicle while in Victoria.

It is recommended that you ensure interstate-registered vehicles are covered while in Victoria. The TAC may take action to recover costs from the owner of an uninsured vehicle.

For more information, contact the TAC on 1300 654 329 or [www.tac.vic.gov.au](http://www.tac.vic.gov.au).

### **Road Assist**

The Royal Automobile Club of Victoria (RACV) provides assistance for all motorists who are members of an affiliated interstate club (RAASA, RACWA, RACQ, RACT, NRMA, AANT). So be sure to bring your current membership card with you in case you need road service.

Members requiring emergency roadside service may call 13 11 11.

For more information on membership, call RACV on 13 19 55 or visit [www.racv.com.au](http://www.racv.com.au).

### **CityLink**

CityLink is the 22 kilometre toll way that makes getting around Melbourne easier and quicker. Just look for the blue and yellow signs. CityLink is divided into two sections, the Southern and Western Links. It connects the Tullamarine, West Gate and Monash Freeways.

CityLink Passes and CityLink Accounts can be purchased via:

- internet: [www.citylink.com.au](http://www.citylink.com.au).
- CityLink customer centres  
Tel: 13 26 29 (24 Hours, 7 days a week)
- Australia Post outlets
- major Coles Express outlets

Interstate roaming

Tel: 1300 134 753

Internet: [interstatetravel@transurban.com.au](mailto:interstatetravel@transurban.com.au)

## Public Transport

Internet: [www.metlinkmelbourne.com.au](http://www.metlinkmelbourne.com.au)  
Tel: 13 16 38

Melbourne has an extensive and well-defined public transport network. It brings together train, tram and private bus services. The ticketing system is flexible in that one ticket can be used on all three modes of transport. You can change from train to tram to bus, all on the one ticket.

The service covers an area of over 6,000 sq kms, which is split into two zones. The cost is determined by the number of zones you travel through and the amount of time you need.

### ■ Concessions

Students (primary, secondary and tertiary) in Victoria may purchase a Victorian Public Transport Student Concession Card. Holders of these student concession cards may purchase tickets at concession fares. Half-yearly or yearly student concession cards may be purchased.

Student concession cards are available from the Met Shop and Premium train stations. Application forms, endorsed by the school principal/registrar, must be accompanied by a current passport-sized photograph. Forms can be downloaded from [www.metlinkmelbourne.com.au](http://www.metlinkmelbourne.com.au)

Veterans and pensioners who have a pensioner concession card or Victorian Seniors' Card are entitled to concession fares.

### ■ Ticketing

Metcard Help Line  
Tel: 1800 652 313  
[www.metlinkmelbourne.com.au](http://www.metlinkmelbourne.com.au)

Melbourne's automated ticketing system uses electronically encoded tickets called Metcards. Metcards are easy to use, just remember to validate your ticket each time you board a tram or bus or before entering a station platform. Validators are conveniently located on all trams and buses and at all entrances to station platforms. The only exception is if you purchase your Metcard on-board a tram, your ticket is automatically validated at the time of purchase. (Metcard vending machines on-board trams only accept coins and issue a limited range of Metcards.)

For your convenience, Metcards may be pre-purchased from the Met Shop, at the Melbourne Town Hall, cnr Swanston and Little Collins Sts Melbourne, and more than 900 retail outlets displaying the blue Metcard sign. Metcards can be purchased from train stations, either from vending machines or from customer information centres, by telephone or online.

### ■ Trams

Unlike other Australian states, Melbourne's public transport system includes an extensive tram network which operates within a radius of 20 km north, south, east and west of the city.

### ■ City Circle Tram

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

The City Circle Tram service provides a convenient and free way to get around central Melbourne. This service can be used to travel to major attractions, shops and city activities. The free City Circle Tram service can be caught at any of the specially marked stops on the route. Trams run in both directions every 10 minutes, seven days a week between 10am and 6pm (except Christmas Day and Good Friday).

### ■ NightRider Buses

Tel: 13 16 38

[www.metlinkmelbourne.com.au](http://www.metlinkmelbourne.com.au) NightRider buses operate on Friday and Saturday nights (Saturday and Sunday mornings) at an hourly frequency from 12.30–4.30am. Some services run additional trips. Nine routes depart from the City Square to Bayswater, Craigieburn, Rosebud, Croydon, Dandenong, Eltham, Epping, Frankston, St Albans (Melton/Sunbury), and Werribee. The NightRider allows you to leave the car at home. All NightRider services are now part of the Metcard ticketing system. Customers with a valid Metcard ticket are able to take a NightRider bus at no extra cost. NightRider passengers can purchase Metcards on the bus, in advance online or from Metcard retailers around the city.

### ■ Country Travel

Tel: 13 61 96

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

V/Line operates trains and coaches throughout Victoria and interstate.

### ■ SkyBus Shuttle Service

**Melbourne Airport - City**

Tel: (03) 9335 3066

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

SkyBus runs a shuttle service between Melbourne Airport and the centre of Melbourne from Southern Cross Station (formerly Spencer Street Station) and 120 hotels in central Melbourne. Skybus tickets can be purchased online at [skybus.com.au](http://skybus.com.au) or [metlinkmelbourne.com.au](http://metlinkmelbourne.com.au)

### ■ SunBus Shuttle Service

**Avalon Airport - City**

Tel: (03) 9689 6888

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

City stops are at Southern Cross Station Transit Centre. The bus also stops at Werribee RSL.

# Important Numbers

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After Hours Emergency requiring  
DCO assistance:

In the case of an after-hours emergency,  
(between 5pm and 8.30 am), please contact  
the National Welfare Coordination Centre  
on 1800 801 026 for assistance. Where  
necessary the NWCC will pass your request  
for assistance to a DCO Duty Officer who  
will return your call.

Base Duty Officers  
Victoria Barracks – Melbourne  
Tel: (03) 9282 5365

RAAF Base Williams – Laverton  
Tel: (03) 9256 2111

Simpson Barracks – Watsonia  
Tel: (03) 9450 7111

Officer of the Day  
HMAS Cerberus  
Tel: (03) 5950 7119

Defence Community Organisation Melbourne  
(Incorporating Macleod and Laverton Areas)  
Tel: (03) 9282 3028

Defence Community Organisation Frankston  
Tel: (03) 9783 9344

All-Hours Support Line  
Tel: 1800 628 036

Advisory Health Service for ADF members  
Tel: 1800 IMSICK or 1800 467 425

Defence Equity Advice Line  
Tel: 1800 644 247

Defence Whistle Blowers Scheme  
Tel: 1800 673 502

Fair Go Hotline  
Tel: 1800 100 064

Nation Welfare Coordination Centre (NWCC)  
Tel: 1800 801 026

Defence Housing Australia (DHA)  
Tel: (03) 9947 8101 or 1800 249 711

Veterans 24 Hour Counselling Line  
Tel: 1800 011 046

Defence Health  
Tel: 1800 335 425

Navy Health  
Tel: 1300 306 289

Parentline  
Tel: 13 22 89



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