

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 RICHMOND



Australian Government

Department of Defence

Welcome to Richmond

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

The book captures a wide range of general and local information to assist you settle into your new location. Richmond and the surrounding region – including Blue Mountains, Hawkesbury Valley, Hills District and Penrith Valley – 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

■ Main Office of DCO – Richmond

14 Delarue St
RAAF Base Richmond NSW 2755
Tel: (02) 4587 1130
Fax: (02) 4587 1129
Email: dco.richmond@defence.gov.au

■ Building 90

Defence Establishment Orchard Hills
Northern Rd
Orchard Hills NSW 2148
Tel: (02) 4587 1130

■ Building 114

RAAF Glenbrook NSW 2773
Tel: (02) 4587 1130

■ 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 5pm, 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 Tel: **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.

Chaplaincy Services

Chaplaincy support is offered to all serving members and their dependants. Chaplains offer spiritual and pastoral support in a variety of circumstances, ranging from normal chapel worship services to after-hours crisis intervention.

Chapel Services

The two base chapels at Richmond are available to all members and their dependants, as well as civilians working within Defence. For service times, and to enquire about special pastoral services (e.g. baptisms, weddings and funerals), contact the chaplaincy centre.

Tel: (02) 4587 1215

A Bible study/discussion group is currently held at the chaplaincy centre on Tuesday and Thursday, 11.45am–12.15pm.

A short prayer service is held at Glenbrook on Friday, at 11.30am.

Pastoral Care and Counselling

Chaplains are available to members and their dependants as a first point of contact when experiencing difficulties of any kind. Chaplains provide a completely confidential service to listen and assist members and their families in a wide range of issues – including relationship, financial, career, grief and loss, and other personal issues. Chaplaincy support to dependants of deployed personnel is also a normal part of the chaplains' duties.

RAAF Welfare Trust Fund

RAAF chaplains administer the RAAF Welfare Trust Fund (RWTF), a low-cost loan scheme for PAF members and RAAF Reserve members on full-time service. Details of assistance available through the fund can be found on the website <http://defweb.cbr.defence.gov.au/rwtf> or through the chaplains.

On-Call Chaplain

A chaplain is always available on-call for after-hours emergency needs. You can contact the duty chaplain on Tel: (02) 4587 1215 at any time, or by phoning the Richmond switchboard on Tel: (02) 4587 3111 and asking to speak to the chaplain.

Contacting the Chaplains

General chaplaincy enquiries

Tel: (02) 4587 1215

Richmond chaplains

Tel: (02) 4587 2545, (02) 4587 2546

or (02) 4587 2547

Glenbrook chaplain

Tel: (02) 4737 7224

Playgroup

If you have a child or children aged from birth to five years and would like to meet, learn and play with other Defence children and carers, call the Family Liaison Officer at the Defence Community Organisation on Tel: (02) 4587 1130.

Corporate Service and Infrastructure Group (CSIG)

With representatives on every Defence site around the country, the Corporate Service and Infrastructure Group (CSIG) provides essential services and support every day to more than 80,000 personnel. In this way, CSIG is one of the vital elements underpinning Defence capability, as well as being central to communities in which Defence operates.

CSI 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 on 1800 000 677.

Defence

Welcome to RAAF Base Richmond

Welcome to RAAF Base Richmond, Australia's busiest Air Force base, the second oldest after Point Cook and the home of Air Lift Group. It is hoped that the diversity of challenge and variety offered to you at the base and in the Hawkesbury local area will make your stay rewarding and enjoyable.

RAAF Base Richmond was the first RAAF base to be established in New South Wales, and is now the hub of the Air Force because of its logistics significance. The following units and major commercial contractors to Defence are all located at RAAF Base Richmond:

- Headquarters Combat Support Unit
- Headquarters Air Lift Group
- Headquarters 84 Wing
- 33 Squadron (moving to Amberley in 2008)
- 285 Squadron
- Air Movements Training and Development Unit
- Headquarters 86 Wing
- 37 Squadron
- 1 Combat Communications Squadron
- 3 Combat Support Hospital
- 22 (City of Sydney) Squadron
- Air Lift Systems Program Office
- Defence Support Group
- Air Traffic Control Flight (44 Wing Detachment)
- 1AOSS Air Movements Section
- 1AOSS Airfield Engineering detachment
- RAAF School of Management and Technical Training Detachment
- Occupational Health and Safety Training Flight
- Management Services Agency – Richmond
- Defence Community Organisation
- Defence Housing Authority
- Defence National Storage and Distribution Centre – Richmond
- 15 Ground Liaison Section
- 68 Ground Liaison Section
- 176 Air Dispatch Squadron
- US Air Force Detachment
- Serco Sodexo
- QANTAS Defence Services
- Tasman Aviation
- Australian Aerospace
- Raytheon
- Kellstrom
- Ball Aerospace
- Marshall Aerospace
- Lockheed Martin
- Rosebank Engineering
- Canadian Aerospace Engineering

Welcome to the Defence Establishment Orchard Hills

Welcome to the Defence Establishment Orchard Hills (DEOH), which is located adjacent to Penrith and is convenient to freeways and major roads.

DEOH is the home of:

- Directorate Explosive Ordnance Services (DEOS)
- Guided Weapons Explosive Ordnance (GWEO)
- Joint Proof Experimental Unit (JPEU)
- Defence Explosive Ordnance Training School (DEOTS)
- RAAF Explosive Ordnance Disposal Flight (EODF)
- Special Operations Logistics Squadron (SOLS)
- Thales Australia
- RAN Land Base Magnetic Test Range (RAN LBMTR)

On-Base Facilities

Mess Facilities

DEOH has an Officers' Mess and a Combined Services Mess.

Sporting Facilities

The gymnasium is located immediately on the left as you enter the base; it is well equipped, has a sauna and can be accessed once approval has been given and swipe-card access granted. The swimming pool is open Monday–Friday, 6am–10pm, and Saturday/Sunday/public holidays, 9am–9pm. It is closed over winter (Easter long weekend until October long weekend).

The Orchard Hills Golf Club is a nine-hole course with 18 different tee offs, located inside the Defence compound. Because the course is situated in a Defence Establishment, photo ID is compulsory for entry. Orchard Hills Golf Club is a semi-private golf course, however, limited opportunities exist for non-members to play. Members of the public are welcome to play as long as they call to book on Tel: (02) 4736 1266 or 0415 851 259.

Welcome to RAAF Glenbrook

RAAF Base Glenbrook, located 60km west of Sydney, is the RAAF's most prestigious location, with spectacular views over the plains of Penrith towards Sydney. Glenbrook is the home of HQ Air Command, Defence Information Systems Communication Element and the Combat Support Unit. Glenbrook is ideally located with the major retail centre of Penrith only minutes away by car or train and the Blue Mountains National Park and all its wonders equally accessible.

Education

Education in NSW

Regional Education Liaison Officer (REDLO)

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

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

Defence School Transition Aides

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

They can:

- organise activities that 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 NSW contact details:

Tel: (02) 9377 3316

Email: redlo.nsw@defence.gov.au

Handy Contacts

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 could 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 Richmond
Canberra Ave
RAAF Base Richmond
Tel: 02 45873515
Fax: 02 45783703

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 Tel: 1800 222 543 for Defence families to:

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

Family Day Care

Family day care is home-based child care by a qualified, monitored family day care provider. To help assist its personnel, Defence has established and funded employer-sponsored places at Baulkham Hills Family Day Care, which can be contacted on Tel: (02) 96391346.

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

Handy Contacts

Defence Community Organisation

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

ABC

Internet: www.childcare.com.au

Tel: 1800 222 543

Child Care Access Hotline – provides up-to-date information about childcare 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

Child Care

For a comprehensive list of childcare services available in your area, please contact the Family Liaison Officers at the Defence Community Organisation on Tel: (02) 4587 1130. Other agencies to assist you include:

Department of Community Services

Tel: (02) 4578 4744

Playgroup

If you have a child or children aged from birth to five years and would like to meet, learn and play with other Defence children and carers, call the Family Liaison Officer at the Defence Community Organisation on Tel: (02) 4587 1130.

Special Needs

When Defence families with special needs are posted, they might 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 that 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 enquiry 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
Richmond	Carol Sedgman	(02) 4587 2314	0408 481 880	(02) 4587 2551

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 Tel: 1800 819 167.

Local Housing

The Richmond Regional Office provides Service residences in the eastern regions: the Hills District, Castle Hill, Baulkham Hills and Kellyville; the western regions – Richmond, North Richmond, Bligh Park, South Windsor; and closer towards the mountains – Glenmore Park, Glenbrook, Winmalee; and this is naming only a few.

Health

Ambulance

Emergencies
Tel: 000

Bookings (Non-emergency)
Tel: 13 12 33

All-hours Support Line
Tel: 1800 628 036 (freecall within Australia)
Tel: +61 2 9425 3878 (outside Australia)

Australian Breastfeeding Association NSW

PO Box 680
Baulkham Hills NSW 2153
Tel: (02) 9639 8686
Internet: www.breastfeeding.asn.au

Health Insurance Commission

Australian Childhood Immunisation Register
Tel: 1800 653 809

Australian Organ Donor Register
Tel: 1800 777 203

Family Assistance Office
Tel: 13 61 50
Internet: www.hic.gov.au

Medicare

All Telephone Enquiries
Tel: 13 20 11
Internet: www.medicareaustralia.gov.au

State Headquarters
150 George Street, Parramatta
Tel: (02) 9895 3333

194 Katoomba St, Katoomba
Level 2 Penrith Plaza, Riley St, Penrith
Market Town Shopping Centre, Richmond
Shop 5, Macquarie Centre, Springwood

Hospitals – Serving Members Only

3 Combat Support Hospital
Tel: (02) 4587 3040

Alcohol Rehabilitation and
Education Program (AREP)
Tel: (02) 4587 3009

Western Sydney Area Health Services

■ Hawkesbury District Community Health Centre

Cnr Day & Macquarie Sts, Windsor
Tel: (02) 4560 5714

■ The Hills District Community Health Centre

183–187 Excelsior Ave, Castle Hill
Tel: (02) 8853 4500

■ Wentworth Area Health Service

Derby St, Kingswood
Tel: (02) 4734 2120

Women's Health Centres

124 Lurline St, Katoomba
Tel: (02) 4782 5133

230 Derby St, Penrith
Tel: (02) 4721 8749

■ Hills Women's Health Practice

170A Old Northern Rd (Cnr Oxley Ave), Castle Hill
Tel: (02) 9688 6678

■ The Women's Cottage

22 Bosworth St, Richmond
Tel: (02) 4578 4190

Women's Information and Referral Service

■ Department for Women

Tel: 1800 817 227
Internet: www.women.nsw.gov.au

Defence Community Groups

Defence Special Needs Support Group (DSNSG)



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

National Coordinator

Margaret Fisk

Tel: 1800 037 674

Internet: www.dsnsng.org.au

Area Coordinator (DSNSG)

Carolyn Watson

Tel: (02) 4572 6243 or 0427 008 084

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 that 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 that comes from being married to 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, relocation 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

Playgroups

If you have a child, or children, from birth to five years and would like to meet, learn and play with other Defence children and carers, call the Family Liaison Officer (FLO) at the Defence Community Organisation on Tel: (02) 4587 1130.

Playgroup Association Of NSW

441 Victoria St

Wetherill Park

Tel: (02) 1300 887 674

Internet: www.playgroupnsw.com.au

Deployment Interest Group

The Defence Community Organisation (DCO) appreciates the valuable role that partners and families of serving members play in supporting one another through deployments and extended exercises etc.

The DCO can sponsor social gatherings, which support networking, and is currently calling for volunteers to form a new interest group. You will have a DCO Family Liaison Officer to support you with the set up and, if desired, a DCO venue for the group to meet.

If you are interested, or if you have ideas on possible activities or events, please call the Family Liaison Officer at DCO on Tel: (02) 4587 1130.

Locality Information

Blue Mountains

Located less than two hours' drive from Sydney, the Blue Mountains offer a natural wonderland of untamed bush, spectacular rock formations and native wildlife.

Vast views reach to the horizon, waterfalls plummet to the valleys below and there are numerous lookouts and other places where you can sit alone with nature – all this and more on Sydney's doorstep.

Whether it's a luxurious hotel or resort, a charming guesthouse or an inexpensive cottage, you'll find it here; and there is a great range of restaurants, cafes and country pubs to match.

Highlights include picturesque towns and villages with shops, boutiques, art and antique galleries and cafes. There are activities for all ages and fitness levels from high-adventure abseiling, mountain biking or horse riding, to a gentle stroll through the pristine scenery.

In the Blue Mountains region, luxury, tradition and a stunning natural environment combine to provide you with a living experience you will never forget!

Climate

The climate in the mid-lower mountains is very similar to that of Penrith, with mild winters (6–17°C) and warm to hot summers (16–28°C).

The upper mountains' temperatures are significantly cooler, with winter (3–9°C) and summer temperatures (12–22°C) providing a perfect environment for cold-climate flora.

Average rainfall for the region ranges from 289mm during the winter months to 486mm during the summer.

Places of Interest

The Zig Zag Railway, Scenic World, Jenolan Caves, The Edge Cinema, Mount Tomah Botanic Garden, award-winning restaurants, bushwalking, antique shopping, eco tours, Norman Lindsay Gallery and the Everglades Gardens – just to name a few places and activities that you will love to explore.

Further information can be sourced from the Blue Mountains Tourism Authority:

Tel: 1300 653 408

Internet: www.bluemountainstourism.org.au

An information centre is located on the Great Western Highway at Glenbrook.

The Penrith Valley

Penrith Valley, with its stunning array of rivers, mountains and lakes, is just a 55-minute drive from the centre of Sydney and offers a great escape from the hustle and bustle of the city. Make the most of your visit to the area and explore pockets of unspoiled bushland and national park, as well as the many treasured historic landmarks scattered throughout the region. Enjoy the area's lively arts scene by visiting its many unique museums and art galleries or, for a change of pace, get your adrenalin pumping with a white-water adventure at Penrith Whitewater Stadium.

The eastern escarpment of the spectacular Blue Mountains plateau begins less than 5km west of Penrith and extends over a quarter of a million hectares of native bushland. The spectacular gorge – which can be viewed from the deck of the Nepean Belle Paddlewheeler or explored at your own pace on foot – should not be missed.

Climate

Penrith Valley enjoys a climate of relatively mild winters (6–17°C) and warm to hot summers (16–28°C). Average rainfall for the region ranges from 138mm during the winter months to 283mm during the summer.

Places of Interest

Penrith Valley is packed full of great activities and events to make your stay enjoyable and unique.

Try white-water rafting, horse riding, bushwalking, cycling, rollerblading, or taking the kids for a picnic by the beautiful Nepean River.

Further information can be sourced from the Penrith Valley Tourist Information Centre:

Tel: (02) 4732 7671

Internet: www.penrithvalley.com.au

Car Park, Panthers World of Entertainment
Mulgoa Rd, Penrith

Hawkesbury Valley and Hills District

Hawkesbury Valley

Just more than an hour's drive north-west of Sydney at the end of the Richmond train line from Central, Town Hall or Wynyard Station in Sydney, the Hawkesbury Valley is located at the foot of the Blue Mountains, nestled among the vast wilderness of the Blue Mountains and Wollemi National Parks, where pristine creeks feed into the magnificent Hawkesbury River.

The great river meanders through the townships of Richmond and Windsor, where some of the earliest colonial settlements were established.

Known as the 'food basket' for Sydney, the Hawkesbury area grows a vast range of produce, including: stone fruits, oranges, apples, pecan nuts, berries and various vegetables, many of which are for sale at various stalls dotted along the roads. Many of the orchards are open for 'pick-your-own' customers. The orange orchards are found on the plains around Freemans Reach and Agnes Banks, while the apple and stone-fruit orchards are located further up the hills of Bilpin, Grose Vale and Kurrajong. In between, there now exist a variety of artisan workshops, from wood turners and potters to boutique cheese makers and wineries.

Richmond is one of the Hawkesbury's five towns, the others being Wilberforce, Pitt Town, Castlereagh and, of course, Richmond's 'twin', Windsor. Located in the town centre of Richmond is a magnificent park and many historic buildings that are still in use today.

Hawkesbury City Council

366 George St, Windsor

Tel: (02) 4560 4444

Fax: (02) 4560 4400

Internet: www.hawkesbury.nsw.gov.au

Hawkesbury Visitor Information Centre

Opposite the RAAF Base, Ham Common
Windsor Rd, Clarendon

Tel: (02) 4588 5895

Fax: (02) 4588 5896

Internet: www.hawkesburyweb.com.au

Climate

The Hawkesbury Valley experiences a moderate rainfall throughout the year. Winter temperatures range from 2–14°C, with summer temperatures ranging from 23–38°C.

The Hills

Baulkham Hills Shire is an urban metropolitan shire in north-western Sydney. It covers 380 sq km and includes areas of state forest, national parks and the Hawkesbury River.

The M2 Hills Motorway provides a rapid link to other parts of Sydney; the CBD and the domestic and international airports are a convenient 45 minutes away.

The Hills region figured early in Sydney's history with the Battle of Vinegar Hill. In 1804, 200 convicts broke out of Castle Hill Government Farm to travel to Windsor, gain arms, set other convicts free and then attack Sydney and sail to freedom. Troops were dispatched and the convicts were defeated at Rouse Hill. Ten of the rebel leaders were hanged; many others received up to 150 lashes. The Hills are now famous for their elevated position and peaceful garden suburbs.

Additional information about this delightful area is available from the Sydney Hills Visitor Information Centre

Tel: (02) 9651 4411

Outside Sydney: 1800 644 557

Fax: (02) 9651 4513

656B Old Northern Rd, Dural NSW 2158

PO Box 75, Castle Hill NSW 1765

Internet: www.sydneyhills.com.au

Clubs and Organisations

Blacktown RSL Club

Second Ave, Blacktown

Tel: (02) 9622 5222

Blacktown Workers Club

Campbell St, Blacktown

Tel: (02) 9830 0600

Richmond Club

6 East Market St, Richmond

Tel: (02) 4578 1144

Springwood & District Community Club

Lawson Rd, Springwood

Tel: (02) 4751 1811

Windsor and District RSL

Argyle St, Windsor

Tel: (02) 4577 3649

General Services

Australian Electoral Commission

Correct electoral enrolment is mandatory for every serving member.

Tel: 13 23 26

Division of Lindsay

311 High St, Penrith

Tel: (02) 4732 2162

Division of Greenway

Windsor Street (behind ANZ Bank)

Tel: (02) 4578 3022

Centrelink

Internet: www.centrelink.gov.au

Centrelink offices are located at:

Baulkham Hills – Seven Hills Rd

Blacktown – 38 Prince St

Windsor – 309 George St

Penrith – 598 High St

Springwood – 4/107–109 Macquarie St

Appointments

Tel: 13 10 21

Job Seeking

Tel: 13 28 50

Retirement Help

Tel: 13 23 00

Disability Allowances

Tel: 13 27 17

Parents or Guardians

Tel: 13 61 50

Youth Allowance

Tel: 13 24 90 or

Internet: www.youthallowance.centrelink.gov.au

Students

Tel: 13 24 90

Austudy

Tel: 13 24 90

Abstudy

Tel: 13 23 18

Centrelink Employer Hotline

Tel: 13 11 58

Fax: 13 21 15

International Services

Tel: 13 16 73

Career Information

Tel: (02) 9209 1650

TTY for people with speech and hearing difficulties

Tel: 1800 810 586

Customer Relations

Tel: 1800 050 004

Centrelink Area Support Office –

Parramatta

Tel: (02) 9865 3600

National Office

Tel: (02) 6244 7788

Australia Post

For information regarding your nearest post office or postal enquiries.

Tel: 13 13 18

Department of Community Services

Suite 2, 333 High St, Penrith
Tel: (02) 4731 6222

155 March St, Richmond
Tel: (02) 4578 4744

Child Care Access Line
Tel: 1800 670 305

Commonwealth Carelink Centre

Nepean Region
(Blue Mountains, Hawkesbury, Penrith)

Commonwealth Carelink Centres provide information about a wide range of community, aged care and disability services in your local area. The information will help older people, people with disabilities and those who care for them. Anyone can receive the information by calling Tel: 1800 052 222 or by visiting the office at: 80 Henry Street, Penrith.

Financial Institutions

Australian Defence Credit Union (ADCU)
Building 327 McNamara Avenue, RAAF Base Richmond
Tel: (02) 4588 5333
Fax: (02) 4588 5133

Office hours: Monday–Friday, 9am–4pm

Australian and New Zealand Banking Group Ltd
Tel: 13 13 14

Commonwealth Bank
Tel: 13 22 21

Defence Force Credit Union Limited (Defcredit)
ABN 57 087 651 385 AFSL 234582

Serving the financial needs of the Defence Community, including the provision of general banking, savings/investment accounts, personal/home/investment loans, insurance, foreign currency, Defence Travel Card, Defence Health Claims acceptance and ATM (Richmond only).

Richmond Office is located at the southern end of Bldg 327 McNamara Avenue, RAAF Base Richmond.

Office Hours: Monday–Friday, 9am–4pm
Tel: (02) 4587 2695 or (02) 4587 2603
Fax: (02) 4578 4637

Glenbrook Office is located at Level 3, Supply Flight Bldg 112, RAAF Base Glenbrook
Office Hours: Monday–Friday, 10am–2pm

Tel: (02) 4737 7229
Fax: (02) 4739 8421

Terms and Conditions or Product Disclosure Statements available on request

National Australia Bank Limited
Tel: 13 22 65

St George Bank Limited
Tel: 13 33 30

Westpac Banking Corporation
Tel: 13 20 32

Woolworths Ezy Banking
Tel: 13 72 88

Defence Force Credit Union
Building 327, RAAF Base Richmond
Tel: (02) 4587 2603

Police Stations

Police Assistance Line (PAL)

Tel: 13 14 44

Crime Stoppers

Tel: 1800 333 000 (Freecall)

Internet: www.crimestoppers.com.au

Blacktown Police Station

9–11 Kildare Rd
Tel: (02) 9622 0000

Castle Hill Police Station

Cnr Castle & Pennant Sts
Tel: (02) 9680 5399

Penrith Police Station

High St
Tel: (02) 4721 9444

Quakers Hill Police Station

Cnr Lalor & Pierce Rds
Tel: (02) 9678 8999

Richmond Police Station

Windsor St
Tel: (02) 4578 1444 (9am—5pm only)

Springwood Police Station

Jerseywold St
Tel: (02) 4751 0299

Windsor Police Station

Bridge St
Tel: (02) 4560 6999

Major Shopping Centres

Richmond Marketplace

March St, Richmond
Tel: (02) 4588 6722

Penrith Plaza

Henry St, Penrith
Tel: (02) 4721 4354

Nepean Square

Station St, Penrith
Tel: (02) 4731 1733

Westfield Parramatta

Church St, Parramatta
Tel: (02) 9891 3929

Castle Towers

Castle St, Castle Hill
Tel: (02) 9634 4911

Westpoint Blacktown

Ratrick St, Blacktown
Tel: (02) 9621 3333

Tourism

Penrith Tourist information Centre

Car Park, Panthers World of Entertainment
Mulgoa Rd, Penrith
Tel: (02) 4732 7671

The Blue Mountains Tourism Authority

Great Western Highway, Glenbrook
Tel: 1300 653 408

Hawkesbury Visitor Information Centre – Accredited

Ham Common, Clarendon (opposite the RAAF
Base)
Tel: (02) 4588 5895

Sydney Hills Visitor Information Centre

656B Old Northern Rd, Dural 2158
Tel: (02) 9651 4411
Internet: www.sydneyhills.com.au

Hornsby Visitor Information Centre

28–44 George St, Hornsby 2077
Tel: (02) 9847 6683
Internet: www.hawkesburyriver.org.au

Essential Services

Electricity

Connections

Tel: 13 10 03

All-hours Emergency

Tel: 13 19 09

Gas

Connections

Tel: 13 16 06

All-hours Emergency

Tel: 13 19 09

Sydney Water

General Enquiries

Tel: 13 20 92

All-hours Emergency

Tel: 13 20 90

Optus

Operator Assistance

Tel: 1234

International Directory Assistance

Tel: 1225

International Service Difficulties

Tel: 1221

Customer Service Residential

Tel: 1300 300 937

Business

Tel: 1300 302 937

Telstra

Faults & Difficulties, Local & STD Calls

Tel: 13 22 03

Directory Assistance Australia

Tel: 1223

Reminder Calls

Tel: 12 454

Internet: www.telstra.com.au/services

Transport

Licensing and Registration in NSW

Registering a vehicle in NSW can be quite a daunting task – what with ‘Blue Slip’, ‘Pink Slip’, ‘Green Slip’, it can get quite confusing. Hopefully, the following information will address some of the questions you might have.

If your vehicle is registered interstate, it is classed as unregistered for NSW registration purposes. To transfer the registration of a vehicle from interstate to NSW you will need to take the vehicle for an inspection at an AUVIS (Authorised Unregistered Vehicle Inspection Station) to obtain a ‘Blue Slip’ – a Vehicle Identification and Inspection Report (identity and safety check). These are usually mechanic shops and service stations and are all around the local area and display a blue AUVIS sign.

Once you have obtained a Blue Slip, you will need to arrange to purchase a ‘Green Slip’ – Compulsory Third Party Insurance. Green Slips provide compensation for other people injured by your vehicle when you or the person driving your vehicle are at fault. Advise the insurer that a new policy is required, and the number plate field must be left blank.

Green Slips can be purchased through agencies at pharmacies, newsagents, banks and building societies. Shop around for quotes before you purchase, as there can be substantial differences in prices.

■ Green Slip Helpline

Tel: 1800 021 031 (Freecall)

Internet: www.maa.nsw.gov.au/price_guides/

■ Proof of Ownership

You will be required to prove ownership of the vehicle – i.e. have registration papers in your name. Interstate vehicles require a clearance from the Register of Encumbered Vehicles (REVS) – NT and ACT are exempt.

Contact the following numbers to obtain a clearance from NSW REVS:

- Queensland and Victoria
Tel: (02) 9600 0022
- Tasmania
Tel: (03) 6238 9263
- Western Australia
Tel: (08) 9222 0711
- South Australia
Tel: (08) 8232 0800

NB. REVS clearances are valid for 38 days from date of issue. If your vehicle is under finance, you will be required to produce authorisation from the lending body to register the vehicle in NSW.

Once you have obtained your Blue Slip, Green Slip and REVS clearance, you need to fill in the appropriate form at the Motor Registry and pay for registration. You must provide proof of your identity when you attend the Motor Registry to register the vehicle, for example:

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

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

The Motor Registry offices are notorious for waiting times, so allow plenty of time. When your registration comes up for renewal, a renewal notice will be sent to you in the mail. You are then required to obtain a Pink Slip (roadworthy certificate) from an authorised inspection station and a Green Slip (Compulsory Third Party Insurance) and take them, along with the renewal notice, to the Motor Registry for payment.

Should you require further information, you can contact the RTA Customer Service Centre on Tel: 13 22 13 or 1800 624 384. You can also visit the RTA website: www.rta.nsw.gov.au.

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

■ Registration Costs

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

■ Licences

ADF members and their dependants are permitted to drive in NSW on an interstate driver's licence until the expiry of that licence (they are not required to transfer within three months of taking residence, as is usually the case). When your interstate driver's licence expires you must apply for a NSW licence. You will need to take your interstate licence to an RTA office and:

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

■ Roads & Traffic Authority (RTA)

Tel: 13 22 13 or 1800 624 384

Internet: www.rta.nsw.gov.au

Blacktown – 85 Fluscombe Road

Castle Hill – 18 Anella Avenue

Parramatta – Cnr Macquarie & Charles Streets

Penrith – 81-85 York Road

Richmond – Shop 5, Rear 173 Windsor Street

Springwood – Shop 1, Raymond Mall, Raymond & Springwood Streets

■ Vehicle Registration, Drivers Licences & Motor Registry

Yorke Rd, Penrith

Shop 1, Raymond Mall, Springwood

Shop 5, Rear 173 Windsor Rd, Richmond

State Rail Authority

For timetable and fare information for Sydney-metropolitan and outer-metropolitan areas,

Tel: 13 15 00.

Pet Care

Companion Animals

■ Being a responsible pet owner

Most of being a responsible pet owner is common sense. Animals need to be fed and housed in an appropriate way. They have physical and mental needs that must be catered for and their behaviour needs to be such that they do not pose a threat to other animals and people or disrupt neighbours and people's ability to enjoy public areas.

■ The Companion Animals Act 1998

In 1998, the *Companion Animals Act* was introduced to set into law the rights and responsibilities surrounding pet ownership in NSW. The following information forms part of these guidelines but the act itself is a substantial document covering many things and it is suggested that you obtain a copy to gain a full understanding of its meaning and implications.

■ Identification and registration requirements for cat owners

All cats born after 1 July 1999 are required to be microchipped by 12 weeks of age or before they are sold or given away. The cats must then be lifetime registered by six months of age.

Cats born before 1 July 1999, who leave the owner's property at any time, must be identified either by a microchip or by a tag worn on their collar with their name and owner's phone number on it. These cats do not need to be registered unless sold or given away.

■ Microchipping/registration and identification requirements for dog owners

Almost all dogs are required to be microchipped by 12 weeks of age or before they are sold or

given away, and then lifetime registered by six months of age.

When a dog is not on the property that it usually occupies, it must wear a collar and tag with its name and owner's telephone number or address on it.

■ Companion Animal Registration

Most dogs and cats require lifetime registration by the time they are six months old. The fees are a one-off payment for the life of the animal and a change of details or ownership attracts no additional fee.

Registration fees are as follows:

- entire cat or dog (not desexed), \$100
- entire cat or dog owned by a registered breeder, \$35
- desexed cat or dog, \$35
- desexed cat or dog owned by a pensioner, \$15

■ Changing owner details or notifying a change in details

If microchip and registration details change (e.g. when an owner moves, changes their telephone number, or if they sell or give an animal away), it is the responsibility of the previous owner to notify the change. A change of ownership form is available from councils and will need to be signed by the old and the new owner. A change of details form is also available when needed.

■ Dogs out and about

Dogs must be under effective control and be on a lead when away from their homes. Contact your local council for the details of leash-free areas they provide.

Public places that dogs are not allowed:

- children's play areas
- food preparation/consumption areas
- recreation areas where dogs are prohibited
- public bathing areas where dogs are prohibited
- school grounds – except with permission of the person controlling the school grounds
- childcare centres – except with permission of the person controlling the childcare centre
- shopping areas where dogs are prohibited
- wildlife protection areas.

■ Dogs' defecation in public places

If your dog defecates outside your own property, it is your responsibility to remove the faeces. Leaving your dog's faeces to be cleaned up or, worse, stepped in by others is irresponsible and attracts a \$220 fine.

■ Regulations for restricted dog breeds

Owners of restricted breeds – which include pit bull terriers, American pit bull terriers and some other fighting breeds – must ensure that when their dogs are on their property they are contained in a child-proof enclosure. One or more signs must be clearly visible from the boundaries of the property displaying 'Warning Dangerous Dogs'.

When away from their property, restricted breeds must be muzzled and on a leash.

Restricted breeds must never be sold or given to, or be in the sole charge of, a person under the age of 18 years.

■ Dog training

Dogs need training. This includes things as simple as being socialised. You can start your pup off on the right foot by attending a puppy preschool and then, when it is a little older, attending obedience or agility classes. There are also lots of books and videos available from libraries, book shops and pet shops that can assist you.

■ Barking dogs

Some dogs bark excessively – often because they are bored – causing many neighbourhood problems. There are things you can do to help.

When away from your property for an extended time, give your dog a large meaty bone or something to keep its mind active. A treat-ball with something nice inside that the dog has to spend time manipulating often works well. At the animal shelter, they use a clean plastic drink bottle (old Coke bottle etc.) and place some tasty dry food inside. This will often keep dogs amused for hours. Leaving small dogs in the house or in the laundry is another possible solution to barking, but don't forget to give them something to keep them amused and water etc.

Something else you can try is a barking collar: these help by breaking the routine of constant barking. Collars are available for hire from some local councils.

■ Where to get further information

Links to download a copy of the *Companion Animals Act* and to the Companion Animal Home Page can be found at www.petregistry.nsw.gov.au

A copy of the Companion Animals Regulations can be obtained by visiting:

Internet: www.austlii.edu.au/au/legis/nsw/consol_reg/car1999265/.

Links to dog obedience and agility clubs can be found at www.rnswcc.org.au, or ring the Royal NSW Canine Club on Tel: (02) 9834 3022.

For any further information, contact your local council.

Emergency Information

Bushfires, Floods and Storms

State Emergency Service (SES)

Emergency Assistance

Tel: 13 25 00

General SES Enquiries

Blue Mountains

Tel: (02) 4782 3200

Hawkesbury City

Tel: (02) 4575 1280

Penrith

Tel: (02) 9673 1277

Volunteering and Safety Information

Tel: 1800 201 000

Floods and Storms

Tel: 13 25 00

State Emergency Service (NSW SES)

Sydney West Regional Headquarters

Unit 3, 7 St James Place, Seven Hills

Tel: (02) 8811 7700

Rural Fire Service (NSW)

Blue Mountains Fire Control Centre

Tel: (02) 4782 2159

Hawkesbury

Tel: (02) 4575 1601

Region East – Penrith

Tel: (02) 4722 8444

Floods

The Hawkesbury–Nepean region is flood prone, with a long history of often quite severe flooding. Although organisations such as the SES have completed plans for dealing with floods, as Hawkesbury–Nepean residents, we each have a responsibility to be aware of the dangers and to be prepared. Preparation, however, in no way overcomes the risk associated with living in a flood-prone region – all households should have an emergency plan.

You can help protect yourself and your family by making some simple plans. For example:

- gather together all your documents that would be hard or impossible to replace – wills, passports, photographs, birth certificates, memorabilia etc. Store them in a waterproof container, such as a zip-lock plastic bag, that can be easily carried with you in an emergency.
- know where and how to turn off utilities such as gas and electricity at the meter. If you have to evacuate, all utilities should be turned off for your safety and that of emergency workers.
- think of the needs of the whole family. If you are asked to evacuate, pack a supply of medications, toiletry and sanitary supplies, infant formulas and any other special-need items for infants, young children, the aged and people with disabilities.
- have waterproofed bags (zip-lock are ideal) to pack a change of clothing or valuables.

- keep handy a list of emergency telephone numbers for services such as the SES (Tel: 13 25 00), police and ambulance (Tel: 000).
- have a working portable radio, a torch, spare batteries and a first aid kit.
- arrange with family or friends living outside the flood-prone area to let you stay with them if you have to evacuate.
- think of the best way to stack up your furniture. Electrical and other items easily damaged by water should be placed on the top of the stack.

Probably one of the most important flood-safe strategies to remember is: don't ignore warnings. You could be asked to evacuate before the danger of flooding is obvious. Listen to expert advice – don't wait, evacuate!

For further information, contact the FloodSafe Information Line
Tel: 1800 635 663

Prevention and Protection from Bushfires

There are simple steps that members of the community can take to protect their properties in areas that are at risk of bushfire.

The Rural Fire Service recommends that you:

- tie a white flag at the front of your property if you have a water source such as a dam, a bore or a swimming pool that is accessible by fire trucks. Open gates and mark trails through the property in case the fire does approach
- move livestock from home paddocks
- clear long grass, dead leaves and thick undergrowth from around your home
- clear gutters

- remove flammable items from around your house such as woodpiles, paper, boxes and garden/household fuel such as petrol or paint
- have heavy-duty hoses connected to taps
- have battery-operated torches, in the event of a power failure
- fill bathtub or water containers in case of power cuts
- have a battery-operated radio to listen to updates if power goes out
- well-watered lawns can act as firebreaks
- cotton long-sleeve shirts and pants, leather gloves and shoes are appropriate clothing if a fire does approach your home
- prepare a family evacuation plan
- ask yourself who can look after your children and pets, and what documents you need to take with you – e.g. insurance papers, birth certificates, marriage certificate, passports, photographs etc.

The Rural Fire Services Control Centre is located at Macquarie Rd, Wilberforce. The Rural Fire Service is open from 8am–5.30pm, Monday–Friday and 9.30am to 5.30pm, Saturday and Sunday.

For fire enquiries
Tel: (02) 4575 1601

Report all fires to
Tel: 000

Listen to your local radio station for regular updates

Your local radio station is briefed continually by Fire Control in emergency situations. For information on public meetings and evacuation during the bushfire season, listen to:

- Radio Station 2BLU 89.1FM (Blue Mountains)
- Radio Station 89.9FM (Hawkesbury)
- Radio Station 101.7 WFSM (Hawkesbury/Sydney).

Important numbers

Emergency

Police, Fire, Ambulance
Tel: 000

RAAF Base Richmond Switch

Tel: (02) 4587 3111
(Richmond switch covers all Defence bases on the East Coast.)

3 Combat Support Hospital (3CSH)

RAAF Base Richmond
Emergencies:
Tel: (02) 4587 2444
Sister's Office:
Tel: (02) 4587 3030

Fred McKay's Chaplaincy Centre

Tel: (02) 4587 1215

Defence Community Organisation – Richmond

Tel: (02) 4587 1130

FIND

Tel: 1800 020 031

Regional Education Liaison Officer (REDLO)

Tel: (02) 9377 3316

National Welfare Coordination Centre (NWCC)

Tel: 1800 801 026

ADF Mental Health Strategy

All-hours Support Line:
Tel: 1800 628 036 (freecall within Australia)
Tel: +61 2 9425 3878 (outside Australia)

Defence Housing Authority – Sydney West

Tel: (02) 4588 1000
Customer Service Line
Tel: 1800 249 711
Client Service Manager – Relocations
Tel: (02) 4587 2314

Parent Line

Tel: 13 20 55

Kids Help Line

Tel: 1800 551 800

Poisons Information

Tel: 13 11 26

Police Assistance Line

Tel: 13 14 44

Rural Fire Control

Tel: 1800 049 933

State Emergency Service (SES)

Hawkesbury
Tel: (02) 4575 1280

Blue Mountains:
Tel: (02) 4782 3200

Penrith:
Tel: (02) 9637 1277

Regional Headquarters Seven Hills
Tel: (02) 8811 7700

Mensline Australia

Tel: 1300 789 978

SIDS for Kids NSW

Tel: 1800 651 186

Salvo Youthline

Tel: (02) 9360 3000

Lifeline

Tel: 13 11 14

Family Crisis Centre

Tel: 1800 066 777

**Alcohol & Drug Information
& Counselling Service**

Tel: 1800 422 599

Rape Crisis Centre

Tel: 1800 424 017

**Emergency Youth Accommodation
Hotline**

Tel: 1800 424 830

G-Line

Tel: 1800 633 635

Moving Checklist

The following is a checklist of people and organisations you might need to advise of your change of address.

Finance

- bank/building society/credit unions
- hire purchase firms
- credit card organisations
- Defence Force Home Corp.
- investment organisations
- store credit offices
- stockbroker/accountant/adviser

Health

- doctor
- dentist
- health fund
- Medicare
- vet

Insurance

- home
- house and contents
- car/trailer/caravan/boat
- life/salary etc.

Motor Vehicle

- registration
- driving licence
- automobile association

Subscriptions

- magazines
- book and record clubs

Memberships

- clubs (sporting/social)
- professional organisations

Housing

- landlord/agent

Home Deliveries

- newsagent
- milk vendor
- baker

Government

- federal departments (Centrelink, Family Court, Veterans' Affairs, etc.)
- electoral roll
- state departments (courts, education, family services, health, firearm registration, etc.)
- local departments (water, rates, library, pet registration, etc.)

Education

- preschools
- schools
- correspondence courses
- tertiary studies
- education centre

Household Services

- mail
- telephone
- electricity
- gas
- water

Note:

As the majority of members will not know their new address until some time after arrival, they should advise that mail be addressed to the member's ship or establishment in the interim. You should also consider arranging with Australia Post to have your mail redirected from your old post office for a period. This can be arranged at your old post office before leaving. A fee is charged for this service.



Australian Government
Department of Defence