

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 SINGLETON



Australian Government

Department of Defence

Welcome to Singleton

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

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

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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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October 2009

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Introduction and Welcome

On behalf of the Australian Defence Force and the local community, I would like to extend a warm welcome to you and your family for your upcoming move to Singleton. It is with great pleasure that I write in support of the Defence Community Organisation's great work in producing this Welcome Book.

Many of you have been posted to a number of locations in your careers so far, however, I have no doubt that you and your family can take heart from a quality of life beyond what is normally expected of a medium-sized rural community. Singleton and its immediate surrounds have a well-established selection of education choices, generous sporting amenities, many shopping options and modern public amenities. It maintains good health facilities, a variety of church and religious presences and many active service groups, all of which see Defence as an integral part of the community. Additionally, DHA and other supporting agencies are actively seeking to build on the excellent living standards already provided.

There are also a number of nearby attractions. Significant recent changes in the adjacent Hunter Valley wine district have occurred in the past decade. The Pokolbin area in particular has become a major tourism draw card, right on our doorstep. The close proximity of Maitland – and the waterways in and around Nelson Bay and Newcastle – provides notable outdoor diversions across a wide range of activities, from antiques to fishing and boating.

I would urge you to consider involvement with the local community through education, sporting, religious and business affiliations. Not only will you enjoy your time more, your efforts will assist in keeping the Singleton community vibrant.

Welcome to a great part of Australia and enjoy your time in Singleton.

Lieutenant Colonel Andrew Lowe
CO/CI School of Infantry



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
- absence from home 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
- childcare 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

DCO Hunter
Infantry Dr, Singleton

Tel: (02) 4034 6973

Fax: (02) 4964 6976

Email: DCO.HunterRIMS@defence.gov.au

DCO Website

The DCO website (Internet: www.defence.gov.au/dco) provides Defence families with ready access to information 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 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

Chaplains

Protestant denominations

Tel: (02) 6575 0289

Salvation Army

Tel: (02) 6575 0279

All-hours Support Line

Tel: 1800 628 036 (freecall within Australia)

Tel: +61 2 9425 3878 (outside Australia)

National Welfare Coordination Centre (NWCC)

Tel: 1800 801 026 (freecall)

Defence

Defence Base at Singleton

Lone Pine Barracks

Singleton Military Area

Singleton NSW 2331

Units Located in Singleton Military Area (SMA)

School of Infantry (SOI)

The School of Infantry's main task is to train officers and soldiers – GRES and ARA – from all over Australia in the skills required of them for their employment in the Infantry Corps. To do this effectively, all staff posted to the SOI work very long hours, often in excess of 60 hours a week. There are approximately 200 military personnel and many civilian staff employed at the SOI.

The school is kept extremely busy, with approximately 40 courses conducted each year and approximately 18 platoon-sized march outs of IET soldiers annually. To run these courses effectively to the high standard that is required, the SOI is made up of wings or sections.

■ Headquarters School of Infantry

In order for the SOI to operate effectively, the administration is left largely to the Headquarters, which is supported by the Defence corporate support staff.

■ The Regimental Aid Post (RAP)

The RAP is responsible for providing medical support to all soldiers in the SMA. Sick Parade is 7.30–10.30am daily.

■ Gymnasium

The gymnasium staff are concerned with the physical fitness of all staff and students alike.

Opening times:

Gym

Weekdays, 6.00am–8.00pm

Saturday, Sunday and public holidays, 9.00am–12 noon

Pool

Weekdays, 6.00am–8.00pm

Saturday, Sunday and public holidays, 12 noon–6.00pm

Tactics Wing

This wing is responsible for all infantry promotion and specialist courses, from the rank of Corporal to Captain. The wing has sections consisting of:

- the Platoon Team, which conducts the Regimental Officer Basic Course, which prepares recently graduated lieutenants for service as platoon commanders. It also conducts the Supervisor Infantry Operations – Platoon course to prepare CPLs to be platoon sergeants
- the Recon/Sniper Section, which is responsible for the conduct of Officer/NCO recon/sniper training
- the DFSW section, which conducts the Officer/NCO DFSW course and is currently implementing the training for the Javelin Anti-armoured Weapon System
- the Company Team, which conducts module one of the Supervisor Infantry Operations – Company course for SGTs being considered for promotion to WO2.

Rifleman Wing

Rifleman Wing – The future of the Royal Australian Infantry Corps.

Rifleman Wing conducts the 11-week Infantry Initial Employment Training (IET) course for all Regular Army Infantry Soldiers. Rifleman Wing Headquarters consists of the Operations/ Training Cell and a Personnel/Logistics Cell. The Headquarters commands two companies: Alpha Company consists of six IET Training Platoons, responsible for the conduct of the IET course, and a Holding Platoon for soldiers about to begin training; while Bravo Company consists of a Training Support Platoon, Rehabilitation/Retraining Pl for medically restricted personnel or soldiers who require remedial training before completing the course, and a Transition Platoon for soldiers who are transferring to another corps or discharging.

Special Forces Training Centre (SFTC)

SFTC is a separate unit that belongs to Special Operations Command. SFTC's mission is to support individual training and reinforcement of the Special Forces Group, in order to enhance the operational effectiveness of Special Operations Command. SFTC consists of a Headquarters and three Wings, with 60 personnel. The unit conducts a variety of tasks, including:

- recruitment, testing and training of potential reinforcements
- conducting the Commando Reinforcement Training Continuum
- supporting Special Air Service (SAS) selection
- providing operational support to Special Operations Command.

Each year, SFTC conducts the Commando Reinforcement Training Cycle, with the aim of training up to 144 commandos to be employed within Special Operations Command. It is a demanding training continuum that necessitates a strong commitment of dedicated, professional instructors and supporting staff. Overall, SFTC is a high-tempo unit run by a relatively small cadre of staff that trains soldiers in a variety of environments to include amphibious and land-based training areas.

Defence Support – DS CNNSW/CS-Singleton

Defence Support – Singleton provides the full range of DSG products and services to CNNSW, which extends from the Hawkesbury River in the south to Tweed Heads in the north, and Newcastle in the east to Cobar in the west. It covers all ARA, GRES and Cadet Depots/Units. It also provides support to units visiting CNNSW. The Regional Headquarters is located on RAAF Base Williamstown. DS-Singleton also includes the Singleton Training Area (STA). The DS-Singleton Customer Service Centre (CSC-S) provides administration support to the SOI and some aspects of support to SFTC.

■ Area Theatre

Centre Dr
Singleton Military Area
Tel: (02) 6575 0283

■ Military Museum

Wings Rd
Singleton Military Area
Tel: (02) 6575 0257
Hours: Wednesday to Sunday, 9.00am–4.00pm

■ Hairdresser

Theatre Way
Singleton Military Area
Tel: (02) 6575 0282
Hours:
Wednesday, 10.00am–6.00pm
Thursday, 8.00am–4.00pm

■ Legal Officer

Visits first Tuesday of each month.
Note: Soldiers from Singleton Military Area are to book through the DS-Singleton Customer Service Centre.
Tel: (02) 6575 0100

■ Defence Community Hall

Infantry Dr
Tel: (02) 6575 0116

■ Military Police

MP Duty Room
Tel: (02) 6575 0406

■ Australian Defence Credit Union

Tel: (02) 6575 0288
Hours: 10.00am–2.00pm
pay Thursday, 9.00am–2.00pm
pay Friday, 10.00am–2.30pm

■ Sporting Facilities

(e.g. swimming pool, squash courts)
Area Gymnasium
Centre Dr
Tel: (02) 6575 0479

■ Defence Credit Union

Tel: (02) 6575 0326
Hours: 9.00am–2.00pm
Thursday evenings, 6.00–7.00pm

■ Post Office

Theatre Way (located in Australian Commercial Catering Canteen)
Tel: (02) 6575 0463

■ Australian Commercial Catering Canteen

Hours:
Monday to Friday, 7.00am–8.30pm
Saturday, closed
Sunday, 5.00–8.30pm

■ Infantry Library Heritage Centre

Tel: (02) 6575 0462

■ SNP Security

Duty Room
Infantry Dr
Singleton Military Area
Tel: (02) 6575 0215

Call to arrange an appointment for security access ID. Form available on the Singleton Military Area Bulletin Board.

Tel: (02) 6575 0417

Education

Regional Education Liaison Officer (REDLO)

The Regional Education Liaison Officer (REDLO) can provide you with information and advice on 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 (DSTA)

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

They may:

- 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 to 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

Tel: (02) 9393 3316

Email: redlo.nsw@defence.gov.au

Handy Contacts

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

Public Schools New South Wales
Internet: www.schools.nsw.edu.au

NSW Government Schools – Term Dates 2010

Term 1: Wednesday 27 January 2010 –
Thursday 1 April 2010

Term 2: Monday 19 April 2010 –
Friday 2 July 2010

Term 3: Monday 19 July 2010 –
Friday 24 September 2010

Term 4: Monday 11 October 2010 –
Friday 17 December 2010

School Development Days:

First day of Term 1, first day of Term 2, first day of Term 3, and last two days of Term 4.

Employment

The Service Workforce Access Program for Partners (SWAPP SELECT)

SWAPP SELECT provides a selection of employment-enabling initiatives to assist an ADF partner to become job ready and gain employment in the new posting locality. These initiatives include:

Professional Employment Services

Funding of up to a maximum of \$2500 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 \$2500. 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.

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 Re-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 Fringe Benefits Tax. 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.

Internet: 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 childcare 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 Childcare Centres

There are currently 21 Defence childcare centres across Australia which participate in the National Childcare Accreditation Council Quality Improvement Program. These centres are managed by B4Kids Pty Ltd and are required to meet the State/Territory Child Care Regulations for licensing and the requirements for the Child Care Benefit (CCB). The centres provide priority of access to Defence families in accordance with Defence's Priority of Access (POA) guidelines.

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

National Enrolment Call Centre

The B4Kids Enrolment Call Centre can be contacted on Tel: 1300 265 600, for Defence families to:

- access placements in Defence childcare centres
- book child care in the preferred location in advance of relocating to that area
- receive information on other centres in the 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 childcare centres.

Family Day Care

Family day care is home-based child care by a qualified, monitored family day care provider. You can contact the schemes in your area through Family Day Care Australia on Tel: 1800 621 218.

Handy Contacts

Defence Community Organisation

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

B4Kids Pty Ltd

Internet: www.b4kids.com.au

Tel: 1300 265 600

Child Care Access Hotline

Tel: 1800 670 305

Provides up-to-date information about childcare options and locations.

Department of Education, Employment and Workplace Relations (DEEWR)

Office of Early Childhood Education and Child Care

Internet: www.mychild.gov.au

The National Childcare Accreditation Council (NCAC)

Internet: www.ncac.gov.au

Family Day Care Australia

Tel: (02) 4320 1100 or 1800 621 218

Internet: www.familydaycare.com.au

Army Playgroup – Little Diggers

DC Hall, Infantry Dr

Tel: (02) 4964 6973

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 process whereby families have their status as a member with a special needs dependant formally recognised and reviewed by Defence
- a process whereby families have the assistance required by the special needs dependant reviewed prior to relocating
- 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 with identifying appropriate housing and transit accommodation.

Contact your local DCO office for more information or to make an appointment to formalise the recognition of a dependant with special needs, and at the time of posting for an assessment of assistance required by the special needs dependant on posting.

Children with Special Needs

The decision of 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 to facilitate the appropriate placement as soon as notification of posting is given, so that the support required 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 (DRHMs) are employed to assist ADF members and their families by liaising with Defence Housing Australia (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 Relocations and Housing Manager, listed below.

Area	
Williamstown	
Names	
Roger Lamothe	Neysa Johnston
Telephone	
(02) 4034 6964	(02) 4928 6565
Mobile	
0413 728 512	0429 127 082
Fax	
(02) 4034 6972	(02) 4034 6972

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 any queries that you have regarding your housing needs.

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

Handy Contact Information

Defence Housing Australia
Tel: 139 342 (139 DHA)
Internet: www.dha.gov.au

Toll Transitions



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

You can download the *Easymove Guide* from the Toll Transitions website. DHA will also provide you with a hardcopy 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 Tel: 1800 819 167.

Health

Community Health

Ambulance Cover

Families: It is important to note that ambulance cover in New South Wales is 'user pays' and is not covered by Medicare. **All families are encouraged to arrange ambulance cover by contacting a registered private health fund of your choice (refer to the Yellow Pages).**

Although, some ambulance services are provided free of charge to people who receive a benefit entitlement. Depending on your situation, you may be entitled to subsidised transport. To find out more and to see the number of insurance options available, go to Internet: www.ambulance.nsw.gov.au.

Singleton District Hospital

Dangar Rd, Singleton

Tel: (02) 6571 9222

Fax: (02) 6571 9282

24 hours, seven days a week.

A referral from a general practitioner is required for in-patient services and specialist services only.

Singleton Community Health Centre

Hospital Grounds, Boonal St, Singleton

Tel: (02) 6571 9248

Services available: asthma education, clinical psychology, speech pathology, social work, audiometry (paediatrics only), child and family health (early childhood), type 2 diabetes education, occupational therapy, dietetics, immunisation, continence and foot care. Other visiting services: Aboriginal health liaison officer, adolescent and family counsellor, and drug and alcohol counsellor.

Other Support Services

Home and Community Care Service of New South Wales

3 Bathurst St, Singleton

Tel: (02) 6571 2300

Neighbour Aid

3 Bathurst St, Singleton

Tel: (02) 6571 2300

Singleton Neighbourhood Centre Inc.

88 George St, Singleton

Tel: (02) 6571 2499

Email: snc@hunterlink.net.au

This centre provides information and access to a variety of services, including women's health, financial counselling and migrant services.

Defence Community Groups

Defence Special Needs Support Group (DSNSG)



The Defence Special Needs Support Group (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 programs, 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

Email: national.coordination@dsnsg.org.au

Internet: www.dsnsg.org.au

Defence Families of Australia (DFA)



Defence Families of Australia (DFA) has been representing the views of Defence families for more than 20 years. It is a voluntary group of energetic and dedicated Defence spouses appointed by the Minister for Defence Science and Personnel. We are in the unique position of having access to the Minister, Chief of the Defence Force (CDF), 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 that 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 situated in each state and we try to have a Senior Representative on each base also. We rely on good communication between each other and the 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 is 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. Internet: 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 also available on our website.

Internet: www.dfa.org.au

If you need help or advice

Tel: 1800 100 509

Singleton Military Area Support Groups

There are a number of groups that have been formed by wives/partners of serving members as community support groups. If you are interested in joining any of these groups, contact the Defence Community Organisation for further information.

Tel: (02) 4964 6973

Playgroup

The Little Diggers Army Playgroup meets on Monday mornings from 9.30am to 11.30am, at the Defence Community Hall. There are organised activities for the children and a chance for mums to have a cuppa and meet new friends. From time to time, the group meets at a park in town or a place of interest – for example, a visit to the fire station.

SWISH (Singleton Wives Initiating Self-Help)

This group is made up of service spouses who meet on a regular basis. These meetings are informal and the ladies do craft work. Tutors throughout the year teach new crafts. Some crafts include painting, card-making, embroidery, patchwork and cross-stitch.

For further information on times, topics and requirements, contact the Defence Community Organisation.

Tel: (02) 4964 6973

Locality Information

Statistics About Singleton

Population:	21,937
Shire area:	4893 sq km
Height above sea level:	73.2m
Annual rainfall:	640mm
Average temperatures:	Summer max 31°C min 18°C
	Winter max 17°C min 5°C

Shopping

Woolworths and Big W, located in the Gowrie Street Mall Complex, Gowrie Street. (This centre is currently undergoing redevelopment.)

Franklins, located in The Plaza, Gowrie Street.

IGA, located in The Square, John Street.

Movie Theatres

Singleton Army Base Area Theatre
Screenings:
Tuesday, Saturday and Sunday nights
Tel: (02) 6575 0283
Cost: adults \$4, children \$2

Majestic Cinemas
Rose Point Complex, 21 Ryan Ave, Singleton
Tel: (02) 6571 5252

Movie Info-line
Tel: (02) 6571 5252
Internet: www.majesticcinemas.com.au

Sports

In Singleton, a wide range of sports is catered for.

For information on current sporting clubs, phone the Family Liaison Officer.

Tel: (02) 4964 6973

General Services

General Contact Information

■ Electoral Information

Australian Electoral Commission – Hunter Division

13 Mitchell Dr, East Maitland
Tel: 13 23 26

■ Centrelink

Shop 16, The Square
157–159 John St, Singleton
Fax: (02) 6571 3306
Internet: www.centrelink.gov.au

Appointments

Tel: 13 10 21

Family payments

Tel: 13 61 50

■ Singleton Post Office

136–140 John St, Singleton
Tel: (02) 13 13 18
Internet: www.auspost.com.au

■ Australian Taxation Office

Personal Tax Infoline
Tel: 13 28 61
Internet: www.ato.gov.au

■ Department of Community Services

Shop 7, Commercial Centre
Market Lne, Muswellbrook
Tel: (02) 6543 2455

■ Domestic Violence Line (24 hours)

Tel: 1800 656 463 (freecall)
DoCS Helpline
Tel: 13 21 11 (24 hours)
To report child abuse and neglect.

■ Child Support Agency

General enquiries
Tel: 13 12 72
Internet: www.csa.gov.au

■ Singleton Court House

Elizabeth St, Singleton
Tel: (02) 6572 1170

■ National Parks and Wildlife Service

General information
Tel: 1300 361 967
Internet: www.environment.nsw.gov.au

■ State Emergency Service (SES)

Tel: 13 25 00
For assistance during flood and storm emergencies.

■ Banks

Banks and building societies all located on John Street.

■ Newspapers

Singleton Argus
Published Tuesday and Friday
6–8 Campbell St, Singleton
Tel: (02) 6572 2611

■ NRMA Road Service

Shop 3, 174 John St, Singleton
Tel: (02) 6571 4260
Road service
Tel: 13 11 11
Membership and general enquiries
Tel: 13 11 22

■ **Medicare**

Singleton Office
Shop 20, Singleton Town Square
159 John St, Singleton
Telephone enquiries
Tel: 13 20 11
Monday to Friday, 8.30am–5.00pm
Internet: www.medicareaustralia.gov.au

Churches

Please contact individual churches for further particulars of their services and programs.

■ **Anglican**

All Saints Church
High St
Tel: (02) 6571 1414
St Luke's Church
Wynyard St

■ **Singleton Family Christian Centre**

23 Maitland Rd
Tel: (02) 6572 1878

■ **Seventh-day Adventist**

Doyle St
Tel: (02) 6571 2102

■ **The Salvation Army**

4 York St
Tel: (02) 6572 2690

■ **Uniting**

Church St
Tel: (02) 6571 1557

■ **Presbyterian**

Elizabeth St
Tel: (02) 6572 4560

■ **Christian Israelite**

Cnr Bishopgate & Goulburn Sts
Tel: (02) 6572 1198

■ **Singleton Evangelical Church**

Hunter St (meets at the Public School)
Tel: (02) 4933 0145

■ **Catholic**

St Patrick's Church Office
Queen St
Tel: (02) 6578 9600

■ **Jehovah's Witness**

Kingdom Hall
Curtis St
Tel: (02) 6571 2255

■ **The Faith Walk Church Inc.**

562 Gresford Rd
Sedgefield via Singleton
Tel: (02) 6574 1311

■ **Baptist Church**

Gardiner Cct
Tel: (02) 6573 1582

Essential Services

Energy Australia

Residential enquiries

Tel: 13 15 35

Loss of electricity and emergencies

Tel: 13 13 88

Gas emergency (24 hours)

Tel: 13 19 09

Internet: www.energy.com.au

Country Energy

Electricity and gas

General enquiries

Tel: 13 23 56

Supply interruptions

Tel: 13 20 80

Internet: www.countryenergy.com.au

Origin Energy

Natural gas and LP gas

Emergencies and gas leaks only

Tel: 1800 808 526 (freecall)

Internet: www.originenergy.com.au

Telstra

Tel: 13 22 00 and follow the prompts

Home phone faults

Tel: 13 22 03

Internet: www.telstra.com.au

Gas

■ Elgas

General enquiries

Tel: 13 11 61

LPG emergency

Tel: 1800 819 783

Internet: www.elgas.com.au

■ Kleenheat

Tel: 13 21 80

LP gas

Tel: 13 24 62

Natural gas

Tel: 13 24 63

Internet: www.kleenheat.com.au

Garbage Collection Services

Contact Singleton Shire Council to check correct day of garbage service and location of garbage dumps.

Tel: (02) 6578 7290

Transport

Defence Driving Licence Scheme

With the exception of Victoria and the Northern Territory (NT), Commonwealth, state and territory authorities implemented a Defence Driving Licence Scheme (DDLs) for ADF personnel and eligible members of their families. Under the DDLs, the driving licences of both personnel and their family members are recognised throughout Australia and, therefore, no requirement exists to change a driving licence solely because of a transfer interstate. On expiry, however, licences must be renewed in the current state or territory of residence.

Partners of Defence members can drive in New South Wales on an interstate licence, but must carry with them a valid driver ID document issued by the Commonwealth. Refer to DI-G (Pers 17-2) Form AB135.

Registration

Registering a vehicle in New South Wales can be quite a daunting task – what with ‘Blue Slip’, ‘Pink Slip’, ‘Green Slip’ – and 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 New South Wales, 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 displaying a blue AUVIS sign, and are all around the local area.

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 is 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: 1300 137 600

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

Claim advisory service

Tel: 1300 656 919

■ Proof of Ownership

You will be required to prove ownership of the vehicle – that is, registration papers in your name.

Interstate vehicles require a clearance from the Register of Encumbered Vehicles (REVS); the Northern Territory and the Australian Capital Territory are exempt.

Queensland and Victorian drivers can obtain a clearance from NSW REVS.

Tel: (02) 13 32 20

Newcastle

Tel: (02) 4929 4671

Tasmania

Tel: (03) 6238 9263

Western Australia

Tel: (08) 9222 0711

South Australia

Tel: (08) 8232 0800

Internet www.revs.nsw.gov.au

Note: 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 New South Wales.

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
- A 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.

Tel: 13 22 13 or 1800 624 384

Internet: www.rta.nsw.gov.au

Note: NSW authorities permit ADF members and their dependants to drive interstate-registered vehicles only until the expiry of the registration. People illegally operating in New South Wales may be liable for fines of up to \$2200.

■ 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.

■ Roads and Traffic Authority

Unit 11/12 Rose Point Centre

9/21 Ryan Ave, Singleton

Tel: 13 22 13

Internet: www.rta.nsw.gov.au

Transport Services

■ Bus

Hunter Valley Buses Pty Ltd

19 John St

Tel: (02) 6572 2555

Internet: www.huntervalley.com.au

A regular bus service from Singleton Heights to town, and from South Singleton to town, and return. Daily service to Maitland and return.

Kean's Travel Express

Tel: (02) 6543 1322

Regular coach from Singleton to Sydney via Cessnock.

Greyhound Australia

Tel: 1300 473 946

Internet: www.greyhound.com.au

Saxbys

36 Carrington St

Tel: (02) 6571 4666

School and private bus hire.

Anvil Bus Charters

18 Macquarie St

Tel: (02) 6572 4224

School and private bus hire.

Cowans Bus Service

Magpie St

Tel: (02) 6571 1011

Valley Bus and Coach

PO Box 280, Singleton

Tel: (02) 6571 2022

School and private bus hire.

Singleton Community Transport Group Inc.

3 Bathurst St, Singleton

Tel: (02) 6571 2300

HACC-funded to assist people who are aged, frail or disabled with transport.

■ Planes

A comprehensive flight service is available at Williamtown Airport, which is approximately 1 hour and 15 minutes from Singleton. Book through local travel agents, listed below.

Harvey World Travel

85A John St

Tel: (02) 6571 2870

Travelscene Singleton

127–129 John St

Tel: (02) 6572 4488

■ Taxi

Singleton Taxi Service

Tel: (02) 6572 1133

Internet: www.taxico.com.au

■ Trains

Singleton Railway Station

Munro St

Tel: (02) 6572 1034

Singleton to Newcastle

Monday to Friday

Departs Singleton: 6.46am and 10.43am

Departs Newcastle: 4.05pm and 5.46pm

Saturday, Sunday and public holidays

Departs Singleton: 7.28am

Departs Newcastle: 5.44pm

Ticket office open at Singleton Railway Station

Monday to Friday, 6.15am–1.00pm

Closed Saturday, Sunday and public holidays.

If office unattended, pay fare at destination.

Passenger must be carrying cash to show intent to pay.

CountryLink (XPT) departs Singleton at 1.44pm daily, going to Sydney.

CountryLink (XPT) departs Singleton at 1.14pm daily, going north to Armidale and Moree.

Bookings essential through CountryLink.

Tel: 13 22 32

Ticket office at station for XPT tickets:

7.00am–1.00pm

Internet: www.countrylink.info

Above train timetables subject to change.

■ Serco Sodexho Courtesy Bus Timetable

Service between Singleton Military Area and Singleton.

Fridays

5.00pm – Base to town and return

6.00pm – Base to town

9.30pm – Town to base

Saturdays

10.00am – Base to town

9.30pm – Town to base

Sundays

7.00pm – Railway station to base

Singleton Base pick-up points are:

Curry Club, Jeffries Club, Rifleman Wing HQ, Officers' Mess, Sergeants' Mess.

Town pick-up points are:

Gowrie Street Bus Shelter on Gowrie Street, RSC Club on Castlereagh Street.

For any information for the above service, please phone Saxbys Tel: (02) 6571 4666.

Important Numbers

Life-threatening Emergency

Tel: 000

Support Services

■ Singleton Police

22 Hunter St
Police Assistance Line (PAL) (non-emergency)
Tel: 13 14 44

General enquiries
Tel: (02) 6578 7499
Internet: www.police.nsw.gov.au

■ Ambulance

Cnr George & Pitt Sts
Tel: 13 12 33

■ Fire Brigade

Pitt St
Tel: (02) 6572 1495

■ Singleton Hospital

Dangar Rd
Tel: (02) 6571 9222

■ State Emergency Service

Storm/flood emergencies
Tel: 13 25 00

■ National Security Hotline

Tel: 1800 123 400

■ Volunteering and Safety Information

Tel: 1800 201 000

■ Lifeline 24-hour Counselling Service

Tel: 13 11 14

■ Poisons Information Centre

Tel: 13 11 26

Civilian Numbers

■ Defence Housing Australia – Maintenance Hotline

Tel: 1300 366 615

■ Defence Housing Australia

Local Area Office
Tel: (02) 4983 5300
Fax: (02) 4983 5361

■ Electricity

Tel: 13 15 35

■ Emergency (after hours)

Tel: 13 13 88

■ Garbage

Tel: (02) 6578 7290

■ Gas

Elgas
General enquiries
Tel: 13 11 61

Emergency
Tel: 1800 819 783

Kleenheat
Tel: 13 21 80

■ Taxi

Tel: (02) 6572 1133

■ NRMA Singleton

Tel: (02) 6571 4260
24-hour Road Service
Tel: 13 11 11

■ **Singleton Shire Council (Customer Service)**

Tel: (02) 6578 7290

After-hours emergencies

Tel: (02) 6572 1400

■ **Defence Health**

Tel: 1800 IM SICK (1800 467 425)

■ **Defence Community Organisation**

Contact during business hours

Tel: (02) 4964 6973

For after-hours emergencies, contact National Welfare Coordination Centre (NWCC)

Tel: 1800 801 026

All-hours Support Line

Tel: 1800 628 036

■ **National Welfare Coordination Centre (NWCC)**

Tel: 1800 801 026

■ **Vietnam Veterans and Veterans Families Counselling Service**

Tel: 1800 011 046

■ **Legal Aid: Lawaccess**

Tel: 1300 888 529

■ **Court House Singleton**

Tel: (02) 6572 1170

■ **Neighbourhood Centre**

Tel: (02) 6571 2499

Marriage, Family and Separation Counselling

■ **UNIFAM**

Tel: (02) 4925 6000

■ **Relationships Australia**

Tel: (02) 4940 1500 or 1300 364 277

Internet: www.relationships.com.au

■ **Child Protection and Family Crisis Service**

District Centre – Muswellbrook

Tel: 13 21 11

DoCS District Centre – Muswellbrook

Tel: (02) 6543 2455

Adolescent Counsellor (upper Hunter)

Tel: (02) 6542 5300

Internet: www.community.nsw.gov.au

■ **Community Health**

Tel: (02) 6571 9248

■ **Singleton Family Support**

Tel: (02) 6572 4288

■ **Alcoholics Anonymous**

Tel: (02) 6572 2262

■ **Al-Anon Family Groups**

Tel: (02) 4962 3844

■ **Alcohol and Drug Information Service NSW**

Tel: 1800 422 599 (freecall)

■ **Beyondblue – National Depression Initiative**

Tel: 1300 224 636

Internet: www.beyondblue.org.au

■ **Child Support Agency**

General enquiries

Tel: 13 12 72

Internet: www.csa.gov.au

■ **Domestic Violence Line (24 hours)**

Tel: 1800 656 463 (freecall)

Military Telephone Numbers

When phoning from outside into the Singleton Military Area (SMA), phone numbers take the prefix 6575 then the extension – that is, 6575 0XXX. For example, the Officers' Mess would be (02) 6575 0428.

■ Area Messes

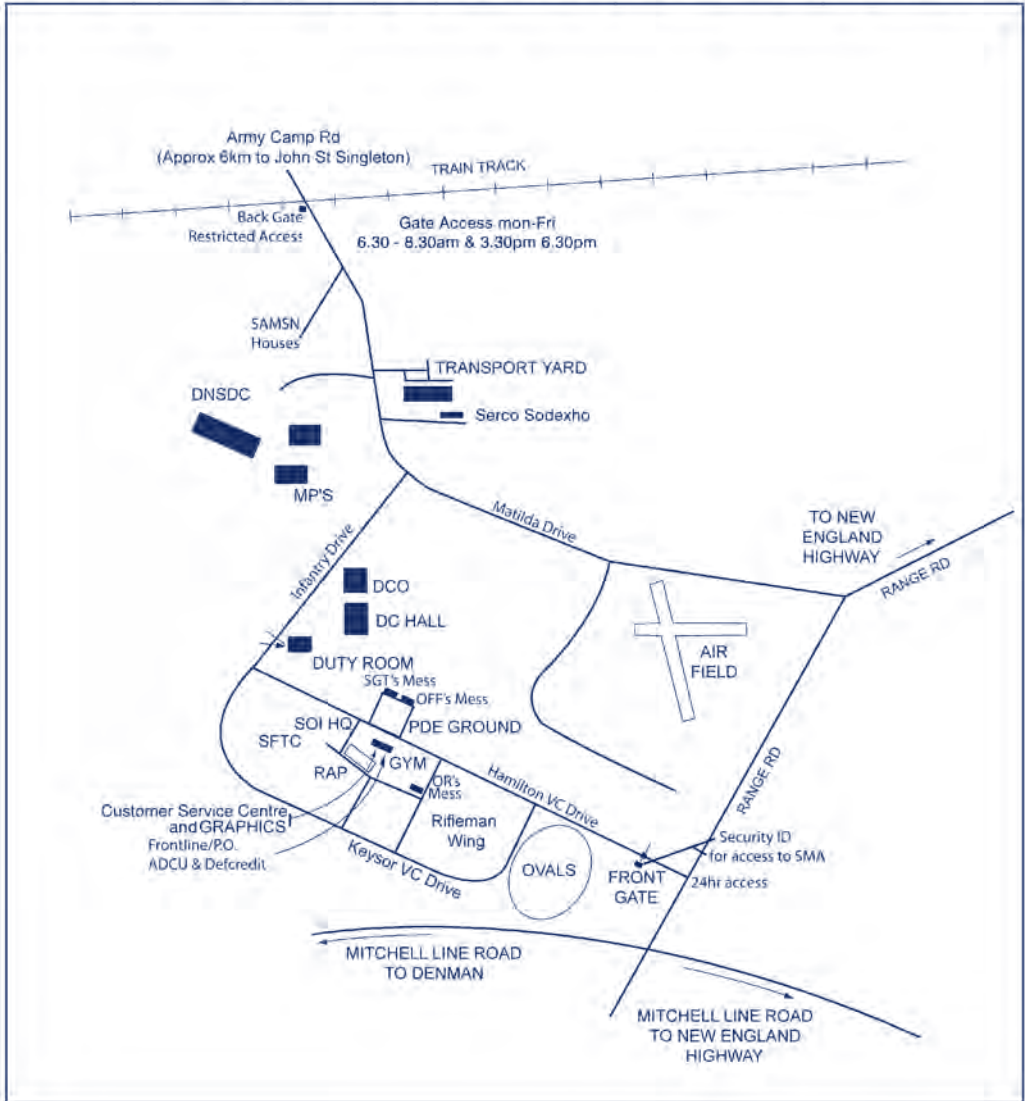
Officers' Mess	50 428
Sergeants' Mess	50 430
Currey Club	50 180
Jefferies Club	50 460

■ Chaplains

PD	50 289
Salvation Army	50 279
Defence Community Organisation	50 296
Defence Community Hall	50 116
Military Post Office (in Jefferies Club)	50 463

Map

MAP OF SINGLETON MILITARY AREA (SMA)



Notes



Australian Government
Department of Defence