

# 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 WILLIAMTOWN



Australian Government

Department of Defence

# Welcome to the Hunter Region

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

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

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

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

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

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## Publisher's Note:

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

Published by: Early Childhood Australia Inc. for the Defence Community Organisation

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# Defence Support Services

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## Defence Community Organisation (DCO)

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### How We Can Assist You

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

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

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

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

### Where To Find Us

Building 225, McNamara Dr  
Williamtown

Tel: (02) 4964 6973

Fax: (02) 4964 6096

Email: DCOHunterRIMS@drn.mil.au

### DCO Website

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

### After Hours Emergency Support

The DCO Office is open from 8.30am to 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.

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## Base Chaplains

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The base chaplains (padres) at Williamtown represent a number of Christian denominations and are available for assistance to Service members and their families. Chaplains provide their services and resources to all people, whether or not they have a religious belief or attend a church.

Chaplains are available to:

- attend to the spiritual needs of base personnel and their families
- conduct church services – Sunday, weekday and incidental services
- provide pastoral care and counselling
- offer moral and ethical counsel to all who seek their advice.

### **Pastoral Care and Counselling**

Chaplains can assist the people of RAAF Williamtown with pastoral counselling and resources in areas such as pre-marriage, marriage, stress, divorce, conflict resolution, personal and family crises and grief. All counselling is in confidence and no reports are made to other parties unless you request it.

### **Sunday Church Service**

Catholic Mass each Sunday is at 9am at the base chapel, located in McNamara Road on the base.

### **Duty Chaplain**

A chaplain is available 24 hours a day. Please call the switch on Tel: (02) 4964 7111 and ask the operator to call the duty chaplain.

Chaplain (WGCDR) Mark Willis  
Tel: (02) 4964 7817

Chaplain (SQNLDR) Peter Friend  
Tel: (02) 4964 7816

Chaplain (SQNLDR) Garry Hooper  
Tel: (02) 4964 7818

Chaplain (FLTLT) Campbell Carol  
Tel: (02) 4964 7821

### **RAAF Welfare Trust Fund**

Chaplains can provide limited financial assistance through this fund. Details can be found on the internal computer network at <http://defweb.cbr.defence.gov.au/rwtf>.

# RAAF Base Williamtown

RAAF Station Williamtown was officially opened on 15 February 1941, to protect the strategic port and industrial areas of the region. Initially staffed by three officers and 96 men, the base has been a permanent operational base since then.

Today, RAAF Base Williamtown is the primary fighter base for the Royal Australian Air Force. Williamtown is also one of the busiest RAAF bases in Australia, with an operational requirement covering flying commitments and technical and training programs. The airfield handles more

than 1,000 movements a week, with up to 80 an hour. Newcastle domestic airport is located at Williamtown on land leased from Defence and operates from the same runway. About 33 per cent of all aircraft movements are civil, making Williamtown the major civilian airport in the Hunter region.

The base is now headquarters to the Air Combat Group (ACG), which controls all of Australia's front-line fighter and strike aircraft, the Surveillance and Response Group (SRG)

and the Australian Defence Warfare Centre.

Three aircraft types – the F/A-18 Hornet (operated by No. 2 Operational Conversion Unit, No. 3 Squadron and No. 77 Squadron), the Hawk 127 lead-in-fighter (operated by No. 76 Squadron) and the Pilatus PC-9 training aircraft (operated by the Forward Air Control Development Unit) – are based at Williamtown. To support this high tempo, more than 3,000 uniformed, civilian and contract staff are employed at the base. The BAE Systems facility on the base has assembled the Hawk 127 and now the AEW&C aircraft, operated by No. 2 Squadron. The Hornet upgrade program (HUG) and testing is also carried out on base.

### **Salt Ash Air Weapons Range (SAWR)**

RAAF Williamtown and the nearby SAWR are used to train fast jet pilots within the ACG. Defence operations include take off and landings at RAAF Williamtown and weapons training operations at SAWR. SAWR is used for training to practise attack profiles, bombing and gunnery, using inert ordnance that does not contain high-explosive charges.

### **Air Combat Group (ACG)**

The ACG is one of the largest Force Element Groups in the Air Force, with 145 aircraft, 163 aircrew and 2,000 support personnel based across Australia. It is responsible for all of the RAAF's F/A-18 Hornet, F-111 and Hawk 127 squadrons, plus PC-9 Forward Air Control (FAC) aircraft. The units that make up ACG are based at Williamtown (New South Wales), Pearce (Western Australia), Tindal (Northern Territory) and Amberley (Queensland).

### **Headquarters Air Combat Group (HQACG)**

The HQACG is the headquarters through which Commander Air Combat Group (CDR ACG) exercises command of the group. CDR ACG is a one-star officer (Air Commodore) and is assisted by his headquarters staff.

### **No. 78 Wing (78WG)**

The 78WG comprises No. 2 Operational Conversion Unit (2OCU) (Hornet), Nos 76 and 79 Squadrons (Macchi) and Field Training Flight and Operational Flight Trainer elements (now formed as 278 Squadron). During 2001, the Wing began replacing the Macchi with BAE Hawk 127 lead-in-fighter training aircraft, which is currently operated by Nos 76 and 79 Squadrons. No. 78 Wing currently comprises No. 278 Squadron and No. 76 Squadron at RAAF Williamtown and No. 79 Squadron at RAAF Pearce.

### **No. 81 Wing (81WG)**

Currently, 81WG comprises four Hornet squadrons: Nos 3 and 77 Squadrons at Williamtown, 75 Squadron at Tindal (Northern Territory) and the recently assumed command responsibility for Hornet Training at No. 2 Operational Conversion Unit (2OCU). The 81WG is the main fighter element within the ACG, elements of which have deployed to the Middle East in support of Operation Falconer.

### **No. 2 Operational Conversion Unit (2OCU)**

The primary mission of 2OCU is to train F/A-18 fighter pilots. It runs operational conversion courses for new pilots to the Hornet, operational refresher courses for former Hornet pilots returning to the aircraft and fighter combat instructor courses to provide postgraduate qualifications for selected aircrew. 2OCU's cadre of instructor pilots have all previously been at least 'B' category pilots with operational Hornet squadrons, which provides the unit with an enviable wealth of flying experience. Pilots, however, form only part of the equation. The professionalism, expertise and dedication of the Airmen and Airwomen of 2OCU maintenance, administration, supply and other supporting sections provides the essential backing necessary to fulfil the 2OCU training mandate.

## **Forward Air Control Development Unit (FACDU)**

The FACDU is an Air Force unit with an Army element, responsible for the development, training and standardisation of all ADF Joint Terminal Attack Controllers (JTAC). JTACs coordinate offensive air support to assist ground forces on the battlefield. The unit operates four PC-9/A(F) – the same aircraft flown by the Roulettes aerobatic team and RAAF pilot trainees – to provide close air support training to the fighter squadrons and conduct airborne FAC on joint exercises. The role of the FACDU is to design procedures for the employment of aircraft such as the F/A-18 Hornet and F-111 in support of ground forces on the battlefield. In 2006, the FACDU received US accreditation in recognition of ADF JTAC training by coalition forces.

### **■ No. 3 Squadron (3SQN)**

The 3SQN is one of the four F/A-18 Hornet units – along with No. 77 and 2OCU at Williamtown and No. 75 at Tindal in the Northern Territory – that make up 81 Wing, the main fighter element within ACG.

### **■ No 76 Squadron (76SQN)**

The current operational role of 76SQN is to complete the Hawk Operational Conversion Course and to conduct ADF support, including Maritime Strike and Close Air Support missions. In fulfilling these roles, the squadron operates the Hawk 127 lead-in fighter and is organised into two flights: A Flight, the Training Flight; and B Flight, the Operations Flight. The introduction of the Hawk 127 in 2000, which replaced the Macchi 326, heralded a new era for 76SQN, and ensured that it would be equipped to take lead-in fighter training into the future. In that respect, the Hawk 127 has been very successful; with its advanced avionics fit, it represents the leading edge of fast jet training, having been designed specifically to introduce F/A-18-like systems management and philosophies into the lead-in fighter realm.

### **■ No. 77 Squadron (77SQN)**

The role of 77SQN is divided between air-to-air (fighter) and air-to-surface (strike) operations. Air-to-air roles are aimed chiefly at the successful interception of hostile aircraft. The air-to-surface roles range from strategic strike through close air support for ground forces to maritime strike. The 77SQN is the lead (Operational Test and Evaluation) squadron for the introduction into service of the upgraded F/A-18 aircraft (HUG 2.2), Joint Direct Attack Munition (JDAM), LITENING AT (Block II) Targeting pod and the Cubic Air Combat Manoeuvring Instrumentation (ACMI) system. The squadron, however, remains fully operational and still conducts regular deployments within the region. Its participation in Defence exercises with the armed forces of Indonesia, Malaysia, Singapore and New Zealand is a visible demonstration of Australia's commitment to regional security. The 77SQN regularly deploys to Australian bases in the Northern Territory, Queensland and Western Australia as part of mobility exercises.

### **■ No. 278 Squadron (278SQN)**

The 278SQN provides technical training to ACG's maintenance workforce and ensures the availability of Hawk, Hornet and F-111 Operational Flight Trainers for aircrew training. While its headquarters is located at RAAF Base Williamtown, members of the squadron's combined Air Force and civilian workforce of 85 serve in technical training flights at Williamtown, Amberley, Pearce and Tindal. The squadron's Williamtown workforce numbers 54, employed within Technical Training Flight (Williamtown), the Aircraft Battle Damage Repair School and Air Combat Group Simulation Management. Technical Training Flight (Williamtown) maintains computer-based training courseware and provides instructor training and certification for ARDU (Edinburgh), 75SQN (Tindal) and No. 21 Reserve Squadron at Laverton.

The Aircraft Battle Damage Repair (ABDR) School provides training for Army, Navy and Air Force personnel. The squadron also provides contractor liaison and engineering oversight for Hornet Operational Flight Trainers at Williamtown and Tindal, Hawk simulators at Williamtown and Pearce and the F-111 Simulator located at Amberley.

### **Surveillance and Response Group (SRG)**

The SRG was formed on 30 March 2004 and places all of the Air Force's air surveillance assets within the same Force Element Group (FEG), while retaining the individual combat capabilities of MPG and SCG in maritime warfare, aerospace, surveillance and battle-space management. The SRG will focus on developing Intelligence, Surveillance, Reconnaissance and Electronic Warfare (ISREW) capabilities to prepare the Air Force for the introduction of new systems, including AEW&C aircraft and the maritime unmanned aerial system. The SRG currently has more than 2,100 personnel. Headquarters SRG personnel undertake FEG requirements in relation to workforce and personnel, capability management and development, technical capability and business management.

#### **■ No. 41 Wing (41WG)**

Part of the SRG, No. 41 Wing comprises Air Defence operational and training units. Spanning across Australia, these units include 3 Control and Reporting Unit (3CRU) and Surveillance and Control Training Unit (SACTU) in Williamtown, 114 Mobile Control and Reporting Unit (114MCRU) in Darwin and Tindal and 1 Radar Surveillance Unit (1RSU) in Adelaide. 41 Wing Headquarters is responsible for tasking and enabling its subordinate units to provide continuous wide-area surveillance and to execute air-battle management operations.

### **No. 3 Control and Reporting Unit (3CRU)**

The 3CRU provides a fighter control and air-battle management service to support ADF training and is responsible for elements of Electronic Warfare and Air Defence System Development. These tasks are conducted primarily in the Williamtown area, with the ability to use current technology and procedures to support activities anywhere in Australia. Despite being focused on fixed-site operations from their Williamtown facility, 3CRU's control and reporting post maintains a significant deployable capability, with the new deployable Tactical Air Defence Radar AN/TPS-77 replacing the AN/TPS-43 and the maintenance of deployable tactical communications capabilities to support Fighter Control and Air-Battle Management and Deployable Electronic Support systems to assist in the surveillance and identification of the air picture.

### **Surveillance and Control Training Unit (SACTU)**

The SACTU was formed at Williamtown on 9 August 1999. With about 50 personnel, the unit conducts basic and postgraduate training for Air Defence Officers and Air Surveillance Operators, as well as specialist technical training for technicians employed within 41WG. The unit consists of four sections: Air Defence Training, Air Surveillance Training, Technician Training and Training Development. The unit conducts four air defence controller and four air surveillance operator courses per year. Courses have about eight to 10 students and run for a period of 11–17 weeks. Training combines a mixture of theory and practical instruction. After graduation, students are posted to operational units throughout the SRG. Air defence officers return to the SACTU throughout their careers to undertake various levels of postgraduate training. In addition to air defence and air surveillance training, the SACTU conducts about 50 technical training courses per year of varying length and student numbers.

These courses provide participants with the necessary skills and knowledge to manage and maintain equipment within 41WG. The SACTU Training Development Section is responsible for ensuring that all training activity within 41WG is carried out in accordance with the required standards. There are some 50 training curricula within 41WG for which SACTU is responsible, and the Training Development Section oversees the development and conduct of this training and training conducted at unit field training flights throughout the Wing.

#### ■ No. 44 Wing (44WG)

The 44WG's mission is to support ADF operations through the provision of Battlefield Airspace Management and Air Traffic Services. The 44WG is responsible for the delivery of aerodrome and radar control services to all three arms of the ADF. Additionally, the 44WG provides the tactical control of forward airfields and the control of battlefield aviation and other airspace activity in the Area of Operations. This capability is provided within Australia and when deployed overseas. 44WG personnel have been actively involved in recent operations with controllers deployed to Sudan, East Timor, Iraq/Middle East, Solomon Islands and Indonesia on active, peacekeeping and humanitarian missions.

#### ■ No. 42 Wing (42WG)

The No. 42 Wing was reformed on 1 January 2006. The decision was in line with the Chief of Air Force's vision for the Wedgetail Airborne Early Warning and Control (AEW&C) capability for the Air Force, with No. 2 Squadron supporting the aircraft and project. The 42WG delivers the AEW&C capability in independent air operations and enables and supports operations in maritime and land environments.

#### ■ No. 2 Squadron (2SQN)

The 2SQN will provide the ADF with a significant operational capability not only for the defence of Australia, but for tasks involving support to the civil community and coalition operations. The AEW&C aircraft represents a completely new capability for the ADF. AEW&C provides a platform that will gather information from a wide variety of sources, analyse it and distribute it to all friendly air and surface assets. AEW&C will control the tactical battle space, providing direction for fighter aircraft, surface combatants and land-based elements, as well as supporting aircraft such as tankers and intelligence platforms. The AEW&C crew will comprise two pilots and several Mission Crew. Mission Crew will be drawn predominantly from the present ground-based Control and Reporting Units, Royal Australian Navy, Maritime Patrol Group and other ADF specialisations as mission requirements dictate. Some members have already gained AEW&C experience on aircraft operated by the USAF, USN and RAF.

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### Combat Support Group (CSG)

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#### ■ No. 381 Expeditionary Combat Support Squadron (381ECSS)

The motto of the 381ECSS, 'Lead the way', reflects the expeditionary nature of the squadron and its role as one of the first Air Force units to deploy in support of ADF operations. The 381ECSS is one of three ECSSs in the CSG. The 381ECSS has a peace and wartime role. It was restructured in January 2008 to incorporate expeditionary and fixed base elements at RAAF Base Williamtown, combining the responsibilities of 381ECSS and the former Combat Support Unit Williamtown. This has resulted in the Commanding Officer of 381ECSS now assuming the role of Base Commander. At RAAF Base Williamtown, the 381ECSS is responsible for the delivery of air base support services to Force Element Groups (FEG), Wings (WG) and other units operating on the base. The squadron provides operational services

including security police, military working dogs, ground defence, explosive ordnance disposal, physical training and mechanical equipment operations and maintenance. It is also responsible for the management of aircraft arrester systems, aircraft refuelling and the maintenance of the transport fleet, driver training, catering and ground electronics at the base. In addition to supporting base operations, members posted to 381ECSS undergo regular training and develop military skills-sets to enable them to fulfil their wartime roles when called on. The Chaplains and Base Warrant Officer Disciplinary (BWOD) also reside within the squadron.

### **No. 1 Air Terminal Squadron (IATS)**

The 1ATS processes approximately 300 aircraft movements per year, receiving 400,000lbs of cargo and sending out 500,000lbs, on average. The busiest periods occur when assisting the squadrons to deploy their equipment, called fly-away kits, and personnel for exercises and on operations. The ADF aircraft utilised for transportation is the C-130 Hercules and the newly acquired C-17 Globemaster.

### **No. 2 Air Transportable Health Squadron (2ATHS)**

The 2ATHS provides health support to ADF personnel at Williamtown and in the Newcastle area. It is an integral component of base support to operations. Medical, dental and support staff will deploy with other squadrons whenever health support is required and will assist with larger-scale medical emergencies such as those generated by the Bali bombing in October 2002, the Indonesian tsunami on Boxing Day 2004 and the 2005 Pakistan earthquake.

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## Defence Materiel Organisation (DMO)

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### **Tactical Fighter Systems Program Office**

The TFSPPO was formed in August 2000 and is part of the Aerospace Combat Systems Branch within the DMO. The TFSPPO is responsible for the acquisition and through-life support of F/A-18 Hornet and Hawk aircraft and their associated systems operated by the ACG in support of the ADF's capability for Tactical Fighter operations. The TFSPPO's workforce of more than 250 people is derived from a combination of RAAF, Australian Public Service and contract personnel.

### **Ground Telecommunications Equipment Systems Project Office (GTESPO)**

The GTESPO comprises about 180 personnel (Air Force and civilians) and is part of the Surveillance and Control Branch within the DMO. The GTESPO is responsible for providing through-life support, acquisition and technical integrity assurance services for various airspace surveillance, control and communications systems and equipment. While the majority of personnel are based at RAAF Base Williamtown, the SPO also has personnel located in Brisbane, Canberra and overseas.

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## Training Command

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### **No. 26 (City of Newcastle) Squadron (26SQN)**

In July 2006, the 26SQN celebrated the 25th anniversary of its formation at RAAF Base Williamtown. The squadron was formed after a government decision to increase the size of the Active Reserve and to broaden its capability to effectively support host bases and RAAF operations in general.

A reorganised No. 26 Squadron has retained a 'recruit, train and sustain' role as well as responsibility for the pay and conditions of service administration for all RAAF Williamtown-based reservists. The squadron organisation comprises a Headquarters Flight, incorporating recruiting and pay sections, Training Flight and a Remote Capability Flight with the small number of reservists who reside in the local area and who are posted to units remote from Williamtown. Assistance is also provided, if required, to RAAF Williamtown units with Individual Readiness Training for their reservist members.

No. 26 Squadron has earned full accreditation under the Australian Quality Training Framework (AQTF) as a quality-endorsed training organisation enabling the training it provides to be recognised nationally. No. 26 Squadron also continues – as it has since its formation – to place a continuing high emphasis on engagement with local government, employers in the business sector and the general community of the City of Newcastle and the Hunter region.

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## Air Force Headquarters (AFHQ) Agencies

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### **Management Services Agency Williamtown (MSA WLM)**

The MSA provides Air Force Commanders with specialist management consultancy and business improvement services, including organisational analysis, strategy development and planning, facilitated workshops and informal management advice, to deliver enhanced Air Force capability. The agency comprises six teams, with three to five members each, and a headquarters in Canberra. In Williamtown, a team of four provides management services to Air Combat Group, Surveillance and Response Group and other Defence programs.

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## Defence Support Group (DSG)

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### **Defence Support – Central and Northern NSW (DS – CNNSW)**

The DSG provides the total living and working environment for Defence through a range of operational, training, support and administrative elements on every base, supporting Defence's people, systems and sites across Australia and internationally.

The DS – CNNSW covers an area from the Hawkesbury River in the south, west to the South Australian border and north to the Queensland border, with the regional office located at RAAF Base Williamtown.

Manager Base Services – Williamtown is responsible for overseeing the delivery of specific products and services to RAAF Base Williamtown, including:

- military personnel administration
- education, training and development
- military education and ADF career transition assistance
- procurement services, accounts payable and receivable (debt management)
- housing and relocations
- library services (the base library is located with the ADF Warfare Centre, in Building 500)
- building and facilities maintenance
- Garrison Support Services (including catering and hospitality, accommodation management, waste management, cleaning and access control)
- environmental management
- energy management
- occupational health and safety management
- information systems and technology.

The majority of DS – Williamtown’s products and services are available through the Customer Service Centre – Williamtown, which is located in Building 195. Alternatively, information can be accessed by calling Tel: 1800 DEFENCE or visiting

Internet: <http://intranet.defence.gov.au/dsg/servicedirect/>

Further information on DS – CNNSW and DS – Williamtown is available on-line.

Internet: <http://intranet.defence.gov.au/dsg/sites/DS-CNNSW/>

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## Miscellaneous Agencies

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### **Australian Defence Force Warfare Centre (ADFWC)**

The ADFWC is a joint-Service unit established to provide joint and combined warfare doctrine, education for individuals, group training, exercise management and control, simulation support and evaluation of selected exercises and operations. The ADFWC is part of the Joint Operations Command (CJOPS). The role of the ADFWC is to enhance ADF joint and combined operational capability. Capability comprises force structure (including doctrine and individual training) and preparedness (including training and its evaluation).

The ADFWC is commanded by a one-star Commandant and is functionally organised into an exercise wing that manages and controls designated major Australian theatre exercises; a development, evaluation and war-gaming wing, which is responsible for developing new concepts for joint doctrine, exercising and training, the evaluation of selected ADF joint operations, managing the ADF Activity Analysis Database System (ADFAADS) and developing and maintaining a simulation capability for supporting exercising, doctrine and training activities. The Doctrine and Training Wing (DTW) is responsible for coordinating and producing ADF Joint Operational doctrine for CJOPS and VCDF, as well as the management of all ADF joint doctrines for CDF. In addition, DTW provides individual joint training and education for ADF and selected overseas forces staff and assists with the training of joint headquarters staff for operations. The ADF Peacekeeping Centre is the centre of expertise for training for ADO personnel, Australian agencies such as the Australian Federal Police and for regional countries.

### **No. 335 Squadron – Australian Air Force Cadets**

No. 335 Squadron – Australian Air Force Cadets parades at RAAF Base Williamtown every Friday night (during school term) from 6.30–8pm. Young people from 12½ to 20 years of age can join. The organisation helps to foster their interest in aviation. The subjects studied are interesting and varied, and activities include flying days, field camps and range shoots.

# Education

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## Regional Education Liaison Officer (REDLO)

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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](mailto:redlo.nsw@defence.gov.au)

### Handy Contacts

Education Network Australia

Internet: [www.edna.edu.au](http://www.edna.edu.au)

Guide to NSW Secondary Schools

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

Public Schools NSW

Internet: [www.schools.nsw.edu.au](http://www.schools.nsw.edu.au)

For up-to-date information on all government schools, check out the website listed below.

Internet: [www.schools.nsw.edu.au/schoolfind/enrolment/index.php](http://www.schools.nsw.edu.au/schoolfind/enrolment/index.php)

# Employment

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

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

### **Professional Employment Services**

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

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

### **Training**

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

### **Personalised Resume Preparation**

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

### **Child Care**

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

### **Internet Access**

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

RAAF Base

Tel: (02) 4965 0342

Fax: (02) 4964 6732

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 Port Stephens Family Day Care, which can be contacted on Tel: (02) 4987 1203.

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

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

The National Childcare Accreditation Council (NCAC)  
Internet: [www.ncac.gov.au](http://www.ncac.gov.au)

Family Day Care Australia  
Tel: (02) 4320 1100 or 1800 658 699  
Internet: [www.familydaycare.com.au](http://www.familydaycare.com.au)

# 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	Names	Telephone	Mobile	Fax
Williamstown	Roger Lamothe Vanessa Sellick	(02) 4964 6964 (02) 4928 6565	0413 728 512 0429 127 082	(02) 4964 6972 (02) 4964 6972

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## Defence Housing Australia

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

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

**Handy contact information:**

Defence Housing Australia  
National Call Centre  
Tel: 1800 249 711

Australia-wide 24-hour maintenance hotline  
Tel: 1300 366 615  
DHA website: [www.dha.gov.au](http://www.dha.gov.au)

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## Toll Transitions

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

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

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

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

# Health

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Hunter Health has 14 emergency departments, which operate 24 hours a day, 365 days a year.

Departments in the locality are:

## **John Hunter Hospital**

(including the John Hunter Children's Hospital)  
Tel: (02) 4921 3000

## **Maitland Hospital**

Tel: (02) 4936 3200

## **Newcastle Mater Misericordiae Hospital**

Tel: (02) 4921 1211

Other specialist emergency services include:

- hospital intensive care units for adults, children and babies
- John Hunter Hospital Trauma Response Team  
Tel: (02) 4921 3520
- sexual assault services
- mental health 24-hour service  
Tel: 1800 655 085 or present at James Fletcher Hospital's Psychiatric Emergency Centre, Newcastle.

Hunter Health works in partnership with the NSW Ambulance Service and Hunter Westpac rescue helicopter service to safely deliver people to the facility that can best meet their needs.

Health staff also work cooperatively with the NSW Police, NSW Fire Brigade and other agencies in times of emergency.

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## Other Emergency Facilities

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James Fletcher Hospital  
Mental Health Emergencies  
Tel: (02) 4924 6500

Nelson Bay Polyclinic  
Port Stephens area emergencies  
Tel: (02) 4984 0700

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## 24-Hour Emergency Contacts

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Association of Relatives and Friends of the Mentally Ill (ARAFMI)  
Tel: 1800 655 198

John Hunter Hospital  
Tel: (02) 4921 3888

Carer Respite Service (24-hour emergency respite)  
Tel: 1800 059 059

Kids' Care Line (Daily, 2.45–10.45pm)  
Tel: (02) 4921 2800

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## Hospitals and Health Services

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### **HealthLink**

24-hour Hunter Health Service Information  
Tel: 1800 063 635  
Internet: [www.hunter.health.nsw.gov.au](http://www.hunter.health.nsw.gov.au)

### **Private Hospitals**

Lake Macquarie  
3 Sydney St, Gateshead  
Tel: (02) 4943 3122

Christo Road  
219 Christo Rd, Waratah  
Tel: (02) 4967 2466

Lingard Private Hospital  
23 Merewether Rd, Merewether  
Tel: (02) 4969 6799

Warners Bay Private Hospital  
Fairfax Rd, Warners Bay  
Tel: (02) 4958 4288

Hunter Valley Private Hospital  
Mawson St, Shortland  
Tel: (02) 4944 3777

Toronto Private Hospital  
Cary St, Toronto  
Tel: (02) 4950 4477

### **RAAF Williamtown Medical Section**

Outpatient and small inpatient facilities for serving members only.  
Tel: (02) 4964 7407

### **Medical Practitioners**

A broad range of medical services is available in the Port Stephens region.

Most medical practitioners in the area do not bulk bill.

Specialist practitioners are also available, however, a majority of these services are situated in Newcastle. For specific listings in your area, contact the DCO or check the Yellow Pages of the Newcastle Telephone Directory.

### **After Hours Medical Services**

Maitland  
139 Newcastle Rd, East Maitland  
Tel: 1300 130 147

Newcastle  
Hunter Street Medical Centre  
802 Hunter Street, Newcastle  
Tel: (02) 4962 1900

After-Hours Doctors' Service  
14 Smith St, Charlestown  
Tel: (02) 4943 6666

Most hospitals offer after-hours medical services.

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## After-Hours Chemist

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Hunter Street Chemist  
Open: 7 days, 9am–11pm  
707 Hunter St, Newcastle  
Tel: (02) 4929 4999

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## Child Health Centres

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### **Lemon Tree Passage/Tanilba Bay**

Tilligerry Community Centre  
Meredith Ave, Lemon Tree Passage  
Tel: (02) 4982 3009

Tanilba Bay Primary School  
King Albert Rd, Tanilba Bay  
Tel: (02) 4982 3009

### **Medowie**

Wirreanda Primary School  
Cnr Brocklesby and Ferodale Rds  
Tel: (02) 4987 2078

### **Nelson Bay**

Community Health Centre  
Kerrigan St  
Tel: (02) 4981 2222

### **Raymond Terrace**

Community Health Centre  
Stephens St  
Tel: (02) 4987 2078

# Defence Community Groups

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## Defence Special Needs Support Group (DSNSG)

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

National Coordinator  
Margaret Fisk  
Tel: 1800 037 674  
Internet: [www.dsnsng.com.au](http://www.dsnsng.com.au)

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## Defence Families of Australia (DFA)

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

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

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

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

**If you need help or advice:**  
**Tel: 1800 100 509**

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## **Umbrella Group**

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An umbrella group has formed, incorporating most support groups on base, including Tea Ladies Catering (TLC) network, craft group, playgroup, the toy library and Defence Special Needs Support Group. As the 'parent group' of these support groups, the Umbrella Group's committee oversees the operations of these groups.

Each subgroup has its specific activities, as explained below.

### **Williamstown TLC Network**

TLC is a group that supports Defence families in the Hunter area. The aims of the group are to offer support to each other through regular contact; foster new friendships among Service families; create a community between Defence families; provide a friendship network with friendly chats and trust for each other; and provide welcome baskets to ADF families and single members.

### **Williamstown Craft Group**

The craft group is a fun, creative group that meets every Wednesday, 10am–12pm. It meets in the Kitty Hawk Club, which is in the Frontline complex. Child-minding is available for a small charge. Meet new people, have fun and be creative. Contact DCO on Tel: (02) 4964 6973 for details.

### **Buddies in the 'Burbs**

Buddies in the 'Burbs has been established to help Defence spouses contact people with like experiences to share ideas and knowledge about the local area.

The two areas where there are groups are Nelson Bay and Ashtonfield.

The 'Buddies' meet once a month and are an excellent way of finding out more about your community. Please call DCO on Tel: (02) 4964 6973 for the contact person in your area.

### **RAAF Williamstown Toy Library**

This is a service that has been established to cater for all Defence families who are in transit in motels, awaiting housing placement or who have been relocated into the area. This service allows families to use toys that they would not ordinarily purchase and also allows them to alternate toys, to keep children interested and active. Contact DCO for details.

# Local Community

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## Local Area Information

Newcastle combines a country setting with all the advantages of city living. With a population of 320,000, Newcastle is a lively port city on a breathtaking stretch of Australia's eastern coastline.

This fine city boasts wonderful beaches for a full spectrum of water sports, a low cost of living, a favourable climate and a casual lifestyle. Newcastle is located on the east coast of New South Wales, two hours by train or car and 30 minutes by plane from Sydney.

Australia's second oldest city, Newcastle is a city rich in cultural heritage. It is Australia's largest regional city and the 'capital of the Hunter Valley'. Newcastle is a city surrounded by 10 magnificent beaches, picturesque parks, history and culture.

Numerous attractions are within easy access of Newcastle and include everything from rainforests and wilderness areas to extensive vineyards. Sporting, leisure and social activities play a major role in the lives of the regional community. Those people fortunate enough to be posted to Williamstown will find that local clubs and organisations cater for every imaginable need. The Newcastle area enjoys an enviable reputation for its fine restaurants. Entertainment to satisfy most tastes is available at the many theatres and sporting clubs.

The local suburban centres should satisfy most normal shopping requirements. Should this not be the case, several large shopping complexes are only a short drive away in Newcastle, the largest at Charlestown and Garden City. Several big rural shopping centres are located within 35km of the base at Maitland (Green Hills) and Nelson Bay (Salamander Bay Shopping Centre).

Should you wish to look beyond the Hunter Region when planning your recreational breaks, the Sydney area offers almost inexhaustible attractions.

The Hunter region is a wonderland of attractions for people who desire to complement their Service careers with an active sporting and social life.

## Climate

Williamstown, by virtue of its latitudinal position, enjoys a temperate climate. The local weather is influenced mainly by the base's location close to the sea, at the mouth of the Hunter River.

**Summer:** From November to March, the weather is warm to hot. Daytime temperatures generally range between 25°C and 35°C, with hot periods usually being relieved within a few days by winds that locals call the Southerly Buster.

**Winter:** From April to October, the weather is cool to cold, but not severe, with daytime temperatures ranging between 15°C and 25°C. During the colder months (June to August), the area comes under the influence of westerly winds, which are funnelled down the Hunter Valley.

**Rainfall:** The average annual rainfall is approximately 1,100mm, with winter conditions drier than summer.

**Fog:** The Williamstown area is fog prone in the autumn and winter months, often making driving conditions extremely hazardous.

**In summary:** The regional climate is moderate. The summer months are ideal for outdoor recreational activities, and the winter is cool, but not severe.

### ■ A Word on Mosquitoes

There are approximately one dozen different species of mosquito that are commonly identified in the region and, of these, *Ochlerotatus vigilax* (the salt-marsh mosquito) and *Culex annulirostris* are the principal carriers of diseases of significance. Both can transmit Ross River Fever, Gan Gan Fever and Murray Valley encephalitis. Having said this, the prevalence of diseases in the region is not high. The peak mosquito period is from December to May. It is advisable to eliminate water-catchment sites such as pot plant saucers around the home, to wear loose, well-covering clothing – mosquitoes can more easily penetrate through tight-fitting clothing – and to regularly use mosquito repellent.

### Service Clubs

For a detailed listing of clubs such as Legacy, Rotary, Lions, View and ITC (Toastmasters), please contact the DCO for the club in your area.

### Tourist/Visitor Information Centres

Tel: 1800 808 900

Nelson Bay

Tel: (02) 4981 1579

Newcastle

Tel: (02) 4929 9299 or (02) 4974 2999

Cessnock

Tel: (02) 4990 4477

Maitland

Tel: (02) 4933 2611

Port Stephens

Tel: (02) 4981 1579

Singleton

Tel: (02) 6572 3973

Hunter Valley Wine Country

Tel: (02) 4990 4477

## General Services

### Councils

Port Stephens Council

116 Pacific Hwy, Raymond Terrace

Tel: (02) 4980 0255

Newcastle City Council

282 King St, Newcastle

Tel: (02) 4929 9111

Maitland City Council

285–287 High St

Tel: (02) 4934 9700

### Electoral Enrolment

Members must enrol in the electorate in which their new home is situated, within one month of taking up residence. All NSW residents are required to vote in local council elections regardless of whether or not they are a ratepayer. Enrolment on the Commonwealth electoral roll automatically places residents on the local government roll.

Enrolment forms are available through your local post office or the Australian Electoral Commission (AEC) office.

## Government Departments

Department of Fair Trading (Consumer Affairs)  
Tel: 13 32 20

Department of Veterans' Affairs  
Tel: 1800 113 304

Defence Service Housing  
Tel: 1300 552 662

Defence Service Housing Loans  
Tel: 1800 727 000

State Emergency Service NSW  
Tel: 13 25 00

State Emergency Service (Maitland)  
Tel: (02) 4932 7444

State Emergency Service (Port Stephens)  
Tel: (02) 4987 2235

## Libraries

Maitland City Library  
Tel: (02) 4933 6952

Merriwa Library  
Tel: (02) 6548 2207

Newcastle Regional Library  
(including Dungog and Gloucester)  
Tel: (02) 49258 300

Port Stephens Library  
Tel: (02) 49872 221

# Essential Services

## Electricity

Energy Australia is available Monday to Friday, 8am–8pm, and Saturday, 8.30am–12pm, and will assist with the transfer of electricity in your Service residence to your name. There is a \$120 deposit to be paid within 14 days of notification of connection, which will be refunded on vacation of your Service residence.

It is advisable to make sure the hot water heater is turned on at least 24 hours before occupancy as most Service residences are fitted with an off-peak electric hot water service.

Energy Australia  
145 Newcastle Rd, Wallsend  
Tel: 13 15 35

Energy Australia  
Tel: 13 13 88 (for loss of power)

## Gas

AGL is available 24 hours a day, 7 days a week to transfer gas into your name. There is a \$100 security deposit for rental properties, to be paid before connection, plus a \$20 establishment fee.

To arrange connection, please contact:  
AGL  
623 Hunter St, Newcastle West  
Tel: 13 16 06

## **Rubbish Collection**

For information on rubbish collection to Service residence areas, please contact:

Port Stephens Council

Tel: (02) 4980 0255

Maitland Council

Tel: (02) 4934 9700

Newcastle City Council

Tel: (02) 4974 2000

# Transport

## Driver's Licences and Car Registration

NSW licences and car registrations are issued by the Road and Traffic Authority's (RTA) Motor Registries.

RTA offices are located at:

53 William St, Raymond Terrace

Tel: 13 22 13

Yacaaba St, Nelson Bay

Tel: 13 22 13

4 Garnett Rd, Maitland

Tel: 13 22 13

### **Defence Driving Licence Scheme**

Commonwealth, state and territory authorities have agreed to the implementation of the Defence Driving Licence Scheme for ADF personnel and their families. Under the scheme, members of

the ADF and their dependants are approved to drive on valid interstate licences in NSW until the expiry date of that licence. All personnel and family members driving on interstate licences are required to carry an ADF Driver Identification (ID) card, which will be issued at the member's unit.

### **Car Registration**

On 29 June 1998, NSW introduced the Registration Scheme, which required all NSW vehicles with a NSW garage address to be registered in the state. This applies to ALL vehicles, including cars, trucks, caravans and trailers.

That means if your vehicle is normally kept in NSW, you are required by law to register it in NSW. Interstate-registered vehicles are allowed to operate in NSW if they are visiting temporarily, for

example, on a holiday or short business trip.

Your vehicle should be registered in NSW if:

- it is most often garaged in NSW
- you have moved permanently to NSW
- you have a NSW driver's licence
- the vehicle has been in NSW for more than three months.

Operators found illegally operating in NSW can be liable for fines of up to \$2,200. If you are a member of the ADF, and are posted to NSW with an interstate number plate, you will be required to register your car in NSW when your current registration expires.

To register your vehicle in NSW, you must attend the motor registry in person, produce a minimum of two forms of personal ID and have a transfer certificate from your previous state.

With interstate vehicles, you will also need to prove to the RTA that the vehicle is not encumbered or that the finance provider knows that the vehicle has been moved to NSW. The RTA can advise you where to apply for the necessary documents.

If you would like further information on what is required to register a vehicle in NSW, you can obtain a brochure from any RTA Motor Registry. Alternatively, you can contact the RTA Customer Service Centre on Tel: 13 22 13 or 1800 624 384.

### **Third Party Insurance (Green Slip)**

In NSW, third party insurance is compulsory. A Green Slip must be obtained from a licensed insurer before you register your car in the state. Check the local telephone directory for companies that will provide a Green Slip, or contact your local motor registry.

A Green Slip, or third party insurance, provides compensation for other people injured by your vehicle when you, or the person driving your vehicle, are the driver at fault in an accident.

Members are advised to notify the losing/gaining registration authorities of their change of address and check with their third party insurance insurers in the state in which their vehicle is currently registered to ensure that their third party insurance will not be affected by any of the transport regulation provisions of NSW.

### **Pre-registration Vehicle Inspection (Blue Slip)**

A vehicle with interstate plates will require a Blue Slip before registering in NSW. Blue Slips can be obtained from service stations or motor dealerships that display a blue Authorised Unregistered Vehicle Inspection Station (AUVIS) sign beneath their orange Vehicle Safety Check sign. There is a small cost involved in obtaining a Blue Slip.

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## Transport

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Port Stephens is approximately 2.5 hours' drive north of Sydney via the F3 Freeway. Take the freeway to its end and follow the Pacific Highway signs to the Hexham Bridge. Cross the bridge and take the first turn right for Williamtown/Port Stephens. Personnel living on base generally require private transport to travel off base.

### **Rail Services**

There is no rail service to Port Stephens, however there are buses direct from Newcastle Railway Station. For train times and details:  
Tel: 13 15 00

## **Bus Services**

Some local bus companies also operate Sydney day services.

Blue Ribbon Coaches  
(for Maitland and Raymond Terrace services)  
Tel: (02) 4935 7200

Newcastle Bus and Ferry Information (24 hours)  
Tel: (02) 4961 8933

Port Stephens Coaches  
Tel: (02) 4982 2940

Bus route numbers 134 and 135 service the RAAF Base from the main road outside the main entrance. Local area timetables are available from the FLO.

## **Air Travel**

Newcastle Airport operates direct flights on a daily basis from Sydney, Brisbane, Melbourne and Canberra, as well as various regional centres.

Newcastle Airport – Williamtown  
Tel: (02) 4928 9800

For information on Qantas, Horizon and Brindabella Airlines  
Tel: 13 13 13

Virgin Blue  
Tel: 13 67 89

## **Taxis**

Local taxi services are as follows:

Raymond Terrace Taxis  
Tel: (02) 4933 7333

Nelson Bay Taxi Service  
Tel: (02) 4984 6699

Maitland Taxi Service  
Tel: (02) 4933 7333

## **Car Rental near the Base**

Budget Car Rentals  
Newcastle Airport, Williamtown  
Tel: (02) 4965 1671

Caltex Garage  
Raymond Terrace  
Tel: (02) 4987 2255

Hertz Australia  
Newcastle Airport, Williamtown  
Tel: (02) 4967 5223

Thrifty  
Newcastle Airport, Williamtown  
Tel: (02) 4965 1535

Avis Car Rentals  
Newcastle Airport, Williamtown  
Tel: (02) 4965 1612

# Pet Care

The Companion Animals Act 1998 (NSW) is a new law regulating pet ownership. It includes new requirements such as the permanent identification and registration for life of dogs and cats.

The benefits of the new system are that it removes the need for annual registration and provides for a database with 24-hour access in order to quickly reunite lost pets with their owners.

## Microchipping

The new legislation requires that permanent identification for cats and dogs be in the form of microchipping. Microchips are the size of a grain of rice and are inserted at the back of the animal's neck. The chip contains a number that is read by a scanner and enables the pet's owners to be identified through a central (national) registry.

Microchipping is low cost and can be performed by a veterinarian or an accredited microchipper. Shop around for prices. Some animal welfare organisations offer discounted rates.

## Registration

Once the animal has been microchipped, it must be registered. There is a one-off registration for the life of the pet. The animal can be registered with the local council, an agent (e.g. a vet) or directly with the Companion Animals Register.

## What You Need to Do

### ■ Dog Owners

Puppies or any dog sold or given away from 1 July 1999 must be microchipped and registered for life.

All other dogs (except farm working dogs and greyhounds) must be microchipped and registered for life within three years.

### ■ Cat Owners

Kittens or any cat sold or given away from 1 July 1999 must be microchipped and registered for life.

Existing cats need to be identified, either through microchipping or by collar and tag.

## Dog Owners

### ■ Looking after your dog in public

When away from your property, your dog must:

- wear a collar and registration tag
- be controlled on a leash (except in council off-leash areas).

### ■ Off-leash Areas

Contact the Port Stephens Council on Tel: (02) 4980 0255 or your local council for off-leash areas for your dog.

### ■ Pick up Dog Droppings

Outside your property, you must pick up your dog's droppings. While dogs are allowed to be exercised off the leash in some areas, dogs must be under effective control at all times.

### ■ Dogs in the Pound

If your dog is found unleashed in a public place, it can be seized by council officers and put in the pound. You have 14 days (for a registered dog) or seven days (for an unregistered dog) to claim your pet from the pound. Dogs that are chipped will be scanned and their owners notified.

### ■ Nuisance Dogs

Your local council can issue a Nuisance Order if your dog repeatedly barks, damages other people's property or chases people, animals or vehicles. You can be fined up to \$550.

### ■ Dog Attacks, Dangerous Dogs and Restricted Breeds

The new laws regulate the above areas – for more information contact the council.

### Cat Owners

#### ■ Nuisance Cats

Your local council can issue a Nuisance Order if your cat repeatedly makes noises or damages property. You can be fined up to \$550.

#### ■ Cat Attacks

Local councils can seize cats that attack birds or other animals. The pound will keep a registered cat for 14 days and an unregistered cat for seven days. Chipped cats will be scanned and the owners notified.

# Emergency Information

For emergency help in floods and storms, call the SES on Tel: 132 500.

## **Get Prepared**

The SES is the lead response agency for floods and storms across NSW.

Preparing for these events is necessary to reduce the many costs associated with the damage that these events can cause. This includes financial, physical, environmental and psychological damage. These events can result in the loss of life.

Being prepared can reduce your risk of damage.

These pages will assist you in becoming prepared for these events when they occur.

## **StormSafe**

### **■ Preparing For and Coping with Storms – Including Different Language StormSafe Brochures**

Storms can happen anywhere and at any time of the year.

Storms are more common in most areas of NSW during storm season (from October to the end of April), but it is important to stay ready all year round.

Severe storms can cause major damage. They can be accompanied by torrential rain, strong winds, large hailstones and lightning. Storms can cause flash-flooding, they can un-roof buildings and damage trees and power lines.

You can also be indirectly affected by storms even if your property is not damaged. If access roads are cut or you have no power or telephone, you need to know what to do and where to turn for help.

The SES is responsible for dealing with storms in NSW. This includes planning for them and educating people about how to protect themselves and their property. During a storm, SES volunteers are responsible for managing storm debris, providing access to homes and businesses, making temporary repairs to storm-damaged structures, giving storm-safety advice and rescuing people trapped or injured by storms.

## **FloodSafe**

### **■ Protecting Your Family and Property from Floods**

Flooding causes an average of \$128 million worth of damage in NSW, about half of which is to residential and business properties. It is important to be aware of any flood risk that might exist where you live, where you have property and where you work.

Flooding is:

- relatively high water levels that overtop the natural or artificial banks in any part of a stream, river, estuary, lake or dam
- local overland flooding associated with drainage before entering a watercourse
- coastal inundation resulting from storm-induced super-elevated sea levels or large waves generated by storms.

## ■ Flash-flooding

Flash-flooding usually occurs in the headwaters of a stream and results in rapid rises in water levels in a short period.

Especially in places where the land is steep and close to the headwaters of watercourses or streams, flooding can happen within a few hours or less of heavy rainfall and is called flash-flooding.

Although a warning of the chance of heavy rain might be possible, the arrival time and depth of floodwater cannot normally be predicted. Flood depth can be many metres above the ground level but flooding does not last more than a few hours.

It is often safer to stay inside a house than risk getting swept away in floodwater outside.

## Home Emergency Kit

### ■ Preparing a Home Emergency Kit

A Home Emergency Kit contains items that will assist you to respond in any emergency.

Your Home Emergency Kit should contain:

- portable radio with spare batteries
- torch with spare batteries
- first aid kit
- rubber gloves
- candles and waterproof matches
- important papers, including emergency contact numbers
- copy of your family emergency plan
- waterproof bag for valuables.

If you are required to leave your property, place in your Home Emergency Kit:

- a good supply of required medications
- any special requirements for babies, the disabled, infirm and/or elderly
- strong shoes
- fresh food and drinks.

Keep your Home Emergency Kit in a waterproof storage container.

On a regular basis, check and re-stock items if you need to (remember to check use-by dates on batteries and gloves).

Also, keep a list of emergency numbers on your fridge.

## Bushfires

### ■ Total Fire Ban Rules

During a Total Fire Ban no fire may be lit in the open. Fire permits are suspended during a Total Fire Ban. This includes incinerators and barbecues that burn solid fuel, e.g. wood or charcoal.

You may use a gas or electric barbecue, but only if:

- it is on a residential property within 20m of the house or dwelling
- if it is a picnic area and the appliance is approved by council, National Parks or State Forests
- it is under the direct control of an adult
- the ground within two metres of the barbecue is cleared of all materials that could burn
- you have an immediate and continuous supply of water available.

# Important Numbers

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## **All-Hours Support Line**

For Defence members and families  
Tel: 1800 628 036 (freecall within Australia)

## **Centrelink**

Tel: 13 13 05

## **Chaplains**

Catholic  
Tel: (02) 4964 7817

## **Anglican**

**Tel: (02) 4964 7818**

Chaplains are available out of hours by phoning the switch on Tel: (02) 4964 7111.

## **Crimestoppers Hotline**

Tel: 1800 333 000

## **Defence Community Organisation**

Area Manager  
Tel: (02) 4964 6973

Social Workers  
Tel: (02) 4964 6973

Military Support Officer  
Tel: (02) 4964 6973

## **Regional Education Liaison Officer**

Tel: (02) 9377 3316

## **Defence Health**

(formerly AHBS)  
Tel: 1800 676 465

## **Defcredit**

Defence Force Credit Union  
Tel: (02) 4964 7628

## **Defence Tax Hotline**

Tel: 1800 806 053

## **Karitane**

(for help with babies)  
Tel: 1800 677 961

## **Kids' Help Line**

Tel: 1800 551 800

## **National Welfare Coordination Centre**

(24-hour assistance for deployed families)  
Tel: 1800 801 026

## **NRMA**

Emergency Breakdown Service  
Tel: 13 11 11

Enquiries  
Tel: 13 21 32

## **Parent Line**

(24-hour help)  
Tel: 13 20 55

## **RAAF Base Williamstown Hospital**

(24-hour)  
Tel: (02) 4964 7111

## **Regular Defence Force Welfare Association**

Tel: (02) 9339 3447

Military Units and Defence establishments are listed in the White Pages under 'Defence Dept of'.



**Australian Government**  

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**Department of Defence**