

DEFENCE COMMUNITY ORGANISATION

*The Defence Community Organisation
Defence capability by delivering family
services, information and programs to f
commanders of the Australian D*



DCO supports ADF families in peace and war

WELCOME TO AMBERLEY



Australian Government

Department of Defence

Welcome to Amberley

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

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

Welcome from SADFO

Congratulations on your posting to the Royal Australian Air Force (RAAF) Base Amberley.

Amberley has always been a popular posting preference, and your arrival coincides with the ongoing upgrades to the base. While well underway, you will see further re-development of the base which has to date resulted in increased infrastructure to accommodate new aircraft platforms, the arrival of 33 Squadron, Australian Army elements and a major upgrade to RAAF Security and Fire School (RAAFSFS) facilities. This year will see the relocation of 86 Wing and further infrastructure development.

Your new unit and Defence Housing Australia will do their utmost to make your move as trouble-free as possible. At the same time, the Defence Community Organisation (DCO) at Amberley will also provide you with assistance to help with your transition.

DCO has produced this guide to provide you with information that will assist with your move into the local area. It has been carefully developed for Defence personnel and their families, and will be a very useful reference guide during your posting.

After you arrive at Amberley, you will have the opportunity to attend an induction briefing that will provide you with information about the base, the local region, and importantly, the support services available to you and your family. You will be advised of the dates for the base induction briefings as you complete your inwards clearances.

Throughout the year, DCO offers a range of information sessions addressing family support issues. Please feel free to take advantage of these sessions, which are sure to provide invaluable information. However, if you have any questions that refer to family support issues, entitlements or bookings concerning your move to Amberley, you can contact DCO on Tel: (07) 5361 1678, the Family Information Network for Defence (FIND) on Tel: 1800 020 031 or the Customer Service Centre (CSC) on Tel: (07) 5361 4530.

The move to Amberley, like any posting, will come with its own challenges, and while there will be a number of support networks in place, if you are not receiving the best possible assistance, you should make your complaint known to your unit administrative officer or to the team leader of the Customer Service Centre, on Tel: (07) 5361 4529 or extension 14529. I have directed that any complaint or issue is to be investigated and resolved as quickly as possible.

I am very proud of the DCO team at Amberley and commend them to you: a very friendly, hard-working and invaluable support resource for members of the Australian Defence Force (ADF) and their families. The DCO team provides a wide range of information, counselling and support services, and is trained to assist with relationship issues, family and workplace stresses, grief and loss, and provide support to members and their families during deployments and exercises. The DCO team also provides education liaison support services through the Regional Educational Liaison Officer, and related programs and projects that enhance the wellbeing of ADF personnel and their families.

Good luck with your move!

T.C. Innes

Air Commodore

Senior Australian Defence Force Officer

RAAF Base Amberley



Mayor's Message – Welcome to Amberley

Ipswich has a long association with RAAF Base Amberley, which continues to grow and strengthen. The base is an important part of Ipswich's identity and plays a vital role within the city.

What makes the Ipswich–RAAF Amberley relationship unique is the many lasting relationships we have built over the years with retiring RAAF personnel who have chosen to make Ipswich their permanent home. For those recently posted to Amberley, I encourage you to get to know your new home and to enjoy the many attractions and facilities Ipswich has to offer. These include a large number of free or low-cost family events like school holiday programs, movies in the park, and annual Christmas and New Year's Eve celebrations. We have a world-class library and art gallery, and over 500 parks where families can play and have a picnic or barbecue.

As one of the largest employers in the Ipswich region, the base, which is also the largest operational Air Force base in Australia, contributes significantly to the Ipswich economy.

The base at Amberley is growing at a rapid rate. The Federal Government pledged almost \$90 million in the 2010–11 budget for the base's expansion. The 21st Construction Squadron, 6th Engineer Support Regiment, relocated to Amberley at the end of 2010 with the Regimental Headquarters due to join them in the first half of 2012. They will join 9 FSB on Vung Tau Lines. And Ipswich City Council recently granted preliminary approval to the development of a \$150 million aerospace and defence precinct to be located next to RAAF Base Amberley.

This is also a momentous year as the Air Force farewells the beloved F-111 which is being retired. The new F/A-18F Super Hornet will replace the 'pig'. Ipswich residents have been lucky enough to watch the F-111s fly over the city for years, practising manoeuvres including the spectacular 'dump and burn'. These aircraft have a special place in the city's heart and will be honoured and remembered in a special exhibition at the Ipswich Art Gallery next year. In the meantime, Ipswich is proud to welcome the F/A-18F Super Hornets, their crews and families. Australia's first five Super Hornets flew into Amberley in March 2010, while another six arrived during July.

All personnel arriving at Amberley can expect a warm welcome from the Ipswich community. We are proud of our city and I trust new arrivals will also experience pride in Ipswich and the strong community spirit that gives our city a heart and soul.

I encourage you to visit our website at Internet: www.ipswich.qld.gov.au for details on the full range of services available.

On behalf of all councillors and residents, welcome to Ipswich.

Mayor Paul Pisasale
City of Ipswich

Defence Support Services

Defence Community Organisation (DCO)

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

Hudson Rd
RAAF Base Amberley

Tel: (07) 5361 1678

Email: dco.amberley@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 8.30 am to 5.00 pm, 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.

RAAF Chaplaincy at Amberley

RAAF chaplains throughout Australia offer pastoral care: moral, spiritual and welfare services at an individual and corporate level to all serving members and their families. This includes referral to specialist agencies in the area.

Chaplains are also available to marry, baptise and bury people, and the Base chapels are available for a variety of liturgical ceremonies on request. The RAAF Welfare Trust Fund is accessed via the Chaplains' Centre.

There are up to four Permanent Air Force (PAF) chaplains posted to RAAF Base Amberley, but at the time of printing we were unable to confirm specific appointments. Chaplains can be contacted on:

Tel: (07) 5361 3298

Tel: (07) 5361 1528

Tel: (07) 5361 3288

There is also a pool of RAAF Special Reserve Chaplains available by appointment, and selected civilian clergy in the area to serve all denominational needs.

A Duty Chaplain is on call at all times and is contactable through the base switchboard on Tel: (07) 5461 1111. The chaplains are available 24 hours a day, seven days a week.

Army Chaplain at Amberley

The chaplain provides pastoral and religious care to soldiers and their families. His work begins with simply moving around and being friendly, available and visible. It extends to providing support at difficult times, such as relationship problems, death, serious illness or injury, work issues, and the 'tyranny of distance' in deployments and from the wider family. Part of his role is to be the soldiers' advocate with the chain of command, and to advise on how the Battalion deals with soldier and family issues in both specific cases and in general. He respects your confidentiality, and also does weddings, baptisms and funerals at no fee for service.

Tel: (07) 5431 0583

National Welfare Coordination Centre (NWCC)

The NWCC is an all-hours point of contact for the provision of welfare support and referral services for the families of ADF personnel who are required to be absent from their home location.

NWCC

Tel: 1800 801 026

Defence

RAAF Base Amberley is located only 8 km from Ipswich along the Cunningham Highway, 50 km south-west of Brisbane. Travelling time from RAAF Base Amberley by car to Ipswich is approximately 10 minutes. Travelling from Ipswich to Brisbane by train takes approximately 45 minutes.

RAAF Amberley Units

Combat Support Group (CSG)

The role of CSG is to provide combat support services to all Air Force operational formations, and when applicable, ADF and Coalition Aviation formations. The services provided are varied, and range from engineering infrastructure through to navigational and tactical communications, air movement, airfield defence, health support, combat logistics, and personnel support capabilities.

The Amberley-based elements of CSG comprise:

Headquarters (HQ) CSG; HQ Health Services Wing (HQHSW); 395 Expeditionary Combat Support Wing (395ECSW); Combat Support Coordination Centre (CSCC); 382 Expeditionary Combat Support Squadron (382ECSS); No. 1 Airfield Defence Squadron (1AFDS); No. 2 Airfield Defence Squadron (2AFDS); 1 Expeditionary Health Squadron (1EHS); 23 Squadron and 1 Air Operations Support Squadron – Amberley (1AOSS-AMB).

Combat Coordination Support Centre (CSCC)

The CSCC was established in February 2007 to monitor and coordinate CSG activities, and act as a single point of contact for external

headquarters and agencies for specialist advice on RAAF Combat Support and for assistance in the planning and conduct of CSG support to operations, exercises, and directed activities.

Headquarters Health Services Wing (HQHSW)

HSW, an element of CSG is the RAAF specialist Health Wing. It consists of 1 Expeditionary Health Squadron (1EHS) at Amberley (detachment at Townsville), 2EHS at Williamtown (detachment at Tindal), 3EHS at Richmond (detachment at Butterworth and Darwin) and 4EHS at Edinburgh (detachments at Pearce, Wagga Wagga, Williamtown and East Sale). HSW provides all RAAF operational health capability and manages all sponsorship of Health Services Personnel.

1 Expeditionary Health Squadron (1EHS)

Under command of Headquarters Health Services Wing, 1EHS is responsible for providing a professional and responsive Expeditionary Health Capability in support of both RAAF and wider ADF operations both from home locations at Amberley and Townsville and from Areas of Operations.

Health Operational Conversion Unit (HOCU)

Under command of Headquarters Health Services Wing, HOCU is responsible for providing operationally focused health training for Air Force health personnel including tri-service and international aeromedical evacuation training. HOCU conducts and facilitates a wide range of Health courses at RAAF Base Amberley, RAAF Base Richmond and RAAF Base Townsville.

Amberley Health Centre (AHC)

Amberley Health Centre is a Joint Health Command facility and is responsible for providing medical and dental care to ADF personnel posted to RAAF Base Amberley. This support is also extended to ADF members visiting Amberley on course or deployment, and foreign military personnel stationed at Amberley on exchange, joint exercise duty or training.

No. 1 Airfield Defence Squadron (1AFDS)

1AFDS provides specialist individuals and collective very-short-notice-to-move capability ground defence and airbase protection to aircraft, installations and personnel in support of airpower and other directed ADF operations. The unit is capable of delivering a range of land-based close-combat effects, including physical security and protection, surveillance and precision engagement of adversarial threats. The unit is also capable of providing support to the civil community in times of crisis when tasked.

1AFDS incorporates full-time permanent ground defence and part-time high-readiness reserve service personnel as an essential element of the Australian Government's Enhanced Land Force (ELF) within Air Force.

No. 2 Airfield Defence Squadron (2AFDS)

2AFDS is a rapidly deployable tactical unit tasked with a range of physical defence activities, including: the force protection and security of installations and assets; surveillance; early warning and providing quick reaction forces for bases and Air Force assets. The squadron maintains a short-notice-to-move capability and has supported United Nations peacekeeping and coalition operations overseas.

No. 382 Expeditionary Combat Support Squadron (382ECSS)

382ECSS is one of three Expeditionary Combat Support Squadrons in the RAAF. The squadron's role is to provide support operations at RAAF Base Amberley, and operational support to deployed RAAF elements on exercise or operations. The squadron includes a diverse range of mustering and categories, including: fire, catering, security, administration, logistics, ground defence, mechanical engineering, airfield engineering, physical training, information systems and explosive ordnance operations.

Headquarters No. 395 Expeditionary Combat Support Wing (HQ395ECSW)

395 has its HQ based at Amberley within Combat Support Group (CSG) and joins 396ECSW at Darwin and Health Services Wing (HSW) in providing Air Force with combat support services. Its roles are the Raise, Train & Sustain of the expeditionary combat support needed by Air Force on Operations. Its main task, supported by other CSG wings, is to set up, run and maintain expeditionary airbases to support Flying Squadrons. 395ECSW has eight subordinate squadrons: 1 Airfield Defence Squadron at Amberley, 2 Airfield Defence Squadron at Amberley, 381 Expeditionary Combat Support Squadron at Williamstown, 382 Expeditionary Combat Support Squadron at Amberley, 1 Airfield Operations Support Squadron at Townsville, 1 Combat Communications Squadron at Richmond, No. 23 (City of Brisbane) Squadron and No. 26 (City of Newcastle) Squadron.

No. 1 Air Operations Support Squadron (1AOSS-AMB)

1AOSS-AMB DET is responsible for the provision of air terminal support to RAAF Base Amberley, for operations, exercises and routine RAAF air transport. This support includes assistance for both civilian and military aircraft, managing aircraft loads and passenger processing services.

Air Combat Group (ACG)

ACG brings together the fighter and strike reconnaissance resources of the Air Force under one command. From its headquarters at RAAF Base Williamtown, the Commander ACG is responsible for the capability management of both the F/A-18 Hornet and F/A-18F Block II Super Hornet forces. The role of the Amberley-based ACG elements is to develop and maintain air strike and air reconnaissance capability.

No. 82 Wing (82WG)

82WG was formed in late 1944 and commenced operations in the Pacific as a heavy bomber wing on 11 February 1945. In the years since World War II, 82WG operated Lincolns, Canberra's and the F-4E Phantom.

Current day 82WG conducts effective strike, reconnaissance and forward air control operations through its units, 1SQN, 4SQN, 6SQN and 5FLT. It's arsenal of aircraft includes the P-C9 (located at 4SQN, RAAF Base Williamtown), Heron Unmanned Aerial Vehicle and the F/A-18F Block II Super Hornet.

No. 5 Flight (5FLT)

5FLT was formed at RAAF Base Amberley in January 2010 to develop and manage the delivery of Air Force's first Remotely Piloted Aircraft capability. 5FLT is currently conducting operations in Afghanistan.

No. 1 Squadron (1SQN)

1SQN formed in 1916 as part of the Australian Flying Corps, and it was the first Australian squadron to go into action in World War I. 1SQN is proud to be the first unit to transition to the F/A-18F Super Hornet and now operates the aircraft to provide a leading edge strike fighter capability to the ADF.

No. 6 Squadron (6SQN)

Formed in January 1939, 6SQN has its origins in Beauforts. After receiving numerous battle honours in the Pacific and New Guinea, 6SQN flew Lincolns after World War II, and

then entered the jet age in the 1950s – firstly with Canberra bombers, then F-4E fighter bombers, before the F-111C finally arrived on 1 June 1973. Today, the primary role of 6SQN is to train F/A-18F Super Hornet air crew to a mission-ready standard through the conduct of operational conversion and upgrade training.

No. 33 Squadron (33SQN)

This squadron was reformed on 1 July 1983 and operated the Boeing 707-338C aircraft until its retirement on 30 June 2008. 33SQN relocated to RAAF Base Amberley in July 2008 to prepare for the introduction of the KC-30A tanker aircraft into service.

No. 36 Squadron (36SQN)

Since its formation at Laverton, Victoria, in March 1942, 36SQN has been equipped with an assortment of aircraft, including DC 2s, De Havilland DH 86s, DC 3s, C130As and C130Hs. The squadron relocated to Amberley in November 2006 and began flying the C-17 'Globemaster' aircraft. Today, 36SQN continues to provide and re-invent heavy airlift capability for Australia.

No. 23 (City of Brisbane) Squadron (23SQN)

23SQN is responsible for managing the airfield and providing support to airbase operations at RAAF Amberley. In addition, 23SQN is responsible for Reservist pay and other specialist Reserve functions.

RAAF Security and Fire School (RAAFSFS)

RAAFSFS is the primary training facility for RAAF and Army Fire Fighters as well as Air Force Airfield Defence Guards, Security Police, Military Working Dog Handlers and Airfield Engineering personnel. The school provides the initial trade training for these musteringings as well as some of the post graduate courses required for career progression.

Defence Support Group (DSG)

DSG is responsible for a range of base support services that are provided or coordinated through the DSG Manager. Services include personnel administration, access control, facilities maintenance, environmental management, ground maintenance, airfield and domestic fire services. DSG also provides procurement, registry catering and stewarding services.

No. 44 Wing Detachment – Amberley (44WG DET AMB)

44WG DET AMB forms part of Surveillance and Response Group, and is under the command of Headquarters 44 Wing, located at RAAF Williamtown. The Air Traffic Control component of 44WG, now known as JBAC (-Joint Battlefield Airspace Controllers), manage local and extended air-space and provide a safe and expeditious flow of flying aircraft.

44WG's Communications and Electronic Technicians (CETECHs) are responsible for the installation and maintenance of the radios, navigation and radar equipment which are essential to flying operations.

Air Force Improvement Team – Amberley (AFI AMB)

The role of AFI AMB is to support Force Element Group (FEG) Commanders and Directors involved in the Air Force Improvement Program. This is the program through which Air Force will deliver real improvements to Air Force capability, build more resilience in Air Force people and organisation, establish the required cost-conscious behaviours and deliver Strategic Reform Program (SRP) reforms and benefits. AFI consultants provide advice, assistance and education to those undertaking improvement projects under this program.

9th Force Support Battalion (9 FSB)

The role of 9 FSB is to provide force-level Combat Service Support to dependent force elements. 9 FSB capabilities are varied and

include heavy road transport, air dispatch, amenities, pay and administration support, petroleum supply and refuelling, and field supply, distribution and warehousing. 9 FSB has sub-units or elements of sub-units located in Amberley, Brisbane, and Sydney. 9 FSB is one of the busiest, with some soldiers spending more than six months of the year deployed on operations, exercise or tasks within Australia. 9 FSB prides itself on being the Army's first choice to provide combat-ready and trade-proficient Combat Service Support soldiers within Australia and overseas.

6th Engineer Support Regiment (6ESR)

With an establishment of more than 500 regular soldiers, the 6ESR is the largest of the engineer regiments. 6ESR comprises the 1st Topographical Survey Squadron (1 Topo Svy Sqn) and the 20th Explosive Ordnance Disposal Squadron (20 EOD Sqn) in Enoggera, the 17th Construction Squadron (17 Const Sqn) in Sydney, the 21st Construction Squadron (21 Const Sqn) in Amberley, and the Regimental Headquarters (RHQ) which is currently in Enoggera, but scheduled to relocate to Amberley early in 2012.

The role of 6ESR is to provide engineer support to the Commander of the 6th Brigade at Regiment, Squadron or detachment strength. 6ESR also provides the Commander of the Deployable Joint Force Headquarters specialist topographic and engineer advice.

The role of 21 Const Sqn is to provide construction engineering support to a deployed force in order to support land, joint and specified operations for the defence of Australia and its national interests. Typical tasks include manoeuvre support (maintenance of force mobility within an area of operations), force protection (activities that enhance the ability of a force to survive enemy actions), and force infrastructure (the construction, maintenance and repair of infrastructure or facilities required to ensure force longevity in an area of operations).

**No. 1 Combat Communications
Squadron Detachment – Amberley
(ICCS DET AMB)**

1CCS DET AMB provides deployable communications support to the Squadrons on RAAF Base Amberley. This includes capabilities such as radios, data communications, and video teleconferencing.

**Land 121 (Introduction into Service)
Training Team (Land 121)**

Land 121 – Project Overlander is an element of the Defence Material Organisation (DMO) and Army Headquarters (AHQ). The project will replace all the ADF’s B vehicles progressively over the next decade. The Training Team, based in Amberley, delivers conversion training for vehicle operators and maintainers.

Education

Regional Education Liaison Officer

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

Defence School Transition Aide

Defence funds Defence School Transition Aides (DSTAs) in a number of schools in Queensland. 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 – Southern Queensland

Tel: (07) 3354 0554
Email: cathy.dellit@defence.gov.au

Useful Websites

Department of Education, Training and the Arts
Internet: www.education.qld.gov.au

Catholic Education, Archdiocese of Brisbane
Internet: www.bne.catholic.edu.au

Independent Schools Queensland
Internet: www.aisq.qld.edu.au

Employment

The Partner Education and Employment Program (PEEP)

Take a PEEP at your future

If you are a recognised partner of an ADF member, DCO's Partner Education and Employment Program, or PEEP, may be able to help you manage your career development.

PEEP Tier 1 provides an education and employment allowance of \$12,000 for a 10-year period to assist recognised ADF partners to better position themselves for employment through a range of initiatives when posted with the ADF member. Tier 1 is capped at \$6,000 per posting locality for assistance with: superannuation setup; professional employment assistance; child care, education and training; personalised resume preparation; and professional re-registration expense payments.

PEEP Tier 2 is an in-financial year 'one-off' payment of up to \$3,000 to be used for vocational courses, up to and including first-time undergraduate courses.

PEEP Tier 2 will be available for the next three years and is aimed at the partners of the more junior officer and enlisted ranks. Applications will be open to the partners of Private to Sergeant ranks (and their equivalents) and to the partners of Lieutenant to Captain ranks (and equivalents).

Tertiary studies assistance under PEEP

Partners are encouraged to undertake tertiary studies through Open Universities Australia (OUA). This allows partners to continue their education wherever they may be posted, whether in Australia or overseas. OUA offers the following benefits to Defence partners:

- access to an online enrolment facility and unique client code
- access to a priority corporate support team through a dedicated email contact point
- a dedicated 1300 number supported by a team to assist partners in making the right choice about higher education and government loan options
- a flexible international higher education study offer for clients no matter what their location
- financial support to each student who enrolls using the code for the purchase of text books for the first five units
- extended online tutorial support.

Looking for a job? Try Jobsearch

ADF partners when seeking employment are encouraged to use Jobsearch – Australia's largest free online jobs website:

Internet: www.jobsearch.com.au

Want a peep at PEEP?

For more information on PEEP initiatives, including eligibility criteria and application forms, please visit the DCO website:

Internet: www.defence.gov.au/dco/PEEP

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

There are currently 21 Defence child care centres across Australia that 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 child care 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 child care centres.

Family Day Care

Family day care is home-based child care by a qualified, monitored family day care provider. You can contact the schemes in your area through Family Day Care Australia on 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 or (07) 3326 5600

Child Care Access Hotline

– provides up-to-date information about child care options and locations

Tel: 1800 670 305

Department of Education, Employment and Workplace Relations (DEEWR)

– Office of Early Childhood Education and Child Care

Internet: www.mychild.gov.au

MyChild Hotline

Tel: 13 36 84

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

Child Care in Amberley

Please consult your telephone directories for a full listing of child care facilities in the Amberley area.

Amberley Child Care Centre

The Amberley Child Care Centre is part of the Defence Child Care Program, managed by the DCO. It is located in Gannett Street, adjacent to the base. It is a B4Kids-managed centre and provides priority placement for Defence families and those working on the base.

The child care centre provides part-time and full-time care for children from six weeks to school age. There are 54 places available. Hours of operation are from 6.30 am to 6.00 pm, Monday to Friday. Remuneration packages are available. The centre closes for two weeks over the Christmas period. For more information, contact the director on Tel: (07) 5464 3144.

C&K Amberley Child Care Centre

In 2010, the Amberley Community Preschool and Kindergarten changed its name and location. After relocating to the site of the new Amberley State School, it will be an early learning and care centre. They are currently taking enrolments for 2012, so please contact the centre for more information.

Tel: (07) 3294 3785

Email: amberley.kindy@gmail.com

Child Care Information Service

This is a free-of-charge service that provides assistance in finding child care centres in a particular area. This service is able to provide you with a list of child care services available for a particular postcode; it does not provide details of availability of places. The hours of operation are 8.30 am to 5.00 pm, Monday to Friday.

Tel: 1800 637 711 (freecall outside Brisbane)

Tel: (07) 3224 4225 (Brisbane residents)

Vacation Care/After School Care

The Playground and Recreation Association has designated centres that provide adult supervision of school-age children during weekdays between 2.30 pm and 5.30 pm, and between 7.30 am and 5.30 pm during school holidays. Some centres operate on Saturday. The service is free (donations are encouraged) but families are required to pay a family membership fee. For information, contact the Playground and Recreation Association.

Tel: (07) 3831 5591

Internet: www.praq.asn.au

Special Needs

When Defence families with special needs are posted, they may have difficulties accessing the services they require. The problems families experience are due to the different eligibility criteria for accessing services, such as therapy (speech and occupational therapy) and respite, due to the lengthy waiting lists and, in some instances, the lack of service providers. When relocating, some families require housing modifications and specific 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 policy (PACMAN Ch 8 Part 6) that provides a range of assistance 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
- 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 request a CD ROM that explains the process for applying for recognition or, at the time of posting, to undertake an assessment of assistance required by the special needs dependant.

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 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 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 and/or relocation services, or if you are dissatisfied with the service provider or decision made by DHA or Toll, your local DRHM listed below, can assist you to address and resolve your concerns.

Area
Toowoomba/ Ipswich
Name
Chris Gordon
Telephone
(07) 4631 4414
Mobile
0419 103 415
Fax
(07) 4631 4413

Defence Housing Australia



DHA was established in 1988 with the aim of improving the quality and selection of housing for Defence members and their families. DHA manages approximately 17,300 residences around Australia and provides a range of services to help ease the pressure on Defence families – we will support you and your family throughout your tenancy, from moving in, to living in, and then moving out of your home.

If you need support throughout your tenancy, then our staff can assist you. You can phone our information line **139 DHA (139 342)** for advice or visit our website (www.dha.gov.au).

DHA also has Housing Management Centres and local offices located near major Defence establishments to provide effective support for you and your family wherever you need it.

Internet: www.dha.gov.au

Tel: 139 DHA (139 342)

Toll Transitions



Toll Transitions provide Defence members and their families with a total relocation service.

Your Toll Transitions case manager will assist you with your relocation requirements including travel, temporary accommodation, removal, storage and payment of your relocation allowances and entitlements.

You will receive a "Your Defence Relocation Guide", from Toll Transitions giving you detailed information to assist you with your relocation. You are also able to download this guide from the Toll Transitions website.

You can complete your Pre-AFR, AFR and inventory online at the Toll Transitions website www.tolltransitions.com.au/defence and "Your Defence Relocation Guide" explains the simple steps required to do this. You are able to maintain multiple inventory details online, giving you a current record of your goods and their whereabouts at any point in time. You can use these saved inventories should you move again.

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

There are numerous medical centres and pharmacies in the area. Please consult your local telephone directories for a complete listing.

Queensland Health

Tel: 13 13 04 (13 HEALTH)
Internet: www.health.gov.au

Women's Health (Queensland-wide)

Tel: (07) 3839 9988 or 1800 017 676
Internet: www.womhealth.org.au

West Moreton Women's Health

Ipswich City Square, Nicholas St
Tel: (07) 3812 0138

Ipswich Community Health

Bell St, Ipswich
Tel: (07) 3817 2333 or 1800 607 030

Inala Community Health

64 Wirraway Pde, Inala
Tel: (07) 3275 5333

Disability Services Queensland

South St, Ipswich
Tel: (07) 3280 1872 or 1800 177 120
Internet: www.disability.qld.gov.au

Ambulance Cover

Community Ambulance Cover Levy

Government removed ambulance levy from electricity bills.

From 1 July 2011, Queenslanders are no longer required to pay the Community Ambulance Cover Levy – saving \$112.98 from electricity bills.

All Queenslanders will receive free ambulance cover.

For more information:

Community Ambulance Cover
Internet: www.ambulancecover.qld.gov.au

The Queensland Ambulance Service
Internet: www.ambulance.qld.gov.au

Child Health Clinics

Ground Floor, Community Health Building
Bell St, Ipswich
Tel: (07) 3817 2328

Winston Glades Shopping Centre
Ash St, Flinders View
Tel: (07) 3817 2328

Forest Lake Community House
Forest Lake Blvd, Forest Lake
Monday, fortnightly
Tel: (07) 3403 8888

Immunisation

Ipswich City Council conducts two weekly immunisation clinics:

Ipswich Health Plaza: Tuesday, 10.00 am to 12.00 pm

Goodna Community Health: Friday, 10.00 am to 12.00 pm

These clinics are free. There is no need to make an appointment, just arrive and bring your Medicare card and your child's immunisation record book. For more information, contact the Ipswich Council on Tel: (07) 3810 6666.

Brisbane City Council provides a free immunisation service for children, to help protect them against childhood diseases such as measles, whooping cough, polio and tetanus. For more information, call the Brisbane Council on Tel: (07) 3403 8888 or visit Internet: www.brisbane.qld.gov.au

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.coordinator@dsnsg.org.au

Internet: www.dsnsg.org.au

Defence Families of Australia (DFA)



A voice for Defence Families



Defence Families of Australia (DFA) has been representing the views of Defence families for 25 years. DFA is a voluntary group of energetic and dedicated Defence partners appointed by the Minister for Defence, Science and Personnel. DFA has the unique opportunity of having direct access to: the Minister and Chief of Defence Force; senior Defence leaders; and key organisations which are directly involved with the families of our Defence Force.

DFA's aim is to improve the quality of life for Defence families by providing a recognised forum for the views of the family, and by reporting, making recommendations and influencing policy that directly affects families. The DFA Executive attracts volunteers from all services and ranks, who are living the unique lifestyle which stems from living with a Defence member, ensuring a broad coverage of experiences and understanding of the Defence lifestyle. DFA recognises that families today are very diverse and the composition of the family unit results in different challenges.

Geographically, DFA volunteers are located all around Australia, representing families at a local, regional and a national level. National Delegates are situated in each state and it is preferable to have a Local Family Representative in each Defence location, unit and base. Quality feedback is reliant on good communication between the Executive and family members in each region. When issues are raised, they are taken to the appropriate stakeholder at a local level or, if necessary, raised to a national level.

DFA is currently consulting with Defence and stakeholders on a range of issues including:

- ensuring Deployment Support is appropriate and available to all families
- enhancing the Partner Education and Employment Program funding
- shifting the focus on mental health to the entire Defence family unit in order to adequately support the ADF member
- providing feedback to Toll on relocations administration procedures
- working with the ADF Financial Services Consumer Council to develop useful education on financial management for Defence families
- monitoring the introduction of the National Defence Families Identification Card.

Join DFA today free!

By joining DFA as a member, you are supporting its aim to represent the needs of all Defence families. Please take a few minutes to enter your details on the website www.dfa.org.au/user/register/

When you become a DFA member you will receive quarterly eNewsletters and email alerts, and access to the DFA website which will provide you with access to a wealth of resources:

- My Home and My Calendar with local news and events in your posting location
- timely updates on information and changes affecting Defence families
- advice and tips from other partners in the areas of Moving, Absence from Home, Education, Health, Employment and Money
- an opportunity to provide Defence and Government with your feedback and suggestions for improvements in My Voice.

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 (details on the DFA website).

Visit www.dfa.org.au or call the DFA Infoline 1800 100 509.

Amberley Playgroup

Amberley Playgroup meets every Monday and Wednesday from 9.30 am to 11.30 am (except for school holidays) in Gannet Street, Amberley.

For contact details, please ring DCO on Tel: (07) 5361 1678.

For information on playgroups in your area, contact Playgroup Queensland.

Tel: 1800 171 882

Email: info@playgroupqld.com.au

Internet: www.playgroupaustralia.com.au/qld

Amberley Toy Library

Amberley Toy Library offers an excellent lending library of toys, books and games for ages three months to seven years. It is open the first and third week of the month, Monday and Saturday from 9.00 am to 10.30 am, (excluding school holidays). For more information and venue location, phone DCO on Tel: (07) 5361 1678.

Community Groups at DCO Amberley

The Lakes Networking Group

Meets on the first Tuesday of each month at 10.00 am at a local venue for coffee and cake. So, if you would like to meet others from your local area, then come along to the next meeting. Children are welcome. Contact DCO for all the venue details on Tel: (07) 5361 1678.

The Ipswich Networking Group

Meets the third Thursday of the month at a local venue at 10.30 am. Bring a friend and have coffee in a relaxed atmosphere. Children are welcome. Contact DCO Amberley on Tel: (07) 5361 1678 for more information or venue details.

Amberley Craft Group

The craft group meets on Monday evenings from 7.00 pm to 9.00 pm (except school holidays) at Gannett House, Amberley. The cost is \$1 per evening. For more information and contact details, call DCO on Tel: (07) 5361 1678.

Defence Spouses Group

This group is open to spouses and partners of Defence members, and provides opportunities to learn new skills, to learn about the local area, and to form support networks. The group meets on the last Thursday of the month from 11.00 am to 12.30 pm at the Ipswich RSL from March to June, and each month a new topic is discussed with the assistance of guest speakers. For more information, contact DCO Amberley on Tel: (07) 5361 1678.

Local Community

Locality Information

RAAF Base Amberley is a vital part of the Ipswich community, as large numbers of Defence personnel are posted here each year. Ipswich is the closest city to Amberley, being only a 10-minute drive from the base and a 45-minute train ride into the heart of Brisbane.

Ipswich enjoys a subtropical climate, allowing outdoor leisure all year round. Average temperatures are 26.6 °C in summer and 13.3 °C in winter. Rainfall is concentrated in the warmer months, and between May and September cooler, dry weather prevails.

Visitor Information

The Ipswich Visitor Information Centre is located at 14 Queen Victoria Pde, Ipswich (alongside Queens Park). It is open seven days a week.

Tel: (07) 3281 0555

Internet: www.ipswichtourism.com.au

Parks in Ipswich

Ipswich City Council provides more than 2,000 hectares of attractive parkland for the use of the general public. With over 500 parks and reserves, there is an extensive range of facilities, providing areas to suit different leisure and recreational needs.

For information on booking parks for functions, or to obtain maps and guides for the bushwalking trails, please contact Ipswich City Council.

Tel: (07) 3810 6666

Internet: www.ipswich.qld.gov.au
(then click on 'Parks search')

For market information visit:

Internet: www.you.au/market-brisbane.html

Internet: www.marketsandfairs.com.au

Internet: www.discoveripswich.com.au

General Services

Electoral Commission

Queensland Electoral Commission
General enquiries: 1300 881 665
Internet: www.ecq.qld.gov.au

Australian Electoral Commission

Tel: 13 23 26
Internet: www.aec.gov.au

Ipswich City Council

Ipswich City Council's main administration block is located at 50 South Street, Ipswich. The office is open from 8.00 am to 4.30 pm, Monday to Friday.
Tel: (07) 3810 6666
Fax: (07) 3810 6731
Email: council@gil.com.au
Internet: www.ipswich.qld.gov.au
Ipswich Tourism: www.ipswichtourism.com.au

Brisbane City Council

Tel: (07) 3403 8888
Internet: www.brisbane.qld.gov.au

Veterans' Affairs

Tel: 13 32 54

Defence Service Home Loans

Tel: 1300 434 627 (1300 4 DHOAS)
Internet: www.dhoas.gov.au

RACQ

24-hour assistance
Tel: 13 11 11

RACQ offices
Tel: 13 19 05

Frontline Defence Services



Frontline
defence services

Supporting our troops since 1915

Frontline Defence Services is proud of its 95-year history of supporting Australian Defence personnel. Tasked by the Chief of the Army and Air Force to provide convenient, inviting and competitive on base canteens, these services then allow us to support local Defence communities through injecting surplus profits back into the community via direct sponsorship and cash disbursements from vending to the Relief Trust Fund (RTF) and welfare trusts.

Frontline operates two outlets at RAAF Base Amberley. Our main store is located in the retail precinct and the C-17 Café is located adjacent to Air Movements. Services provided include take-away food, eat-in options in the spacious indoor or outdoor dining areas, groceries, alcohol, coffee, magazines and newspapers, EFTPOS, gas bottle exchange, dry cleaning and phone cards. Frontline can also offer catering for meetings and events. For more information, speak to the outlet directly or see our website.

Opening hours are 7.00 am to 5.00 pm, Monday to Friday, and 8.30 am to 11.30 am on Saturday.

Tel: (07) 5316 2310 or (07) 5361 4666

Fax: (07) 5361 4664

Internet: www.frontlineds.com.au

Essential Services

Emergency Contacts

Power and electrical accidents

Tel: 13 62 62

Gas emergencies (24-hours)

Tel: 1800 819 783

Electricity Service

■ **Energex**

Tel: 13 12 53

■ **Origin Energy**

Tel: 1800 808 526

Telephone Services

■ **Telstra**

Tel: 13 22 00

Internet: www.telstra.com.au

Faults

Tel: 13 22 03

■ **Optus**

Tel: 13 33 45

Internet: www.optus.com.au

Ipswich City Council

Tel: (07) 3810 6666

Brisbane City Council

Tel: (07) 3403 8888

State Emergency Services

Tel: 13 13 04

Internet: www.emergency.qld.gov.au

Garbage Collection and Dumps

Internet: www.ipswich.qld.gov.au

Internet: www.brisbane.qld.gov.au

Water Restrictions

Internet: www.seqwater.com.au

Internet: www.qld.gov.au

Transport

Defence Driving Licence Scheme

With the exception of Victoria and Northern Territory, Commonwealth, state and territory authorities have agreed to the implementation of a Defence Driving Licence Scheme (DDLs) for ADF personnel and eligible members of their families. Under the DDLs, personnel and their families' driving licences are recognised throughout Australia, and thus there is no requirement to change a driving licence solely because of a transfer interstate. However, on expiry, licences need to be renewed in the current state or territory of domicile.

■ **Queensland Department of Transport & Main Roads**

Colvin St, North Ipswich
Redbank Plaza Shopping Centre

Internet: www.tmr.qld.gov.au

Car registration/licence information/disability parking permits

Tel: 13 23 80

Public Transport Information

Tel: 13 12 30

Internet: www.translink.com.au or
www.traveltrain.com.au

School Transport Assistance Scheme

Metro, Tel: (07) 3863 9849

Ipswich, Tel: (07) 3813 8613

Bus, Trains and Ferries

Tel: 13 12 30 – timetables & fares

Internet: www.translink.com.au

■ **McCafferty/Greyhound Bus Company**

Tel: 1300 473 946

Internet: www.greyhound.com.au

■ **Queensland Rail**

Reservations and enquiries

Tel: 13 16 17

Internet: www.queenslandrail.com.au

■ **Westside Bus Company**

River Rd, Redbank

Tel: (07) 3288 1333

Internet: www.busqld.com.au

■ **Airport West Transfers**

Tel: (07) 3812 8751

Taxis

■ **B & W Taxis**

Tel: 13 10 08

■ **Ipswich Yellow Cabs**

Tel: 13 19 24

Pet Care

Registration Fees

Registration fees are set each year by the council, and the registration period runs from 1 July to 30 June. Once your dog is registered, a renewal notice will be sent to you automatically at the end of each financial year. Discounted fees are available to persons who are currently receiving certain government pensions, as well as owners of de-sexed dogs and farm working dogs. You can request a registration form to be mailed to you by contacting Ipswich City Council Health and Environmental Protection Department on Tel: (07) 3810 6822.

■ Pet Registration Ipswich City Council

50 South St, Ipswich

Tel: (07) 3810 6666

Internet: www.ipswich.qld.gov.au

■ Brisbane City Council

Ellen Grove/Forest Lake

Tel: (07) 3403 8888

Internet: www.brisbane.qld.gov.au

Emergency Information

Severe Storms

The storm season begins in September.
Information about severe storms can be found
on the Bureau of Meteorology's website,
Internet: www.bom.gov.au/info/thunder.

Bushfires

Bushfires can occur in all states of Australia.
To minimise the risk of bushfire, the rural fire
service encourages every community member
to take adequate precautions around their
property before the start of the bushfire
season. Information can be found on the
Queensland Rural Fire Service website.
Fire prevention is your responsibility.
Internet: www.ruralfire.qld.gov.au

State Emergency Services (SES)

Tel: 13 25 00
Internet: www.emergency.qld.gov.au/ses

Forest Lake and Springfield Lakes Services

A Guide to Forest Lake and Springfield Lakes

Forest Lake is approximately 40 minutes from RAAF Base Amberley with easy access to shops and schools. The recreational lake offers 3.5 km of walking trails, bike trails, playgrounds, barbecues and picnic facilities, and opportunities for aquatic sports. The estate offers a community house, day care centre, shopping village, and state and private schools.

Springfield Lakes is 17 km from Ipswich and 28 km from Brisbane, and is part of one of the largest planned communities in Australia. There are child care centres, schools, shopping centres and a community centre, as well as hike and bike trails and proposed lakes.

Internet: www.springfieldlakes.com.au

Hospitals and Medical Centres

Please consult your local telephone directories for a complete listing of hospitals, medical practitioners, dentists and pharmacies in the area.

Local Community Groups

Community groups in the area include those operating from:

■ **Forest Lake Community House**

Cnr Forest Lake Blvd & Alpine Pl, Forest Lake
Tel: (07) 3279 9111

■ **Springfield Community Centre**

Cnr Springfield Lakes Blvd & Summit Dr, Springfield Lakes
Tel: (07) 3381 9015

■ **Playgroup Australia**

Tel: (07) 3394 8448 or 1800 171 882

Post Offices

Forest Lake Shopping Centre
Shop 33/235 Forest Lake Blvd
Tel: 13 13 18

Shop 1, Springfield Fair Shopping Centre
16 Springfield Pkwy
Tel: (07) 3381 0450

Bus Services

■ **Westside Bus Services**

Tel: (07) 3288 1333
Internet: www.busqld.com.au

■ **Brisbane City Council Bus Service**

Tel: (07) 3403 8888
Internet: www.brisbane.qld.gov.au

■ **TransLink**

Call centre
Tel: 13 12 30
Internet: www.translink.com.au

Local Government Facilities

■ **Brisbane City Council – Call Centre**

Tel: (07) 3403 8888

Internet: www.brisbane.qld.gov.au

■ **Ipswich City Council**

Tel: (07) 3810 6666

Internet: www.ipswich.qld.gov.au

Government Facilities

■ **Queensland Health**

Internet: www.health.qld.gov.au

■ **Queensland Transport**

Tel: 13 23 80

Internet: www.tmr.qld.gov.au

■ **Centrelink**

Inala Customer Service Centre

Tel: 13 10 21

Internet: www.centrelink.gov.au

■ **Australian Taxation Office (ATO)**

Tel: 13 28 61

Internet: www.ato.gov.au

Important Numbers

Emergency

Police/Fire/Ambulance

Tel: 000

Energex (loss of power)

Tel: 13 62 62

Customer service: 13 12 53

RAAF Base Amberley

Main switch

Tel: (07) 5361 1111

DCO Amberley

Tel: (07) 5361 1678

Tel: 1800 801 026 (after hours)

National Welfare Coordination

Centre (NWCC)

Tel: 1800 801 026

Centrelink

Tel: 13 10 21

Internet: www.centrelink.gov.au

Australian Taxation Office (ATO)

Tel: 13 28 61

Internet: www.ato.gov.au

Defence Tax Hotline

Tel: 1800 806 053

General

Crime Stoppers

Tel: 1800 333 000

Internet: www.crimestoppers.com.au

Poisons Information

Tel: 13 11 26

Kids Help Line

Tel: 1800 551 800

Internet: www.kidshelp.com.au

Lifeline

Tel: 13 11 14

Ipswich City Council

Tel: (07) 3810 6666

Brisbane City Council

Tel: (07) 3403 8888

Notes



Australian Government

Department of Defence