

# 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 TOWNSVILLE



**Australian Government**

**Department of Defence**

# Welcome to Townsville

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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 Townsville region.

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

# Introduction and Welcomes

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## Welcome from Area Commander North Queensland/Commander 3<sup>rd</sup> Brigade

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I would like to welcome all Defence personnel and their families to Townsville and the region. With its tropical climate and relaxed lifestyle, it is a fantastic place to live and work and I wish you all the best for your time here.

I know that posting time can be a stressful period for many people and the purpose of this publication is to make the move as simple and as trouble free as possible. The booklet provides valuable and up-to-date information on the services and facilities offered by the twin cities of Townsville and Thuringowa.

I can guarantee that any posting to a military unit in Townsville will be busy and challenging, but at the same time the local area has much to offer and I encourage all of you to get out and enjoy the tropical lifestyle. The ADF has developed an excellent relationship with the local community over the years and Townsville and the region provide a broad range of activities for all ages.

I wish you all a great year in 2008 and, for all those arriving in Townsville, I hope that your move goes smoothly and that you settle in quickly and safely.

**John Caligari DSC, AM**

**Brigadier**

**Commander 3<sup>rd</sup> Brigade**



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## Welcome to RAAF Base Townsville

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RAAF Base Townsville is located in the heart of Townsville and has a long and proud association with the people of North Queensland, actively supporting the community from Cooktown to the north and Longreach in the west. The base was formed on 15 October 1940 when No. 24 (General Purpose) Squadron moved from RAAF Station Amberley to the new RAAF Station in Townsville.

The RAAF was handed the city aerodrome in 1939 by the Townsville City Council, on the condition the airfield was maintained and an amount of £50 (\$100) per annum would be spent on electricity. During World War II, the 5th Air Force of the United States Army Air Corps (USAAC) was based in Townsville. It established a vast complex of hangars, workshops, stores and domestic quarters in the area between Garbutt and Aitkenvale. On occasions, the city's population of 32,000 was increased fourfold by servicemen.

Although the Townsville Base is small by RAAF standards, it is home to the Army's 5th Aviation Regiment and RAAF Caribou aircraft of 38SQN. RAAF Townsville also plays host to a large number of deployments throughout the year and is significant in providing support services for other Air Force operations and exercises involving F-111, P3C Orion, C-130, C-17 transports and F/A-18 Hornets, together with a myriad aircraft from many overseas services. RAAF Base Townsville also plays an important part in ADF operations as a staging and stepping-off point for forces being deployed on operations into the south-west Pacific as well as to the north. New facilities constructed under Stages 1 and 2 of the base redevelopment project have turned RAAF Townsville into one of the RAAF's premier forward support bases and a favourite staging base for ADF and foreign units alike.

Today, RAAF Base Townsville is home to more than 1,000 personnel including Air Force, Army, Defence civilians and contract staff and, along with RAAF Tindal and RAAF Darwin, is one of northern Australia's primary Defence

installations. Along with Lavarack Army Barracks, RAAF Townsville establishes Townsville as a key northern stronghold.

The twin cities of Townsville and Thuringowa provide pleasant and comfortable living, from a cultural as well as climatic perspective. The region provides various opportunities for families to get out and explore, with Magnetic Island just offshore and many other opportunities further afield to the north, south and west. For those new to the tropics, the summer temperatures can be something of a surprise, but the magnificent temperatures for the remainder of the year more than make up for the hottest three months. Whether you simply stroll along The Strand or Riverway, get out and explore the coast, or go exploring the dinosaur trail around Richmond, Hughenden and Winton, North Queensland has so much to offer and entertain people and I commend it to you as a great place to live. DCO has produced this book as a valuable aid to your settling in to life in tropical North Queensland.

**Graeme Davies CSC**

**Wing Commander**

**Base Commander**

**RAAF Base Townsville**



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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

Nathan Business Centre  
340 Ross River Road  
Aitkenvale QLD  
Tel: (07) 4753 6539  
Fax: (07) 4779 0078  
Email: [dco.townsville@defence.gov.au](mailto:dco.townsville@defence.gov.au)

### DCO Website

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

### After Hours Emergency Support

The DCO Office is open from 8.30am to 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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## Chaplains

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The Townsville/Thuringowa area is well supported with religious services and pastoral support from a team of eight full-time Army chaplains and one Army Reserve chaplain. Often one or more are absent on courses or deployments in Australia or overseas.

### **All Saints Chapel at Lavarack Barracks**

All Saints Chapel is located between the area gym and the swimming pool. It was built in 1980 by members of the Royal Australian Engineer Corps as a multi-denominational chapel. It is, therefore, set apart as a place of worship, quiet reflection, meditation and prayer.

Apart from prayer and worship, the chapel is available for baptisms, weddings and funerals. Any of the chaplains can book the chapel for you. It is open daily.

### **Lavarack Barracks Chaplains**

Most units have their own chaplain who can be contacted by ringing the unit direct or by contacting the Area Switchboard/Duty Room on Tel: (07) 4771 7011. Chaplains are available to all military members and their families for spiritual advice and counsel, pastoral care and religious ministries, such as baptisms, weddings and funerals.

In emergencies, the On-Call Chaplain can be contacted on Tel: 13 22 22, and quote Pager 297 608.

### **RAAF Base Chapel**

The base chaplain is available to members and their dependants for religious services, pastoral support and practical help. The chaplain also administers RAAF Welfare Trust Fund loans. Tel: (07) 4752 1104 or (07) 0418 977 196

The chapel exists to provide a focus for Christian service, worship and fellowship at RAAF Townsville. The chapel tries to be responsive to the needs of the base personnel and their dependants. For service times, other activities and updated information, please contact the RAAF base chaplain. Tel: (07) 4752 1104

The Military Christian Fellowship meets on Tuesdays at lunchtime to pray for the base and to discuss issues that are relevant to Christians in the ADF.

### **Contacting a Chaplain**

As all chaplains have several unit locations to cover, as well as field exercises, they might not be present should you drop in unannounced at the chapel or unit offices. It is best to phone them first; if they don't answer, please leave a message so they can get back to you.

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## **Red Shield Defence Services**

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Red Shield Defence Services is a branch of the Salvation Army, which is dedicated to promoting spiritual, emotional and physical welfare within all ranks of the Australian Defence Force.

Senior Representative

Gary Johnson

Office

Tel: (07) 4771 8571

Home

Tel: (07) 4774 8989

Mobile

Tel: 0417 614 596

### **Hop-In Centres**

Part of the physical support offered by the Red Shield Organisation includes provision of Hop-In Centres – on base and in the field during extended exercises.

These Hop-In Centres are designated areas where members are able to relax during off-duty hours and read or watch TV, etc. Hop-In Centres are designated as 'dry' areas (no alcohol), with café-bars offering a hot drink and biscuits free of charge. Most Hop-In Centres also have soft drink machines available.

Hop-In Centres in the Townsville area are located at the Chauvel and Daly Mess Precincts, while serviced café-bars can be found at most other units.

# Defence

## Introduction to Lavarack Barracks

Lavarack Barracks is one of the Australian Army's largest military bases and is home to about 4,500 soldiers and 280 civilian employees. The major element at the barracks is the 3rd Brigade. The Defence Support – North Queensland, 10th Force Support Battalion and the Combat Training Centre – North Queensland also are based at the barracks.

Lavarack Barracks has a four-kilometre frontage along University Drive. It is set in a landscaped area of about 750ha at the foot of Mt Stuart. A training area extends from the barracks for a further 8,100ha and takes in almost all of Mt Stuart and its foothills. Training facilities include many small arms ranges, a Military Operations in Urban Terrain facility, Weapons Training Simulation System facility, anti-tank ranges and aircraft mock-ups.

### The 3rd Brigade

The 3rd Brigade forms the major combat component of the Australian Defence Force's Ready Deployment Force and is the Australian Army formation held at the highest degree of readiness for operations. Most soldiers at Lavarack Barracks are members of 3rd Brigade units and are permanently on short notice to move. Training is consistent and realistic with exercises conducted throughout the year, mainly in the Townsville Field Training Area north of the city, but also at Shoalwater Bay near Rockhampton and the Land Command Battle School at Tully. Soldiers train in other areas of Australia during major ADF exercises and overseas on exchange with other armed forces.

There are more than 3,500 personnel who form the brigade, which includes the following:

- Headquarters 3rd Brigade for command and control of all brigade units.
- 1st Battalion, the Royal Australian Regiment, and 2nd Battalion, the Royal Australian Regiment, which are both light infantry battalions, with a battalion on stand-by for deployment at all times.
- 3rd Battalion, the Royal Australian Regiment, is the parachute battalion (located at Holsworthy Barracks, Sydney).
- B Squadron 3rd/4th Cavalry Regiment has the capacity to provide armoured mobility and protection to two infantry rifle companies, Support Company and the tactical headquarters of an infantry battalion.
- 4th Field Regiment is the brigade's direct support artillery unit. It consists of a headquarter battery and three field batteries, each of six 105mm Hamel field guns (A Field Battery is located at Holsworthy Barracks, Sydney).
- 3rd Combat Engineer Regiment consists of two Combat Engineer squadrons and a support squadron, which is equipped with a variety of construction plants. The regiment is used for combat engineering tasks, such as laying and breaching minefields, booby-trap clearance and minor construction works to aid the mobility of the brigade.
- 3rd Command Support Regiment provides radio, information systems, telephone and satellite communications for the brigade headquarters and brigade units. Also supplies administrative and supply support to Headquarters 3rd Brigade.
- 3rd Combat Services Support Battalion, including transport, medical, dental, supply and workshop elements. The battalion is responsible for the provision of administrative and logistical support to the brigade.

## Support to 3rd Brigade

The 3rd Brigade relies heavily on a number of Townsville-based non-brigade units located at Lavarack Barracks and elsewhere including:

- 5th Aviation Regiment, which operates the Army's Black Hawk, Chinook and Iroquois helicopters, located at RAAF Base Townsville at Garbutt.
- 10th Force Support Battalion is responsible for providing stores and supply support to a large force generally, including 3rd Brigade. It is also responsible for explosive ordnance disposal.
- Joint Logistics Unit is tasked to provide designated logistical support to assigned dependencies within the region, spanning south to Rockhampton, north to Cape York and west to Mt Isa. In essence, the unit provides warehousing, distribution and maintenance support to the units of North Queensland.
- Joint Movement Control Office Townsville (JMCO TVL) is responsible for planning, implementing, controlling and monitoring movements associated with joint and combined operations, exercises and significant single-service activities.
- Defence Support – North Queensland (DS-NQ) is responsible for delivery of a range of corporate services and facilities to support Defence in North Queensland. At Lavarack Barracks, DS-NQ provides general and specialist support services.
- Combat Training Centre – North Queensland is based at Lavarack Barracks and is the north's major General Reserve training establishment. The main customer of the training group is 11th Brigade based at Jezzine Barracks, near The Strand in Townsville.

## Other Elements

- Combined Arms Battle Wing – North Queensland is housed at Lavarack Barracks. It acts as a liaison point for 3rd Brigade and other units in the north that undertake jungle warfare training in Tully, North Queensland, and at Canungra near the Gold Coast.

## On-Base Facilities for Members

### ■ Lavarack Barracks Medical Centre (LBMC)

Lavarack Barracks Medical Centre is a 24-hour facility providing services to Defence members. For all emergencies call Tel: 000. For more information, contact LBMC on Tel: (07) 4771 7113.

### ■ Area Physical Training Facilities

The area gymnasium is situated between the area chapel and the post office. The gymnasium complex contains a basketball court, badminton, volleyball, indoor hockey and indoor soccer. The gymnasium is also equipped with a weight training area and cardio equipment. Both of these areas have music DVD clips displayed on TV screens.

Defence members, Defence civilians, Australian public servants and the spouses of these groups (this includes immediate family) are eligible to use the gymnasium facilities. The gymnasium weight training and cardio training areas are not available for use by dependants under 15 years of age. Guests (regardless of age) are also not permitted to use the weight training or cardio equipment. Prior to using the facilities, all gym users (except uniformed members) are required to attend a familiarisation and safety brief. To arrange for this brief or for any enquiries in relation to the area gymnasium, contact the PTIs on Tel: (07) 4771 1625.

### ■ 1RAR Gymnasium

Use of the 1RAR gymnasium facilities is restricted to 1RAR personnel. Facilities include boxing equipment and a selection of weight training equipment.

### ■ 2RAR Gymnasium

Use of the 2RAR gymnasium facilities is restricted to 2RAR personnel. Facilities include a covered outdoor physical training area, which is marked out for basketball, volleyball and badminton, and an indoor weight training room that has a selection of weight training equipment.

### ■ Defence Library Service North Queensland

The Defence library service portal provides access to the library catalogue, electronic journals and databases, Jane's information and Australian Standards.

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

Defence members, civilians, spouses and their immediate family are eligible to use the Defence library service. For further information and library opening hours, please contact:

Lavarack Barracks Library  
Tel: (07) 4771 7586

Ross Island Barracks Library  
Tel: (07) 4753 6406

### **On-Base Facilities for Families**

#### **■ Lavarack Barracks Swimming Pool**

The pool is located in the vicinity of the area post office and is available for use by military personnel, Defence employees, their dependants and accompanied guests.

Facilities include an Olympic pool with shade at the shallow end and a wading pool, shaded tables with seating and a kiosk. A playground is available for use by children. As the pool is available for use by units for training purposes, use by dependants is at times restricted. For availability times and booking procedures, call Tel: (07) 4771 7020.

#### **■ Frontline**

Tom's Central  
Located at Buka Cl, off Robert Towns Rd, behind the Daly Mess, incorporating: Tom's Merlo Café, Subway and Tom's Electrical.

Open five days, 7.30am–4.30pm.  
Tel: (07) 4771 8573

Mobile food vans  
Servicing: Lavarack Barracks, Ross Island and RAAF Townsville.  
Tel: (07) 4771 8784

Harry's Bar and Kiosk  
Open: Mon–Wed, 4–9pm  
Thurs–Fri, 4–11pm  
Sat, 4–8pm

Chauvel Kiosk is open 8.30am–1.30pm, Monday to Friday, and all other times in conjunction with Harry's Bar.

Playground and BBQ facilities, pool competitions and video games are available on site and Austar TV is available for all your sporting action and live events.

Tel: (07) 4771 8520

#### **■ North Queensland Amenities Fund (NQAF)**

The NQAF is an Army non-public monies account that provides amenity services to Army personnel in North Queensland. A committee, drawn from units in the area, is charged with ensuring that the NQAF monies are used appropriately. In general terms, the committee assesses submissions for funding based on whether the broad majority of soldiers benefit from that submission.

#### **■ Lavarack Golf Club Inc.**

Service members and their families are encouraged to join the club, and discount rates are available. The course is nine holes with 18 tees and is situated within Lavarack Barracks at the base of Mt Stuart. The club is affiliated with the AGU. There are a number of competitions and classes held during the week.

For further information, contact the club.  
Tel: (07) 4771 7443 or (07) 4725 4959

#### **■ Military Post Office (MILPO)**

The MILPO is situated near the area gymnasium and swimming pool complex. The office caters to all military members, their families and any person who can access the base. The office is open from 8am–4pm, Monday–Friday, excluding public holidays.

Tel: (07) 4771 7582 or (07) 4771 1827

#### **■ Defence Force Privilege Card (DEFCOM)**

Each unit has a DEFCOM Liaison Officer.  
DEFCOM Brisbane  
Tel: (07) 3278 4333  
Internet: [www.defcom.com.au](http://www.defcom.com.au)

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## Introduction to Jezzine Barracks

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The 11th Brigade is an Army Reserve (AR) brigade with its headquarters currently located at Jezzine Barracks. By April 2008, the HQ and its Jezzine-based units will relocate to Lavarack Barracks. The brigade commands and administers units covering all areas of South-East, Central and North Queensland, and as far west as Mt Isa. The Brigade's mission is to provide sustainable individual and collective operational capability to the Army. Its key assignments are to raise, train and maintain three core capabilities:

- a Reserve Response Force capable of conducting National Domestic Security and disaster relief tasks based in Brisbane
- a High Readiness Reserve Combat Team that can be assigned to train and deploy with an ARA formation
- an appropriately trained base of Active Reserve personnel from which to support forces deployed on operations.

### **On Base Facilities for Families – Jezzine Barracks**

#### ■ **Museum**

The museum displays militaria dating from the 1880s. Articles on display will be relevant to Northern Queensland units and soldiers, reinforcing the local theme of the museum.

Open: Mon, Wed and Fri, 9am–12.30pm  
Sun, 10am–2pm

Special tours by arrangement  
with Executive Officer

Jezzine Barracks

Tel: (07) 4771 1043.



#### ■ **Picnic Area**

Open in daylight hours throughout the year, the picnic area has gas-operated BBQs, tables and benches and offers spectacular views, a large shaded area and a refreshing breeze. Access to the area is through the main entrance to the barracks.

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## Introduction to Ross Island Barracks

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The Ross Island Barracks accommodates the headquarters element, elements of the 10FSB Marine workshops, 30 Terminal Squadron, 35 Water Transport Squadron (with one of the Squadron's water transport troops located permanently in Darwin) and Army Logistics Training Centre (ALTC) Maritime Wing. It is located approximately 1km south-east of the CBD of Townsville in the suburb of South Townsville.

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## Introduction to RAAF Base Townsville

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The Caribous of 38SQN DETB are employed on various tasks in the Townsville area and one is on permanent detachment in Darwin. Air support for Army's 3rd Brigade at Lavarack Barracks is the main task, but the squadron also provides civil assistance for search and rescue, flood and cyclone relief.

No. 1 Airfield Operations Support Squadron (1AOSS) is responsible for the training and conduct of operational logistics support for deployed Air Force operations. This includes support at the RAAF's bare bases throughout northern Australia, and for activities offshore.

The Combat Survival Training School (CSTS) provides combat survival training for Army, Navy and Air Force personnel.

Members of No. 27 (City of Townsville) Squadron are RAAF Active Reservists, employed on a part-time basis. These personnel provide a valuable supplement to the RAAF Townsville capability, and are involved in a wide variety of tasks, including Caribou maintenance, clerical support and radio/telecommunications work.

The Army's 5th Aviation Regiment personnel work side by side with their RAAF counterparts providing support in areas of catering, medical and general logistics.

The 323CSS provides Fixed-Base Support Functions while also having an Expeditionary Combat Support Capability. The Commanding Officer is also the Base Commander and he exercises operational control over air traffic control and air movement functions, and he has oversight of Service Provider Group personnel.

### **Entry to Base**

RAAF Base Townsville is a closed base and approved military identification is necessary to gain admission at all times. For serving members, a military identification (ID) card (RAAF, Army or RAN) is sufficient to gain entry. For civilians who work on the base and for the spouses and partners of RAAF members, the appropriate category of civilian pass will be issued on application to the Registry, 323CSS Headquarters.

For the spouses or partners of Army members on posting to 5AVN, civilian passes will be issued on application to the registry, 323CSS Headquarters, provided there is a continuing reason for base entry. People requiring casual or occasional entry to the base can apply to the passes office for a visitor's or temporary pass each time entry is required. Children aged 16 and above must have an appropriate ID and will require a pass for base entry. Casual visitors must enter and exit through the Main Gate on Ingham Road. Duty personnel at the Duckworth Street Gate cannot issue temporary passes and vehicles containing adults without suitable entry passes will be denied entry to the base at this gate.

The base is a prescribed place under the *Defence Act*, hence there are special photography and security rules in place. Entry to the base for people not employed on it may be restricted without notice or explanation for Service reasons at any time.

### **General Conditions of Entry**

People not employed on the base, but who are permitted entry to the base, are required as a condition of their entry to acknowledge the strict indemnities of the Commonwealth in place, especially in relation to the pool and gymnasium. In the absence of negligence on the part of the Commonwealth or its employees, the Commonwealth does not accept any liability for injury to any person who enters the base or for any damage to their personal property.

Casual visitors and people not employed on the base are to leave the base immediately on completion of their business or activity. Children under the age of 17 are not permitted on base unless accompanied at all times by a responsible adult. Children under the age of 18 are not permitted in messes or clubs without the permission of the PMC, CMC or President of the Wirraway Club as appropriate for each occasion or, in their absences, CO 323CSS.

Under no circumstances are people to walk on, or are private vehicles to be driven or ridden near, any aircraft or aircraft parking area, taxi way or landing strip. Additionally, no animals are to be brought onto the base.

### **Base Messes and Clubs**

The officers' and sergeants' messes and the Wirraway Club run social events for their members and guests. Information relating to mess and club activities is regularly publicised on base and mess noticeboards.

Base community facilities are open to all RAAF, Army and RAN members, spouses and partners in the Townsville region. Community facilities consist of:

### **Whiptail Mall**

The Whiptail Mall houses the following:

Frontline snack bar/gift shop

Tel: (07) 4752 1900

Defcredit office

Tel: (07) 4752 1903

Base hairdresser

Tel: (07) 4752 1904

Thrift Shop

Tel: (07) 4752 1154

Australian Defence Credit Union

Tel: (07) 4728 2890

The operating hours for the activities in the Whiptail Mall can vary and are published on a regular basis in *Base Routine Instructions (BRIs)* and the *Northern Services Courier*.

### Frontline

RAAF Canteen

Groceries and toiletries; open five days a week. Large range of sandwiches, fast food and hot dishes available daily.

Tel: (07) 4752 1900

Wirraway Tavern

Open seven nights a week for drinks and eats. Hero rolls, pies and, of course, a nice cold beer.

Wirraway Function Centre

All functions catered for; stage area and lighting built in. Dance floor and bar service.

Tel: (07) 4752 1411

### Air Movements

People arriving or departing on Service aircraft will arrive or depart from the 1ATS DET TVL air movements terminal. People not meeting minimum dress requirements for flying in Service aircraft will not be permitted to board. Vehicle parking is readily available outside the terminal.

Tel: (07) 4752 1352

### Blue Skies Preschool and Kindergarten

Blue Skies Preschool and Kindergarten was established in 1957 and is affiliated with C&K Queensland. The centre is open to Defence and non-Defence families. Further information can be obtained from:

Tel/Fax: (07) 4752 1153

Email: blueskies@hotmail.net.au

Internet: www.candk.asn.au (follow the links to the Townsville region)

See also the 'Children's Services' section of this book.

### RAAF Townsville Museum

The RAAF Townsville Museum is situated on the RAAF Base, Townsville, Ingham Road, Garbutt. The museum is accessible through a small gate on Ingham Road (opposite BOC Gases). Admission to the museum is free. The museum is open to the public Tuesday and Thursday, 9am–12pm, and Sunday, 10am–4pm. Group visits and private escorted tours can be arranged by appointment with the curator.

Tel/Fax: (07) 4752 1712

Email: info@raafmuseum.com

## Education

### Regional Education Liaison Officer (REDLO)

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

The DCO booklet, *Education – 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 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 North Queensland Contact Details**

Tel: (07) 4753 6532

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

Further details on schools and the education systems can be accessed at the following:

### **Education Queensland**

Tel: (07) 4726 3111

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

### **Catholic Education Office**

Tel: (07) 4773 0900

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

### **The Association of Independent Schools of Queensland**

Tel: (07) 3228 1515

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

# Employment

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

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

### **Professional Employment Services**

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

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

### **Training**

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

### **Personalised Resume Preparation**

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

### **Child Care**

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

### **Internet Access**

If you are posting to a specified 'very remote locality', assistance with funding internet access costs, up to \$30 per month, is available to allow you to undertake distance learning that 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 Kirwan East	ABC Annandale	ABC Townsville	ABC Riverside Gardens
71 Bamford Lane Kirwan Tel: (07) 4723 2750 Fax: (07) 4723 2228	121 Yolanda Dr Annandale Tel: (07) 4779 9192 Fax: (07) 4779 6480	14-20 Burnda St Kirwan Tel: (07) 4773 5773	246-250 Riverside Gardens Blvd Townsville Tel: (07) 4725 8177 Fax: (07) 4775 6755

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. 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)

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## Cadets

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### Australian Army Cadets (AAC)

AAC is a youth program. There are a number of units in the Townsville local area and there are also cadet units north and south of Townsville. Each unit conducts its own activities and programs for the year. Cadets meet new friends, participate in outdoor activities, learn new skills and increase their self-confidence.

Youths who are 12 years and six months of age are eligible to apply for enrolment into the AAC. Once enrolled, they may remain as a cadet until the end of the year in which they attain 18 years of age.

Places of Parade

Ignatius Park College, Heatley State High School and Northern Beaches High School

Tel: 1800 500 492

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

### Air Cadets – Australian Air Force Cadets (AAFC)

The AAFC is a community-based Australia-wide youth organisation. Training and activities are geared to the interests of the cadets, with a focus on aviation. Enrolment is limited to the age group 12½ to 18 years, but cadets can stay enrolled until they turn 20.

101 Squadron AAFC meets on Friday nights, 6.30–10pm, at RAAF Base Townsville, Garbutt.

Tel: (07) 4752 1723

Email: [101sqn@cadetnet.gov.au](mailto:101sqn@cadetnet.gov.au)

### Australian Naval Cadets

The Australian Navy Cadets is a voluntary youth organisation sponsored by the Royal Australian Navy. Cadets learn about sailing and seamanship, and are encouraged to explore their own potential. Cadets also learn leadership skills and effective communication, they develop confidence, pride and self-discipline.

TS Coral Sea Naval cadets meet on Friday nights, 7–10pm, at the Incitec Building on the corner of Archer and Hubert Streets, South Townsville.

Tel/Fax: (07) 4771 5580

Email: [tscoralsea@cadetnet.gov.au](mailto:tscoralsea@cadetnet.gov.au)

TS Magnetic cadets meet on Wednesday at Picnic Bay, Magnetic Island.

Tel (07) 4778 5701

Email: [TSMagnetic@cadetnet.gov.au](mailto:TSMagnetic@cadetnet.gov.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	Name	Telephone	Mobile	Fax
Townsville	Merv Dicton Rae Kline	(07) 4771 7922 (07) 4771 7831	0408 457 468 0408 717 410	(07) 4771 7697 (07) 4771 7697

## Defence Housing Australia



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

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

### **Handy contact information:**

Defence Housing Australia

National Call Centre

Tel: 1800 249 711

Australia-wide 24-hour maintenance hotline

Tel: 1300 366 615

DHA website: [www.dha.gov.au](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.

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# Health

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### **Child Health Services**

Free community-based service is provided to families by qualified health professionals specialising in child and adolescent and family health issues (aged up to 18 years).

Kirwan Health Campus  
138 Thuringowa Dr, Kirwan  
Tel: (07) 4799 9000

Office Hours: 8am–4.10pm, Mon–Fri

Freecall number for advice (8am–10pm, 7 days)  
Tel: 1800 177 279

### **Community Health Services**

The aim of Community Health is to promote, maintain and improve the health and wellbeing of the community. To achieve this aim, the service works closely with a wide range of health and welfare organisations.

Kirwan Health Campus  
138 Thuringowa Dr, Kirwan  
Tel: (07) 4799 9500

Hours: 8.30am–5pm, Mon–Fri

### **Women's Health**

#### ■ **Breastscreen QLD**

Townsville Hospital  
Tel: (07) 4796 3300  
Appointments

Tel: 13 20 50

Hours: 8.30am–4.30pm, Mon–Fri

#### ■ **Family Planning QLD**

45 Eyre St, North Ward  
Tel: (07) 4771 2005 (clinic)

Tel: (07) 4772 1462 (education)

### **School Dental Service**

The School Dental Service provides services to school children from four years of age to Year 10, utilising a number of mobile dental vans and fixed clinics at schools throughout the district. The mobile vans and fixed clinics can be contacted by calling Tel: (07) 4789 9900.

Dental practitioners are also listed in the Yellow Pages. For adult dental emergencies and all enquiries about access to general dental care, call the Oral Health Call Centre on Tel: 1300 300 850.

### **Medicare**

All enquiries  
Tel: 13 20 11

City: Shop 1, Northtown on the Mall  
Aitkenvale: Shop 118, Stockland Shopping Centre

### **Defence Medical Centre**

#### ■ **Lavarack Barracks Medical Centre (LBMC)**

LBMC is a 24-hour facility for Defence personnel.

For more information, contact LBMC  
Tel: (07) 4771 7112

For all emergencies  
Tel: 000

### **Hospitals**

#### ■ **Public Hospital**

The Townsville Hospital (TTH).  
100 Angus Smith Dr, Douglas  
Tel: (07) 4796 1111

#### ■ **Private Hospitals**

Mater Misericordiae Hospital Townsville Ltd

The Mater Misericordiae Hospital Townsville is a 165-bed, acute-care facility, owned and operated by the Townsville Congregation of the Sisters of Mercy.

21–37 Fulham Rd, Pimlico  
Tel: (07) 4727 4444

The Wesley Hospital Townsville  
12–14 Oxford St, Hyde Park  
Tel: (07) 4722 8822

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## Patient Transit Scheme (PTS)

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One government health scheme that will be of interest to you is PTS. This scheme exists to assist people who need to travel elsewhere to receive specialist medical treatment. Assistance is provided for travel and accommodation costs. It is suggested that families seek advice from a local GP should they require the service.

### **Medical Centres**

Extensive lists of all GP and specialist services are listed in the Yellow Pages.

#### ■ **After Hours Medical Centre**

After Hours GP Service  
Shop 7, Medi-Link Retail Building, adjacent to The Townsville Hospital.

Tel: 1300 552 252 (Call Centre)

Hours: 6–10pm, Mon–Fri; 12–10pm, Sat;  
8am–10pm, Sun and public holidays  
After 10pm, call Tel: 1300 552 252. Callers between 10pm and 8am will be asked a series of questions and will be directed to the most appropriate service.

### **Special Needs Agencies and Groups**

#### ■ **Asthma Foundation**

The Asthma Infoline can offer information and understanding for people with asthma, their families and carers.

Tel: 1800 645 130

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

#### ■ **Child and Youth Mental Health Services**

Assists children and youth (from birth to 18 years) and their families with provision of comprehensive assessment and treatment of behavioural, emotional and mental health disorders. Open referral.

Kirwan Health Campus  
138 Thuringowa Dr, Kirwan  
Tel: (07) 4799 9004  
Hours: 10am–4pm, Mon–Fri

#### ■ **Disability Services Queensland**

Nathan Business Centre  
Cnr Nathan St & Ross River Rd, Cranbrook  
Tel: (07) 4727 0666  
Hours: 8.30am–5pm, Mon–Fri

#### ■ **North Queensland Attention Deficit Disorder Support Group Association Inc.**

Tel: (07) 4728 9928 (children)  
or (07) 4775 6347 (adults)

#### ■ **North Queensland Autism Support Group**

Tel: (07) 4774 0637 or (07) 4775 3613

## Mosquito Control

Dengue Fever is a viral disease transmitted to people by the mosquito, *Aedes aegypti*. This mosquito breeds around your home and rarely flies more than 200 metres from its breeding site.

Ross River Virus causes a disease known as epidemic polyarthritis and is transmitted by salt-marsh and freshwater mosquitoes. The best way of minimising the risk of infection is to protect yourself from these mosquitos.

When outdoors, particularly in the late afternoon and evening, apply personal mosquito repellent and wear loose-fitting, long-sleeved shirts and long trousers or slacks.

Mosquitos breed in water so, by removing pools of waste water around the home, you prevent mosquitos from breeding. The best way to combat potential breeding sites is by following these steps:

- inspect your house and yard for pools of accumulated water
- dispose of all tins, jars, tyres and other rubbish items in your yard that can hold water
- fill pot plant bases with sand to absorb water in the tray. For outdoor pot plants, you could remove the tray altogether
- fill in any water-holding cavities in trees, hollows, depressions and holes in the yard with soil or cement
- empty all flower vases, birdbaths, pet water bowls and other water receptacles at least once a week. Wipe inside these containers with a cloth to remove mosquito eggs. Place the cloth in the rubbish bin
- screen all openings to tanks or wells with wire gauze no coarser than 1mm mesh to prevent mosquitoes laying eggs
- use a high-pressure spray from a garden hose to flush out mosquito larvae, which breed in plants such as bromeliads
- empty children's wading pools after use and clean thoroughly with a cloth to remove mosquito eggs
- keep roof guttering in good repair and regularly remove leaves and debris to prevent water from pooling
- drill holes in tyres used for swings and garden surrounds to allow water to drain from them.

## Marine Stingers

Unprotected beach swimming is not recommended in the period from November to May because of marine stingers (box jellyfish). People new to Townsville should talk to the local lifeguards to gain an understanding of the risks of ocean swimming. If a sting occurs, go immediately to the local lifesavers, then contact the Townsville Hospital.

Tel: (07) 4796 1111 or dial 000

Be prepared to give respiratory resuscitation and external cardiac compressions if breathing should cease. Immediate injection of antivenin will ease discomfort.

Special stinger suits or pantyhose will provide protection to those areas covered. Stinger suits can be purchased at most chemists and large shopping centres or hired from dive shops.

Stinger-resistant netted enclosures are located at The Strand (near the Rock Pool and The Strand Park) and Picnic Bay, Magnetic Island (summer only). There is also an older-style swimming enclosure at Pallarenda. Picnic and Alma Bays on Magnetic Island are netted and patrolled by lifesavers on the weekends.

Massive stings can be fatal.

## Skin Cancer

Australia has the highest rate of skin cancer in the world. More than 2,300 Queenslanders a year are diagnosed with melanomas, and more than 200 die. While sun protection programs have made an impact, there is still a widespread lack of understanding about the dangers of sun exposure.

## Tropical Ear

Also known as 'swimmer's ear', this is an ear infection that inflames the ear canal. Water becomes trapped behind wax deposits, allowing bacterial or fungal infections to set in. Ensure that ears are properly cleaned, particularly if you are spending a lot of time in the water.

# Defence Community Groups



## Defence Special Needs Support Group (DSNSG)

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

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



## Defence Families of Australia (DFA)

Defence Families of Australia (DFA) has been representing the views of Defence families for more than 20 years. It is a voluntary group of energetic and dedicated Defence spouses

appointed by the Minister assisting the Minister of Defence. We are in the unique position of having access to the minister, senior Defence members and key organisations that directly impact on the lives of Defence families.

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

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

Issues and committees that DFA are currently involved in include:

- child care expansion program
- Family Support Funding Advisory Committee
- Defence Housing Australia Advisory Committee
- New Housing Classification Policy
- superannuation review
- deployment, relocation and housing support
- Education Assistance review
- support to community groups and houses.

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

### **Support!**

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

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

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

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

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

**Tel: 1800 100 509**

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## Community Centres

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### **Tropical North Family Centre**

RAAF Base Townsville

Tel: (07) 4752 1149

Email: [tnfc@bigpond.com.au](mailto:tnfc@bigpond.com.au)

Centre Hours: 9am–1pm, Mon–Fri

The Tropical North Family Centre, RAAF Base Townsville, provides all Defence families with friendly faces, as well as social and emotional support. The centre is fully serviced and air-conditioned throughout – a definite plus for the summer months!

We understand the issues and challenges faced by Defence families with postings. Being Defence families ourselves, we know all about the isolation and the often daunting task of meeting new people. The Tropical North Family Centre can help by making you feel like a local in no time! Be sure to come by, have a cuppa and say hello.

Some of our regular activities are playgroup, craft group and BBQs. In addition, we have family fun days, an annual Christmas party, workshops, morning teas ... there is always something fun happening! Babysitting is available for all classes, however, bookings must be made.

For further information, please contact the centre coordinator.

Tel: (07) 4752 1149

### **The Lavarack Barracks Family Centre**

The Lavarack Barracks Family Centre is a central location for members and their families to meet to discuss and share common experiences in a safe, relaxed and comfortable environment.

You are welcome to come and chat, meet your partner or make friends over a good coffee.

There is a mix of formal activities – such as playgroup, book club and craft – and informal opportunities each week. In addition to the regular weekly events, monthly events include the 'Taste of Deployment' in which foods from those countries where troops are deployed is prepared and shared. Free bus trips to places of interest are a bonus we enjoy every couple of months. Participation in events at this centre is free except for those groups that require state or national membership in order to enjoy additional benefits, such as playgroup.

Come along Monday to Friday, from 9am. The centre is located in Building 501 at Lavarack Barracks – close to the main gate. It is staffed by the Brigade Welfare Officer and the Brigade Welfare Coordinator.

Tel: 0438 558 812

### **Other Community Centres**

There are various centres throughout Townsville, providing many services. Contact the Community Information Centre for a full listing.

Tel: (07) 4771 4230

# Locality Information

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## Climate

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Townsville experiences a moderate, tropical maritime climate, with summer rainfall and relatively even temperature distribution. For most of the year, the temperature is not excessively high but, in the period from November to early March, humidity and temperature combine to produce a tropical climate.

### Rainfall

Rain in Townsville is seasonal; the wet period is December to March, when almost 80 per cent of the total rainfall is received. Rainfall is extremely variable, with the average of 1,204mm achieved approximately one in every six years, while the real total has ranged from 250mm to 2,489mm.

### Temperature

Townsville experiences an even temperature range, with winter daytime temperatures in the mid 20s and summer daytime temperatures in the low 30s.

Conditions during the months from December to March are aggravated by high humidity but, for the other eight months of the year, Townsville enjoys an exceptionally fine climate, conducive to pleasant indoor and outdoor living.

It is suggested that you bring your warm clothes for the odd cool night, your trips back down south for holidays and, of course, wintertime.

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## Townsville and Thuringowa

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Townsville's regional population is 160,000, with the Townsville City Council servicing the needs of 100,000 of these residents.

Since 1968, Thuringowa has increased its population from 3,050 to its present estimated 56,000.

For more information on the Townsville/Thuringowa area, visit the following websites:

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

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

Please note: It has recently been recommended to amalgamate the twin-city councils of Townsville and Thuringowa, which is due for finalisation on 15 March 2008. Consequently, there could be some changes to areas such as rates, dog registration, local council information, etc.

### The Twin Cities

Townsville/Thuringowa is a major tourist destination and has an easygoing lifestyle induced by the magic of many natural attractions, including the most sunshine hours of any city in Australia. Development of the area has included a university, big-city shopping facilities and Commonwealth/state government centres.

Townsville/Thuringowa is home to the acclaimed Reef HQ (formerly the Great Barrier Reef Wonderland) and headquarters of the Australian Institute of Marine Science and the Great Barrier Reef Marine Park Authority. Offshore, there is a great range of islands with resort accommodation, including Magnetic Island (a suburb of Townsville), Dunk, Hinchinbrook and Orpheus Islands.

Day trips from Townsville/Thuringowa can put you in touch with a great variety of sightseeing pleasures: the reef or the outback, rainforest, waterfalls and deserted goldfields.

Townsville/Thuringowa is also home to the National Basketball League team the Townsville Crocodiles and National Rugby League team the North Queensland Cowboys.

For more information on the great attractions of the Twin Cities, visit the following websites:

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

Internet: [www.queenslandholidays.com.au/destinations/townsville](http://www.queenslandholidays.com.au/destinations/townsville)

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

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

Internet: [www.magnetic-island.com.au](http://www.magnetic-island.com.au)

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

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## Local Community

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### **Electoral Information**

To enrol to vote or to change your address, an electoral enrolment form must be completed. These are available from the Australian Electoral Commission website: [www.aec.gov.au](http://www.aec.gov.au), from the DCO office or any post office.

You can check your enrolment details online or call Tel: 13 23 26.

### **Centrelink**

Centrelink needs to know your new address as soon as possible after you arrive in location. There are a number of offices in Townsville.

Tel: 13 10 21

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

### **Entertainment and Recreation**

Townsville contains a number of modern nightclubs, live rock venues, beer gardens and family-oriented facilities.

A modern, air-conditioned Birch Carroll & Coyle multi-cinema complex operates in the city and another at Warrina in the western suburbs. There is also an air-conditioned Readings multi-cinema complex at The Willows.

The Civic Theatre hosts a variety of guests, including international stars, musicals and operettas. Australian and overseas plays are frequently performed there. In addition to the Civic Theatre, there is a small live theatre, a number of independent theatrical groups and societies and numerous restaurants, which offer dining and dancing.

Townsville and Thuringowa boast a number of services for a range of ethnic groups and people interested in the arts and cultural activities, as well as the usual clubs such as Apex, Lions, Rotary, etc.

### **Markets**

Townsville and Thuringowa have a number of weekend markets that are popular with residents and visitors. Please contact the Family Liaison Officers for a list of when and where the markets are held.

### **Townsville Show**

The Townsville Show is traditionally held in the first week in July, with Show Day on the first Wednesday of the month.

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## Sport

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The dry, mild winter climate and the calm waters inside the Great Barrier Reef make sailing, boating and fishing all popular outdoor activities. For those more competitively minded, weekend yacht races are held, including occasional ocean races to reef islands.

All tastes are catered for in the field of competitive sport. The traditional sports of tennis, netball, cricket, golf and many more are played. Clubs exist for many sports, including tenpin bowling, BMX, fishing, karate, archery, etc.

Townsville has a grass racecourse at Cluden and regular midweek, Saturday and public holiday meetings are held. Greyhound racing is held at the Townsville Showground.

The sports listed are only some of the activities available in Townsville/Thuringowa. For a more extensive list and any other information on cultural, sporting and recreational clubs, contact the Community Information Centre.

Internet: [www.townsville.qld.gov.au/cic](http://www.townsville.qld.gov.au/cic)

Or call the Family Liaison Officers

Tel: (07) 4753 6539.

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## Shopping

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### **Cost of Living**

The cost of living in the Townsville region is very reasonable.

Generally, the cost of consumer goods in Townsville/Thuringowa is comparable to other parts of Australia. There are several major shopping centres – which include K-Mart, Big W and Target – giving the same variety and competitive prices of consumer goods.

Groceries and other food items are available from a range of supermarkets including Woolworths, Coles, IGA, Bi-Lo and Action. Most stone fruits and vegetables are imported from the south or from the northern tablelands, and prices are generally higher than in southern areas.

Clothing prices are not much higher than in capital cities but, because of the tropical climate, there is usually a reduced selection of winter clothing. Consequently, clothing is a relatively smaller item in the budget.

Durable consumer goods can also carry higher prices, which reflect transport costs. New automobiles, for example, cost more than in capital cities. Supplies of most kinds of consumer goods are available, although delays are sometimes experienced for less popular brands and for replacement parts.

For more information on the Townsville/Thuringowa area, visit the following websites:

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

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

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

## General Services

### Banking

#### ■ Australian Defence Credit Union Ltd

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

Lavarack Barracks

Located between swimming pool and CSI-NQ

Tel: (07) 4725 4299 or (07) 4771 7860

Open: 9am–4.30pm, Monday–Friday

RAAF Base

Whiptail Mall

Tel: (07) 4728 2890

Open: 9am–4.30pm, Monday–Friday

#### ■ Defence Force Credit Union

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

Lavarack Barracks

Located between gym and chapel

Tel: (07) 4725 4999 or (07) 4771 7040

Open: 9am–4.30pm, Monday–Friday

ATM available

RAAF Base

Whiptail Mall

Tel: (07) 4725 1903

Open: 9am–4.30pm, Monday–Friday

Vincent Village

Cnr Nathan St & Fullham Rd, Vincent

Tel: (07) 4775 5611

Open: 9am–4.30pm, Monday–Friday

8.45am–1.30pm, Saturday

ATM available

Parkside Plaza

Bamford Lane, Kirwan

ATM only

### Defence Service Homes

Loans

Tel: 1800 722 000

Insurance

Tel: 1300 552 662

There are ample branches of the main Australian banking groups and smaller financial institutions in Townsville and Thuringowa. For detailed information on these, check the Yellow Pages.

### Fishing

There is no requirement for an amateur fisherman to obtain any permit to fish in Queensland tidal waters. In some Queensland dams, a 'stocked

impoundment permit' is required. These are available from any Australia Post office.

A recreational ship master's licence (speed boat driver's licence) is required to operate a boat in Queensland waters.

There are a number of requirements regarding equipment (nets, etc.) and the size and quantity of marine life that may be taken. This information can be obtained from:

Department of Primary Industries Queensland  
(Boating and Fisheries Patrol)  
60 Ross St, South Townsville  
Tel: (07) 4772 7311  
Internet: [www.dpi.qld.gov.au/fishweb](http://www.dpi.qld.gov.au/fishweb)

#### **Please Note:**

There is a closed season on barramundi from midday 1 November to midday 1 February. Amateur fishermen are not allowed to sell surplus fish for commercial purposes.

#### **Library Services**

##### **■ Townsville**

Level 1 Northtown, 280 Flinders Mall, Townsville  
CBD  
Tel: (07) 4727 9666  
Hours: 9.30am–5pm, Mon–Fri  
9am–12pm, Sat and Sun

4 Petunia St, Aitkenvale  
Tel: (07) 4727 8310  
Hours: 10am–5pm, Mon, Wed and Fri  
10am–8pm, Tue and Thu  
10am–2pm, Sat

##### **■ Mobile Library Services**

Based at Aitkenvale Branch  
Fortnightly service throughout  
Townsville suburbs  
Tel: (07) 4727 8324

##### **■ Thuringowa**

86 Thuringowa Dr, Kirwan  
Tel: (07) 4773 8500  
Hours: 10am–5pm, Mon  
10am–7pm, Tue–Fri  
10am–6pm, Sat

#### **RACQ**

The Royal Automobile Club of Queensland (RACQ) can transfer your membership from an interstate automobile club to RACQ at no extra cost.

202 Ross River Rd, Aitkenvale  
Tel: (07) 4775 3999  
After-hours breakdown service  
Tel: 13 11 11  
Internet: [www.racq.com.au](http://www.racq.com.au)

#### **Returned Services**

##### **League of Australia (RSL)**

Townsville Sub-branch RSL and Services Club  
139 Charters Towers Rd, Hermit Park  
Tel: (07) 4759 9500

##### **■ Magnetic Island Sub-branch RSL**

31 Hayles Ave, Alma Bay  
Tel: (07) 4758 1233

##### **■ NQ Pensions/Advocate Officers**

139 Charters Towers Rd, Hermit Park  
(Quinn's Post behind the club)  
Tel: (07) 4721 1530

#### **Veterans' Services**

##### **■ Department of Veterans' Affairs (DVA)**

150 Walker St, Townsville  
Tel: (07) 4722 3333  
Hours: 8.30am–4.30pm, Mon–Fri

#### **Veterans and Veterans' Families Counselling Service**

Veterans and Veterans' Families Counselling Service is a specialised, free and confidential counselling service for veterans and their families, provided by the Department of Veterans' Affairs. Australian veterans – of all conflicts and peacekeeping operations – and their immediate family can use this service.

Nathan Business Centre  
Cnr Nathan St & Ross River Rd, Cranbrook  
Tel: (07) 4723 9155  
Tel: 1800 011 146 (freecall)  
Hours: 8.30am–5pm, Mon–Fri

#### **Taxation**

The Taxation Department can be found at  
235 Stanley St, Townsville  
Tel: 13 28 65  
Internet: [www.ato.gov.au](http://www.ato.gov.au)

#### **North Queensland Area Holiday Resorts**

Defence Holidays North Queensland is a holiday service for Australian Defence Force members and

their families to be able to have a holiday at an affordable price at two of the most beautiful locations in Far North Queensland: Coco's Holiday Apartments at Trinity Beach, and Amaroo Holiday Flats on Magnetic Island.

While the apartments are primarily for the use of active serving members, this service is also extended to Reservists, Defence civilians,

Australian emergency services (police, fire, ambulance, SES), overseas Defence Force members, ex-serving members, retired members, war widows, TPLs, Vietnam vets, national servicemen, etc.

Tel: (07) 4725 3842

Office Hours: 9am–4pm, Mon–Fri

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

## Essential Services

### Water Restrictions

For conservation purposes, water restrictions can apply to Townsville and Thuringowa cities. If your house number is even, watering with the sprinkler will be limited to Tuesday, Thursday and Saturday. If your house number is odd, watering days will be Sunday, Wednesday and Friday. No one should use sprinklers on Mondays. Hand-held watering is allowed on any day, regardless of house number.

Families moving into DHA houses will be briefed on current restrictions at time of welcome visit, and mail-outs will occur should restrictions change.

### Electricity

There is no connection fee. The security deposit fee is usually \$80 with identification, \$150 without. A customer account application must be completed when the security deposit is paid and personal identification produced.

All applications are via telephone to Ergon customer service on Tel: 13 10 46.

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

### Gas

Application for connection of gas can be made over the phone on Tel: 13 24 62. If completed in the morning, connection can often be made the same day. There is a \$30.25 establishment fee for all accounts. A refundable security deposit fee of \$60 applies.

Other costs will be determined by the number and location of the cylinders used. There is a yearly rental fee. This cost is dependent on the size of the cylinders. The gas is owned by the consumer and the cylinders by Origin Energy.

Should you experience any problems with gas appliances, ring married quarter maintenance.

Tel: 1300 366 615 (24-hour)

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

### Telephone

There are now a variety of options for choosing a phone service, including STD and mobile phone calls. For further service details, call the company of your choice.

### Fast Connect

This is a quick, hassle-free way to get your telephone, electricity and gas services connected and disconnected. This is a fantastic free service for Defence members and assistance is available through DHA.

## Garbage Collection and Kerbside Recycling

Wheelie bins are provided for a weekly service in all suburbs. Households are also provided with a recycling wheelie bin – ‘the one with the yellow lid’ – which is collected fortnightly on the same day as the domestic garbage collection.

Recyclables accepted: aluminium cans, steel cans, glass, most plastics, newspaper, paper and cardboard. The city asks that milk bottles and pet food cans have the labels removed and be cleaned.

Please Note: Bins should be out by 6am for removal.

### ■ Townsville City

For information on pick-up days, contact Environmental Health Services  
Tel: (07) 4727 9003  
Internet: [www.townsville.qld.gov.au](http://www.townsville.qld.gov.au)

### ■ Thuringowa City

For information on pick-up days, contact the customer service centre  
Tel: (07) 4773 8411  
Internet: [www.thuringowa.qld.gov.au](http://www.thuringowa.qld.gov.au)

## Garbage Dumps

Dumps are open 6.30am–6pm, seven days a week. Varying fees apply to the dumping of household rubbish. Please contact your local council for the load rates.

### ■ Vantassel Street Landfill (Townsville)

Located on Vantassel Street, Stuart. Turn off the Bruce Highway heading south, look for the signs.

### ■ Hervey Range Landfill (Thuringowa)

Located on Hervey Range Road, approximately 8km from Willows Shopping Centre.

### ■ Jensen Landfill and Transfer Station (Northern Beaches)

Located on Geaneys Lane, Deeragun. Turn off the Bruce Highway heading north, look for the signs.

# Transport

## Defence Driving Licence Scheme

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

Queensland Transport customer service centres  
46 Wills St, Townsville  
21 Leyland St, Garbutt  
Tel: 13 23 80  
Internet: [www.transport.qld.gov.au](http://www.transport.qld.gov.au)

## Motor Vehicle Registration

Defence Force personnel are not required to register their vehicles immediately on entry to Queensland, and are allowed to retain interstate registration until the registration expires; however, renewal of registration in the previous state will not be allowed and re-registration to Queensland is required once the interstate registration expires.

**Please Note:**

It is advised that you check your third party eligibility with your current compulsory third party insurer if you wish to retain your interstate registration. Some state or territory CTP schemes can limit how long you can operate out of state.

**Boat Registration**

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

You can register your boat at a Queensland Transport customer service centre that handles marine business. You do not have to take your boat to the centre.

**■ Boat Licences**

Boat licences can be obtained from the Queensland Transport Department, at either Wills Street Customer Service Centre or Garbutt Customer Service Centre.

From February 2000, Queensland ceased issuing paper-based boat licences. Instead, licence details are simply recorded in Queensland Transport's computerised database, which is immediately

accessible by on-water enforcement officers such as water police and Queensland boating and fisheries patrols.

**■ Existing Holders**

Holders of licences issued before February 2000 can retain their existing licence product as evidence that they hold a recreational boat licence. There is no longer any need to replace an existing recreational ship master's licence.

**Bicycles/Bikeways**

Townsville has a good system of bikeways and, because of the topography, bikes are a very popular mode of transport. Riding the bike lanes is simple: stay within the lines and ride with the direction of the traffic. The *Queensland Traffic Act* states that a rider shall use the bike lanes where possible.

There is a system of bikeways leading to Lavarack Barracks and members riding to the barracks must use these. No military members are permitted to ride bicycles on University Road.

## Pet Care

Proper care for your pets in the tropics is essential. There are many aspects of pet care to consider, but of particular importance is drinking water.

Ensure that your pets have an adequate supply of water that is easily accessible. Ensure the water is changed every day. This action complies with local health regulations and aids in the prevention and spread of Dengue Fever.

Heartworm infection in dogs is prevalent in North Queensland. To prevent heartworm, your dog must have heartworm prevention medicine. If, however, your dog has not been on heartworm prevention before coming to North Queensland, it must be tested by a veterinary surgeon before you start medication.

Veterinary surgeons recommend that you vaccinate your dog for the following: distemper, hepatitis, parvo virus (vomiting and diarrhoea) and kennel cough.

Veterinary surgeons recommend that you vaccinate your cats for the following: feline enteritis and cat flu.

The cane toad is particularly nasty: it is brown in colour with rough skin. Dogs, and indeed children, have been known to attack or play with cane toads. Please discourage such action. The toad will defend itself by secreting a poisonous milky fluid from the back of its head. This poison can be lethal to dogs (and cats) and cause sickness in children. If poisoning does occur, seek medical advice immediately.

### **Keeping of Birds**

All native fauna in Queensland is protected under the *Fauna Conservation Act*. If currently in possession of fauna, please check with the National Parks and Wildlife Service for the export requirements before the movement of any fauna.

### **Sick and Injured Fauna**

If you find a native bird or animal that is sick, injured or unable to fend for itself you should contact Queensland Parks and Wildlife (QPWS) or a vet.

Please refer all enquires during office hours to QPWS  
Tel: (07) 4796 7777

Wildlife Carers Townsville provides a 24-hour emergency service for injured fauna. Ring their mobile phone number on Tel: 0412 123 783 for help out of regular office hours.

### **Dog Registration**

All dogs living in Townsville must be registered on acquisition or within 28 days of moving to Townsville. Dogs in the Thuringowa area are to be registered once they are over the age of six months. You are allowed to keep up to two dogs in a residential area. Please note which area you reside in since there are hefty penalties for improperly registered animals.

Application forms are available at cashier counters of the council buildings and registration tags are to be worn by the dogs at all times.

### **Dog Off-Leash Areas**

Dog 'off-leash' areas are council-designated parks where dog owners can exercise their dogs freely.

Townsville has five off-leash areas situated at various locations across the city:

- Rossiter Park – between Kimball and Belinda Sts, Aitkenvale
- Lou Lister Park – between Boundary Rd, Queens Rd and Philip Sts, Hermit Park
- Cambridge Park – between Cambridge Ave and Hodges Cres, Vincent
- Benwell Rd – beach side between Archer and Boundary Sts, South Townsville
- Pallarenda Beach – between access points 8 and 9
- Murray Sporting Complex – between Murray Lyons Cct and the river, next to the skate park.

Thuringowa has two off-leash areas at:

- Memorial Friendship Gardens – Mt Louisa end of Kern Brothers Dve, Kirwan
- Jabiru Park – Gouldian Ave, Condon.

### **City Pound**

If your dog has been picked up by the pound keeper you will need to contact the animal refuge. The fine amount will depend on which council area your dog lives in. Dogs will be kept at the pound only for three days. For further information, contact the refuge on Tel: (07) 4774 5130.

### **Rabbits and Ferrets**

Domestic pet rabbits and ferrets are not permitted in Queensland. There is a maximum fine of \$60,000 for the keeping and sale of these prohibited pets.

### **Boarding Kennels and Catteries**

For a list of kennels and catteries, please contact the Townsville FLOs.

#### **Please Note:**

Please book your pets in as soon as possible before October, as kennel space is in high demand over the Christmas period. Current vaccinations are essential for boarding your pet.

# Emergency Information

## Cyclone Awareness

### Cyclones

Tropical cyclones can be the most dangerous, most deadly storms on Earth. Known elsewhere as hurricanes or typhoons, they can claim the lives of thousands and cause damage costing millions of dollars. The wind in a cyclone whirls clockwise around the calm 'eye'. To qualify as a cyclone, the winds must reach or exceed 63km/h, but at their most destructive the gusts can exceed 200km/h. In Australia, the main target of cyclones is the tropical coastline, between November and April, but cyclones can strike at other times and in other areas.

### The Cyclone Watch/Warning System

Radio and television warnings are frequent, relaying either of two key messages:

#### ■ Cyclone Watch

This means a cyclone is approaching and winds can exceed gale force within 48 hours, but not within 24 hours. Watch messages are renewed every six hours. Listen to radio and TV for further advice.

#### ■ Cyclone Warning

This means that wind associated with the cyclone could exceed gale force within 24 hours. Be prepared. Warnings are issued every three hours. When a cyclone is under radar surveillance close to the coast and poses a severe threat, hourly advice is issued. Remain tuned to your radio. Please follow instructions given later in this chapter.

It is important to realise that destructive winds associated with tropical cyclones can extend a few hundred kilometres out from the centre.

The warnings are issued by the Bureau of Meteorology Tropical Warning Centre in Brisbane. This centre maintains a 24-hour vigil. According to the bureau, the best source of information are radio stations or the bureau's website. Internet: [www.bom.gov.au](http://www.bom.gov.au)

Points to remember:

- cyclones don't always give hours of warning
- don't trust your own weather observations
- follow official warnings
- beware of the 'eye'. You might feel reassured, but soon the wind will be back in full force, from the opposite direction
- stay protected
- do not go outdoors
- remember, the path of the cyclone is random.

Cyclones can change course, mark time or even loop-the-loop. Keep listening to your radio after the cyclone has passed as it could double back. Continue to listen to your radio after a Cyclone Warning has been issued.

### Cyclone Storm Surge and Storm Tide

Storm surge is caused by a combination of low pressure and cyclonic winds piling seawater up against a sloping coastal shelf to produce a storm tide (above predicted tide). The rising water floods inland over low-lying areas normally above tidal influences. Fortunately, storm surges and tides don't happen very often, but you must always be ready for them.

When they do occur, they can be more life threatening than the wind.

### Warnings

When a cyclone threat develops, keep listening to official warnings issued by the Bureau of Meteorology. These will advise if high tides and coastal flooding are expected.

### Emergency/Evacuation kits – hold ready in house

It is best to prepare an emergency kit before a cyclone is present, as there is often panic buying and batteries, radios, torches, etc. soon become scarce. The kit can contain:

- battery-operated radio
- tinned food

- water in containers
- torches with spare batteries
- candles
- matches
- essential clothing
- self-contained cooking gear
- first aid kit
- essential medication
- evacuation kit (carried in small bags)
- emergency kit.

Please ensure that your supplies of tinned food and batteries are updated for immediate use.

### **Cyclone action**

Defence members are required to perform certain tasks regarding preparation for their units, regardless of whether it is stand-down, after normal working hours or during normal working hours.

### **Before the cyclone season:**

- ensure your transistor radio is working (with fresh spare batteries)
- check that your house roof is sound
- clear property of loose items that could cause damage by being blown around in a high wind
- in case of storm tide warning, know your nearest safe high area
- collect tinned food, water containers, emergency lighting, first aid kit, medicines, torch.

### **Upon a cyclone warning:**

- listen to your radio and TV for further warnings
- board or tape windows
- store loose articles inside
- lock up pets
- fill water containers, including the bath tub
- fuel car and place under cover.

### **On warning of a local evacuation:**

- switch off electricity, gas, etc.
- collect emergency evacuation kit
- follow instructions.

### **When the cyclone comes:**

- stay inside
- shelter in strongest part of the house
- protect yourself with mattress, blankets
- anchor yourself to strong fixtures (such as water pipes) or get under a strong table
- beware of the calm 'eye' of the storm. Remain indoors until advised that the cyclone has passed.

### **After the cyclone:**

- don't go outside until advised officially or you are positive the cyclone has passed
- listen to your radio
- if you had to evacuate, don't go home until advised. Use recommended route.

### **Your Personal Preparation Plan**

Please be aware that Defence might not be able to send personnel home to assist in preparing for a cyclone. Organise how you will be able to do tasks such as turning a trampoline over or moving a swing set under the house.

### **Townsville City Council Counter-Disaster Plan**

The Townsville and Thuringowa City Councils are responsible for assisting emergency services (police, fire, ambulance, etc.) in the event of a disaster, with support from the state emergency services.

The *State CounterDisaster Organisation Act 1975* requires local governments to prepare a plan to deal with all counter-disaster measures in their areas.

Queensland is more disaster prone than other states, with records showing that storms, cyclones and flooding are regular events. Many of these events can have significant impact on communities and the environment. In addition to natural disasters, communities have become increasingly dependent on lifelines such as electricity, gas, water supply, sewerage and telecommunications. Any breakdown of these services can result in loss of life, human suffering, economic cost or harm to the environment.

Effective disaster management arrangements at the local government level offer the potential to significantly reduce these costs.

# Tully

Tully is a small but busy rural centre, and is the heart of the rural area that it supports. Like Babinda, Tully gets a lot of rain, so the most noticeable feature of the area is the dense, green vegetation. The population of Tully is approximately 3,400 people, and it is situated approximately 145km south of Cairns, 200km north of Townsville and 2,000km north of Brisbane on the Bruce Highway.

Tully receives more than 4,134mm of rain per year, making it one of the wettest places in Australia. Tully is the administrative hub for the Cardwell Shire, making it a busy town. .

## **The Jungle Wing Training Centre**

The training area covers approximately 32,000 hectares with a variety of vegetation and terrain, including primary and secondary jungle and savanna. Jarra Creek bisects the southern end of the training area and presents a formidable obstacle in periods of heavy rain. The average annual rainfall of 5 metres causes flash-flooding on occasions. The north-south roads runs parallel to Jarra Creek on the west side and is suitable for vehicles in most weather conditions. Numerous old logging tracks exist, most of which are impassable to vehicles. The wildlife in the area includes jungle fowls, snakes, pigs, rats and cassowaries. Parasites commonly encountered include leeches, ticks, mites, march flies and mosquitoes. The elements enable most sub-units to be soaking wet for the duration of the training, if not from the rain then from the heat and humidity. It should be noted that during the year, especially the cooler months, temperatures drop appreciably

## **Housing**

### **■ Types of Housing**

The Tully region has a number of DHA homes. The housing stock comprises low-set, brick veneer, block and high-set block homes in Tully, while Mission Beach has high-set block homes.

The homes have been designed specifically to suit the tropical climate and conditions. Most homes in Tully are on elevated land, which significantly enhances comfortable living for families. The homes in Mission Beach provide these comforts as well as being a short walk from the beach. Mission Beach is approximately 30 minutes' drive from Tully and another 20 minutes from the Tully Training Centre.

All homes are equipped with some form of air-conditioning, focusing mainly on the bedrooms. To provide more climate flexibility, it is recommended that you bring any fans or heaters that you have with you.

All homes have paths around them and 'extenda' clothes lines in the garages. The lifestyle combines the relaxed pace of a country town with sensational scenery. There are only two seasons – wet and dry – and the wet is characterised by high humidity and heavy rain.

## **Schools and Education Services**

Tully township has a state primary school, a Catholic primary school and a state secondary school. There is a state primary school at Mission Beach. A school bus service operates. For more information, contact the REDLO.

## **Childcare Services**

### **■ Playgroups**

Community Centre – Tuesday

QCWA Playgroup Australia – Wednesday

Uniting Church Hall – Friday

### **Childcare Centres**

Tully Early Learning Centre

Long/short term and before and after school care.

151 Bryant St, Tully

Tel: (07) 4068 0300

Tully Kindergarten Association

48 Bryant St, Tully

Tel: (07) 4068 1570

### **Medical Services**

Tully Hospital  
Cnr Creek and Bryant Sts, Tully  
Tel: (07) 4068 4144

The following medical services are available in the Tully area: dentist/orthodontist, chiropractor, physiotherapy, chemists and Blue Care.

### **Emergency Services**

#### ■ Fire Station

Richardson St, Tully  
Tel: (07) 4068 1519

#### ■ Police Station

42 Bryant St, Tully  
Tel: (07) 4068 1200

#### ■ SES

Tel: (07) 4068 1577

#### ■ Coast Guard Australia Volunteer Assn Inc.

Luff St, Tully Heads  
Tel: (07) 4066 9300

For more information on the Tully area, contact the FLOs.

## Important Numbers

### **Area Code (07)**

#### **Defence Community Organisation (DCO)**

Nathan Business Centre  
Cnr Ross River Rd and Nathan St, Cranbrook  
Reception  
Tel: (07) 4753 6539  
Fax: (07) 4779 0078

Social Workers  
Tel: (07) 4753 6539

Military Support Officers  
Tel: (07) 4753 6545 or (07) 4753 6544

Regional Education Officer  
Tel: (07) 4753 6532

Family Liaison Officers  
Tel: (07) 4753 6541 or (07) 4753 6542

### **The Bases**

RAAF Base (Switch)  
Tel: (07) 4752 2111

Lavarack Barracks (Switch)  
Tel: (07) 4771 7011

Lavarack A/H Duty Room  
Tel: (07) 4771 7314

Ross Island (Duty Room – 10FSB)  
Tel: (07) 4771 7766

Jezzine (Duty Pager – HQ 11BDE)  
Tel: 0438 174 147

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

Family Information Network for Defence (FIND)  
Tel: 1800 020 031

Defence Health  
Tel: 1800 335 425

Flightline Partners/Thrift Shop  
Tel: (07) 4752 1154

Taxi  
Tel: 13 10 08 or (07) 4778 9555

Centrelink  
Appointments  
Tel: 13 10 21

Family Assistance  
Tel: 13 61 50

Youth and Students  
Tel: 13 24 90

Disabilities  
Tel: 13 27 17

Employment Services  
Tel: 13 28 50

Family Relationship Advice Line  
Tel: 1800 050 321

Legal Aid Queensland  
Tel: 1300 651 188

Townsville Community Legal Service  
Tel: (07) 4721 5511

North Queensland Women's Legal Service  
Tel: (07) 4772 5400

North Queensland Combined Women's Services  
Tel: (07) 4775 7555

Veterans and Veterans' Families  
Counselling Service  
Tel: 1800 011 046

### **Councils**

Townsville City  
Tel: (07) 4727 9000

Thuringowa City  
Tel: (07) 4773 8411



**Australian Government**  

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**Department of Defence**