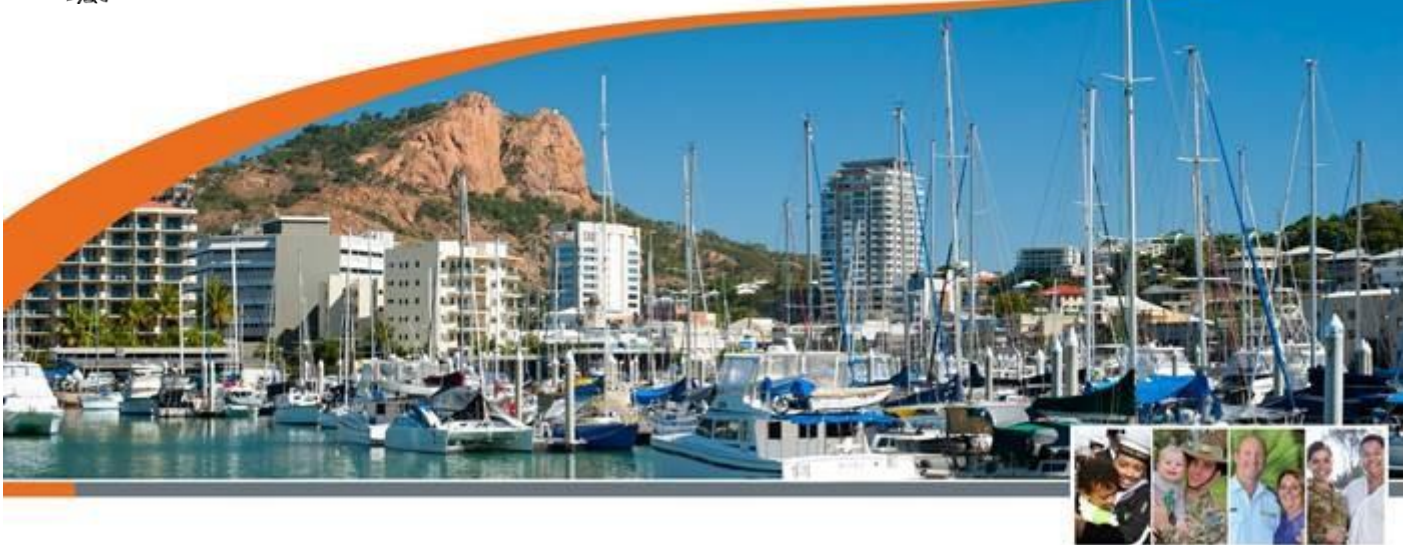




Australian Government

Defence



# Townsville eNews

September 2025

Nathan Business Centre, 340 Ross River Rd, Aitkenvale 4814

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Office open Monday to Friday 8.30am to 5pm

Hello Defence Families!

What a month it's been!

August was bursting with colour, connection, and creativity. From the vibrant Textured Art sessions to the family FUN at 5 Aviation's family day; exertion of energy at the Invictus Games Sports Expo, to the laughter and sunshine at our Book Week Picnic in the Park, it's been wonderful to see so many of you come together and make memories.

A friendly reminder – our team puts a lot of time and care into planning each event – from finding the right venue, catering, activities, and seating, to making sure the event is welcoming and worthwhile. When people book tickets and don't attend, not only is it disheartening after all the effort, but it also means others who would have loved to join often miss out on a spot. If you do register, please make every effort to attend, or let us know if your plans change so we can offer your place to someone else.

We want to give a special shout-out to the incredible partners and families holding down the fort while their loved ones were away on Exercise and/or deployment. Your strength, patience and resilience never go unnoticed – you are the quiet heroes of our Defence community, and we appreciate you.

As we turn the page into a new month, we can't wait to share more moments, support one another, and celebrate this amazing community we're lucky to be part of.

## A Youth Perspective on Life in a Garrison City

Townsville local and Youth Parliament Member Ella Raciti shares a heartfelt reflection on growing up in a Defence community. Her piece "Townsville Wears Camouflage" offers a powerful look at the unseen impact of military life through young eyes.

👉 [Read the article here](#)



## Sending mail and care packages to a deployed ADF member

The Defence subsidised mail system is a free service for family members to send letters and small packages via Australia Post to Defence personnel deployed on overseas operations and major exercises. The free service is only for letters and parcels sent to Australian Forces Post Offices (AFPOs) with a strict 2kg limit.

For the information sheet (written copy) on how to use this postal system, drop in to our office to pick up a hard copy; call our office on 4430 3879, or email us at [dmfs.townsville@defence.gov.au](mailto:dmfs.townsville@defence.gov.au) and one of our friendly FLOs will email it to you.

## Defence's childcare service provider update

Defence is pleased to announce that One Tree Community Services (OTCS) has been confirmed as the preferred provider for childcare services in Defence, with a new contract taking effect 1 January 2026.

OTCS has been delivering quality childcare for Defence for the past six years and brings over 50 years of national experience as a not-for profit leader in early childhood education and care.

Defence looks forward to continuing the partnership with OTCS to provide quality childcare services and dedicated support for families.

Additionally, the service now includes the option to consider informal care providers upon request. These can include nannies, au pairs and occasional care providers, offering more flexibility for families. Members can also access 16 long daycare and three 'out of hours' school centres nationally on or near military bases, providing priority access for ADF members.

Services will continue without interruption and no action is required from families.

More information can be found on the Defence [website](#), or by calling the Defence Member and Family Helpline on 1800 624 608.

One Tree Community Services (OTCS) offers a free service called Childcare Connect. This service is designed to help Defence families find appropriate childcare, especially after relocating.

Childcare Connect considers individual needs and will engage with local registered childcare providers to provide available solutions, including:



- long daycare
- family daycare
- the Australian Government In-Home Care Support Agencies
- before and after school care
- vacation care.

Additionally, OTCS can provide information on unregistered informal care providers

If ADF families are finding it difficult to secure childcare in a new location, they can find out more about Childcare Connect by contacting the Defence Member and Family Helpline on 1800 624 608.

## Keep up to date with our events!



DMFS Townsville has an [Eventbrite](#) page. Tickets for all DMFS events are only available through Eventbrite. Events are uploaded at different times throughout the month.

To avoid missing the release of tickets, follow the page to receive an instant notification when our events are released.

To opt-in to receive notifications directly from our Eventbrite page, all you need to do is:

- **Follow** the DMFS Townsville [Eventbrite](#) page
- **Register** your details
- **Download** the Eventbrite app
- **Enable** push notifications

## Connect & Support – 10 September



Join us for Connect and Support - where defence families meet, share and grow!

Meet fellow Defence partners and DMFS staff, share a cuppa, and enjoy seeing other Defence partners. Whether you are new to Townsville or have been here for a while, everyone's welcome!

Find out about the support services and programs DMFS offers.

**Date:** Wednesday 10 September 2025

**Time:** 9:30-11:00

**Venue:** Café Bambini Fairfield Waters Shopping Centre, Idalia

**Register:** [Eventbrite – Coffee Connections](#)

## Child of the ADF Medallion Ceremony – Friday 19 September



The Child of the ADF Medallion is a small but important way of recognising the children who go through the emotional, and at times, difficult experience of having a loved one serve in the ADF.

The presentation ceremony will take place at Wirraway Club, RAAF base, Townsville so you will need to be able to access RAAF Base, Townsville (DCAC required).

A complimentary sausage sizzle will follow.

**Date:** 19 September 2025

**Time:** 5pm-6.30pm

**Venue:** Wirraway Club, RAAF Base Townsville

**Register:** [Eventbrite – Child of the ADF Medallions Ceremony](#)

## My Dad & Me: Silly Scientists – 27 September



ADF Dads and father figures join us as we garner our inner 'Mad Scientist'. Come along and take part in science experiments for children.

For outside play, don't forget your hat, sunscreen and water bottle.

We'll provide morning tea, however, feel free to bring a healthy snack for your children if preferred. As always, this is a mum free zone, please give her the morning off.

**Date:** Saturday 27 September 2025  
**Time:** 0930-1130  
**Venue:** Geckos Family Centre, Lavarack Barracks  
**Register:** [Eventbrite – My Dad & Me: Budding Scientists](#)

## DMFS & Battlefield to Footy Fields – NRL Kids Coaching Clinic – 1 October



Bring the kids for a fun day of rugby league at our NRL Coaching Clinic for kids aged 6-12 years old.

All skill levels welcome - learn to pass, kick and score with friendly coaches. Plus, enjoy a free BBQ and awesome giveaways.

Come along, get active, and join the footy fun with other Defence kids!

**Date:** Wednesday 1<sup>st</sup> October 2025  
**Time:** 8.30am – 1.00pm  
**Venue:** Joe Baker field, James cook University  
**Register:** [Eventbrite: NRL Kids Coaching Clinic](#)

## Save the Date – October activities



1<sup>st</sup> – NRL Kids Coaching Clinic  
**Register:** [Eventbrite: NRL Kids Coaching Clinic](#)

11<sup>th</sup> – My Dad & Me: Fishing Fun  
(tickets not available until 05/09/2025 from 9am)  
**Register:** [Eventbrite: My Dad & Me: Fishing Fun](#)

15<sup>th</sup> – Coffee Connections  
**Register:** tickets not released yet

*\*Photographs will be taken at all DMFS events. Please let our staff know if you do not want your family to be photographed. Photos may be used on our social media channels or in a DMFS publication.*

## Defence discount – Wallabies vs Argentina – 6 September



The Wallabies are coming to TOWNSVILLE to take on LOS PUMAS (ARGENTINA) at **Queensland Country Bank Stadium** on Saturday 06 September 2025 at 1430hr.

In recognition of our Garrison City and the Defence Community, the below link has been provided for Defence Personnel to gain access to a special section within TicketMaster – accessible through DPN, where there are discounted tickets available for \$20.

This offer is extended to Defence Personnel (Army; Navy; Air Force; Australian Public Service) and respective families!

Special discounted **\$20 tickets** for Defence available [HERE](#)

## Defence discount – Nitro Circus – 25 October



Hold on tight as Nitro Circus is coming to Townsville for one night only with their most explosive show ever!

See the world's best athletes throw down BMX world firsts, death defying FMX stunts, the legendary Ring of Fire, wild explosions... and the most dangerous — and hilarious — Dunny Race you've ever seen!

In recognition of our Garrison City and the Defence Community, Nitro Circus is offering a 20% discount to Defence Personnel and families!

To access this special offer: 20% off Nitro Circus tickets, click [HERE](#)

As an ADF Staff Member and family member, they're giving you the chance to experience family-fuelled fun and heart-pounding action at Queensland Country Bank Stadium on 25 October with 20% off Premium, A, B & C-Res tickets.

Don't miss out! Book your tickets [NOW](#).

*\*Offer valid for Platinum, All A res incl Family, All B res Incl Family and C res seats, not ULT VIP, VIP and GA.*

## Defence Holidays NQ – Fiji giveaway!



Get excited... Defence Holidays NQ are offering Fiji Holiday Packages from September!

To celebrate, they're giving away a \$5,000 Fiji escape to one lucky winner! Click [here](#) to enter the draw.

- Entries close 7 September 2025.
- Exclusive to Defence and Veteran Families.
- Proudly sponsored by Fiji Airways, Outrigger Fiji Resorts and Fiji Island Holidays
- T&Cs apply

For more information and to explore Defence Holiday NQ's range of services, head to their [website](#) or call the office on 4725 3842.

## DVA – Veteran Support Officers @ Lavarack



DVA Veteran Support Officers (VSO) are on Lavarack Barracks Mon -Fri (Business Hrs)

A DVA VSO, or Veteran Support Officer, is a role within the Department of Veterans' Affairs (DVA) that provides support and guidance to Australian Defence Force (ADF) members. VSOs are located on ADF bases and assist serving members and their families with understanding and accessing DVA benefits and services.

Request a confidential 30min face-to-face appointment with the VSO to discuss your DVA business.

For members unable to make these days, VSOs are also available for consultation via telephone.

To book a VSO appointment, email [VSO@dva.gov.au](mailto:VSO@dva.gov.au) and supply your name, DOB, and PMKeys.

Why meet with a VSO?

Have you:

- Served in the ARMY, RAAF, NAVY, Reserves or any other ADF service?
- Sustained an injury that is related to your service?
- Considered leaving the service within 24 months?
- Deployed on operations?
- Or could you do with some help understanding claims and entitlements?

If you have answered yes to any of these questions, you could be entitled to services provided by DVA.

The DVA VSO can assist with:

- How to get a White Card and access FREE mental health support
- Guidance on submitting initial liability claims for ADF injuries





- How to access health care for accepted ADF injuries and conditions
- Help with understanding the VEA, DRCA and MRCA legislation

## Legacy Week – 31 Aug to 6 September



Legacy Week 2025 will be held from Sunday, 31 August to Saturday, 6 September.

The annual fundraising and awareness campaign run by Legacy Australia promotes awareness in support of families of Australian veterans.

Donated funds are used in a variety of ways to provide for the unique needs of the families Legacy Australia assists.

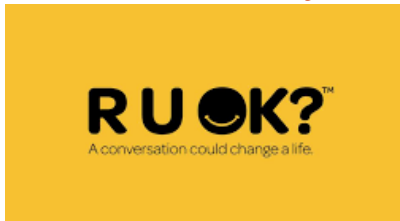
## Defence Observes Mental Health Month



Mental health and suicide prevention are priorities of the uttermost importance for Defence, with various policies and plans in place to guide action.

Defence will observe a one-month Mental Health campaign, commencing with World Suicide Prevention Day on the 10 September, and concluding with World Mental Health Day on Friday 10 October.

## R U OK? Day – 11 September



Thursday 11 September is R U OK? Day - an opportunity to inspire and empower everyone to meaningfully connect with the people around them and start a conversation that otherwise might be too difficult to have.

## ADF Family Health Program



Did you catch the news?

From 1 July 2025, ADF Family Health Program has expanded its services to include the cost of lactation consultants and suitably qualified counsellors (from your annual \$800 allocation).

Please remember, to successfully lodge any claim for reimbursement of a service with a Medicare Benefits Scheme item number (for example, a GP or specialist service), ADF Family Health Program requires a Medicare Statement of Claim and Benefit Payment (available from your provider) or a Medicare Claims History Report (available from Medicare on the MyGov portal).

Lodgement advices are not acceptable. Rejections both delay your reimbursement and increase the cost of administering the Program.

For further information visit [www.adffamilyhealth.com](http://www.adffamilyhealth.com)

Claims enquiries:

E: [adffamilyhealth@navyhealth.com.au](mailto:adffamilyhealth@navyhealth.com.au)

P: 1300 561 454

Registration enquiries

E: [adf.familyhealth@defence.gov.au](mailto:adf.familyhealth@defence.gov.au)

P: 02 6266 3547



# RSL Qld Career Development Workshops – 10 September



The RSL Career Development team is inviting the partners of current and ex-serving Defence members to a career development workshop in Townsville on Wednesday, 10 September 2025.

To secure your place, choose from one of the registration options below:  
Wednesday, 10 September

- 10.00am - **Geckos Family Centre, Lavarack Barracks**
- 5.30pm - **The Oasis, 1 Staging Camp Avenue, Oonoonba**

This workshop will help you reflect on who you are, what you are good at, and what a meaningful career might look like. Whether you are starting fresh, changing careers, thinking about study, or returning to work after a career break, this workshop will help you.

At the end of this workshop you will have:

An increased understanding of your skills, interests, values and strengths  
Greater clarity about possible career paths  
Access to job prospects and local labour market information  
An emerging career plan and actions.

The workshop will introduce practical tools, career-planning activities, and an overview of the tailored support available through RSL Queensland's vocational programs.

Light refreshments will be provided.

*While the workshop will be targeted at the specific experiences of partners, veterans are also welcome to take part.*

# King's Trust Webinar – Legal & Financial Basics for ADF Entrepreneurs



Join a chartered accountant and business lawyer for this free online session covering the legal and financial essentials for ADF community entrepreneurs, including defence partners and spouses.

Whether you're just starting out or need a refresher, this two-hour seminar offers practical, no-nonsense advice to help you run your business with confidence. Presented by The King's Trust Australia in partnership with the ADF Financial Services Consumer Centre.

**Date:** Friday 19 September

**Time:** 10:00 am – 12:00 pm (AEST)

**Where:** Online

**FREE Tickets:** via Humanitix

# Open Arms Group Program Schedule



Scan this QR code or visit the Open Arms [website](#) for information, dates and to register for their upcoming group programs, including:

- Relaxation & Stress Management (11/09/2025)
- Stepping Out (October 2025)

You don't need to be a current Open Arms client to participate, you just need to meet their [eligibility](#) requirements.



## Kookaburra Kids



Kookaburra kids Townsville offers FREE camps, activity days, and age-appropriate mental health education focused on building resilience and coping skills, while providing a supportive environment for children to connect with peers facing similar challenges.

If the young person is: Relocating to a new area, Difficulty making friends, Family members who are Veterans, Mental health concerns such as depression, anxiety, or PTSD Family members often away from home, Anxiety in siblings, or even just needing to meet new people.

REFER via website; <https://kookaburrakids.org.au/get-involved/refer/>

Once you have gone through our process then you can apply for our Activity days, connect sessions or camps.

19-21 September – Tarmaroo Camp, Townsville  
23 August - Crystal Creek Adventure, Townsville  
29 -31 August - Mungalli Falls Camp, Cairns  
20 September - Great Barrier Reef Adventure, Cairns

## What's On at Oasis Townsville



What's On at The Oasis Townsville:  
<https://www.theoasistownsville.org.au/whats-on>

## Mates4Mates



**MATES4MATES**

Here for those  
impacted by service.

Mates4Mates is one of Australia's leading veteran charities actively changing the lives of current and ex-serving Australian Defence Force members and families.

The Mates4Mates Townsville team are here to help you reconnect and recover through skills-based activities, including family-friendly school holiday events.

Whether you need a coffee and a chat, access to support and rehabilitation services, or you just want to meet others who understand what you're going through, you're welcome at Mates4Mates.

For more information, head to [mates4mates.org](https://mates4mates.org) or call 1300 4 MATES (62 837).

Check out Mates4mates [social calendar](#) for some great school holiday activities. Use the QR code to register as a mate to complete the registration process for some great activities.



## Join Our Mailing List



Moving? You can change your Area Office subscription by clicking this button too!

Our monthly eNews provides information about our support services, programs and upcoming events.

Be the first to know about upcoming DMFS events and activities so that you don't miss out on tickets. Stay up to date with community information and stay connected with what's on in your community.



By joining our mailing list, you will receive a monthly update straight to your inbox. It's as easy as scanning the QR Code. Feel free to share with new families posting to the region.

## Defence Member And Family Helpline

**1800 624 608**

For advice, support or local community information, contact our all-hours **Defence Member and Family Helpline**. Run by Defence Member and Family Support, the helpline is the best way to access the programs and services that we offer to help Defence families manage the military way of life.

The helpline is available 24/7 and is staffed by qualified human services professionals, including social workers and psychologists.

The information contained in this bulletin is sent out on behalf of other agencies and groups. It does not necessarily indicate DMFS support or involvement. The intention is to provide information to readers so that they can self-select and research its suitability for them individually.

If you are relocating or seek to unsubscribe, please submit your request through our **Area Office Newsletter Subscription form**.

Furthermore if you would like to see something advertised in our monthly newsletter please reach out to our email: [dmfs.townsville@defence.gov.au](mailto:dmfs.townsville@defence.gov.au) and we will be happy to provide more information.



Follow Defence Member and Family Support to receive updates.

To defend Australia and its national interests in order  
to advance Australia's security and prosperity  
[www.defence.gov.au](http://www.defence.gov.au)

