

Welcome to ANSTO's Lucas Heights Campus

The ANSTO User Office

The ANSTO User Office is here to support all facility users visiting Lucas Heights, Camperdown and Clayton campuses. We're committed to making your planned visit as streamlined, pleasant and productive as possible. We encourage all facility users to contact the ANSTO User Office, please see contact details below.

Lucas Heights Campus

Address	Email	Phone Number	Building location and office hours
New Illawarra Road, Lucas Heights, New South Wales 2234	user.office.nsw@ansto.gov.au	+61 (02) 9717 9111	Ground floor in Building 3 Mon-Fri 8am- 5pm ABN 47 956 969 590

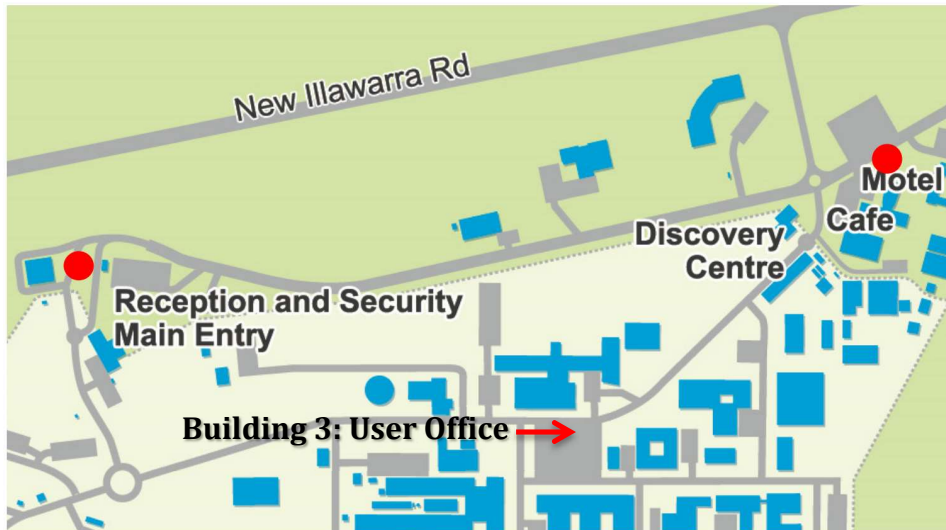
Clayton Campus

Address	Email	Phone Number	Building location
800 Blackburn Rd Clayton, Victoria 3168	user.office.vic@ansto.gov.au	+61 (03) 8540 4217	NCSS Building Mon-Fri 8.30am- 4.30pm

Welcome to ANSTO's Lucas Heights Campus

Facility and local maps

The User Office is located on the ground floor of Building 3.



Procedures to follow prior to arrival at ANSTO

ANSTO Security Clearance – First Time Facility Users

If you are a new user you will need to contact the User Office NSW and request the initiation of the ANSTO security application process. Security clearances take 8 weeks to be granted. Unnecessary delays will be avoided if you provide accurate information in a timely manner. Any documents that are not in English must have an official translation accompanying them. Documents that are required for your application are outlined below:

- Current Passport (photo ID page only) OR Full Birth Certificate
- VISA (a valid Australian VISA must be provided upon arrival at ANSTO if not an Australian Citizen)
- Current Driver's License
- Current Employee/Institute ID Card
 - INFORMATION
 - Declaration relating to criminal record
 - Employer or Institute Referee

Once obtained, security clearances are valid for 5 years.

Welcome to ANSTO's Lucas Heights Campus

ANSTO Security Badge Activation – Returning Facility Users

If you are a returning Facility User you will need to complete a [Visit Request](#) form at least 72 hours prior to your intended arrival at ANSTO. We will use the HR Onboard system to enter you as a guest researcher. You will then be cleared in the system for 5 years post your original security clearance date.. ANSTO Security passes are activated for the period of each visit for scheduled proposals.

If you are attending multiple experiments throughout the year, we advise that you keep your physical pass. For returning users, your pass will be activated for the duration of each visit as indicated on your visit request.

For any Facility Users that have previously returned their physical ANSTO Security pass, you will need to present to the Security Counter to have your pass reissued.

Visa application

International users are required to obtain a visa in order to come to Australia and perform your experiment(s) or contract work. Guest researchers who visit ANSTO to do short-term, highly specialised and non-ongoing work are recommended to apply for the Temporary Work (Short Stay Specialist) visa (subclass 400). A range of reference guides have been developed to support visa applicants through the online application process. See the [Department of Home Affairs](#) for more information. It is important to note that you can submit your Security Application prior to obtaining a VISA as long as you ensure a valid Australian VISA is provided upon arrival at ANSTO

Travel and Accommodation

ANSTO may provide travel and accommodation support to access our facilities and capabilities to researchers from AINSE member organisations. Travel request forms must be completed by the Lead Scientist. Up to three users on a single proposal may be listed on the travel request form. Only one travel request can be submitted per proposal. The travel request must be submitted at least **four weeks** prior to travel to ensure appropriate processing time.

International visitors will be responsible for the cost of the accommodation and travel. International visitors can contact the User Office to assist in booking accommodation.

Online training: ANSTO Site Safety Induction

All visitors are required to complete the ANSTO Site Induction Online Training in HR Onboard prior to arrival. This course will take you approximately 40 minutes to complete. You cannot access site until you have passed this course. The Site Induction is valid for two (2) years

Welcome to ANSTO's Lucas Heights Campus

Procedures to follow upon arrival at ANSTO

Collecting your ANSTO Security Pass

To collect your Security ID Pass you must visit the Security Service Desk in Building 38, Level 1. The Security Service Desk is located above the general Reception Area. This service is available Monday to Friday 8am – 5pm. We advise that you should allow between 40 minutes to 1 hour for pass issuing, (this time can vary dependant on the number of customers ANSTO Security have at any given time). You must keep and display your Security ID Badge at all times while you are on site. At the conclusion of your experiment, if you do not have any subsequent proposals scheduled at ANSTO you must return your badge to the Security Service Desk. If you are attending multiple experiments throughout the year, we advise that you keep your physical pass.

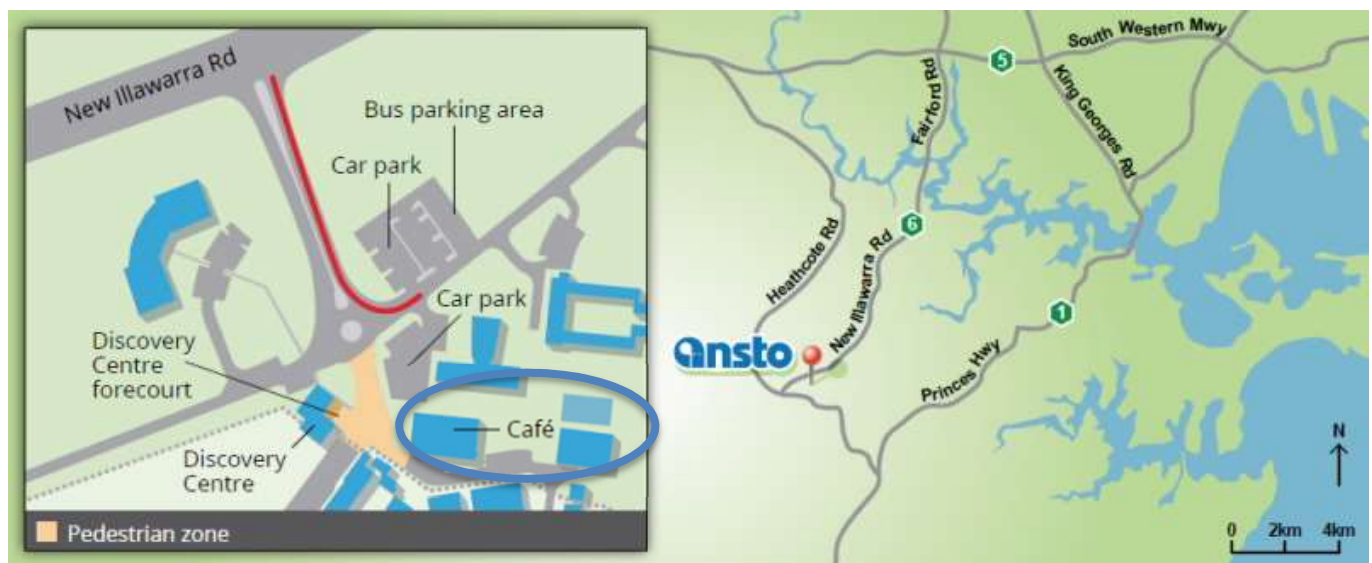
For returning users, your pass will be activated for the duration of each visit as indicated on your visit request. If you lose your card please notify the Security Service team immediately and a replacement card will be arranged.

Welcome to ANSTO's Lucas Heights Campus

Facilities at ANSTO

Café

There is an onsite cafeteria located outside the eastern ANSTO pedestrian gate. The café is open from 7am until 5pm Monday to Friday. At the café you can purchase hot beverages, snacks, fruit juice and soft drinks, an assortment of hot food (menu changes daily), sandwiches, breakfast cereals, muffins and much more.



Building 83 Meal Room

The Building 83 Meal Room is a facility user-friendly hub providing access to hot/ cold beverages, meals and snacks. The meal room provides entertainment with a TV, magazines and games; and also provides toilets and showers. The Meal Room is accessible by all facility users during and outside of normal work hours, public holidays and the weekend. Please note that meals supplied in the Facility User meal cupboard are provided based on an honesty system, each item is clearly priced for your convenience. Failure to make payment for meals taken could see this service removed all together.

Welcome to ANSTO's Lucas Heights Campus

Accommodation Options

The Lucas Heights Motel is located onsite and is available for all facility users and guests. Check-in time starts at 2pm and check out time is no later than 10am. Please ensure that you take all your possessions from the room as ANSTO does not take any responsibility for lost or left items.

Lucas Heights Motel

Lucas Heights NSW 2234

Telephone: (02) 8525 4400

Email: motel@catercareaustralia.com.au

Sutherland Motel

Princes Hwy & Aldgate St, Sutherland NSW 2232

Telephone: (02) 9545 1000

Email: mailsum@iinet.net.au

<https://www.sutherlandmotel.com>

Metro Hotel Miranda

522 Kingsway, Miranda NSW 2228

Telephone: (02) 9525 7577

<https://metrohotels.com.au/hotels/metro-hotel-miranda>

Engadine Motor Inn

1233 Princes Hwy, Engadine NSW 2233

Telephone: (02) 9520 8166

<http://www.engadinemotorinn.com.au/>

Transport Options

Travelling to ANSTO on public transport may require careful planning. Facility users and guests are asked to make their own travel arrangements to ANSTO's Lucas Heights campus. Visitors are encouraged to keep their travel expenses cost-effective and preference must be shown for the most economical means of transport. AINSE facility users may be eligible for reimbursement please refer to our specific reimbursement guidelines before making your arrangements.

ANSTO mini bus service

ANSTO provides a regular and direct minibus service between ANSTO and Sutherland station on weekdays (Monday to Friday, excluding public holidays). The buses accommodate 22 passengers and you can catch the bus from the Sutherland bus interchange, adjacent to Sutherland Station, near bus bay B. The minibus will stop at Sutherland, the ANSTO motel and ANSTO Main Entry.

Welcome to ANSTO's Lucas Heights Campus

\$30 for 10 pass booklet. No concessions available.

Tickets can be purchased at the Discovery Centre. The bus driver does not sell tickets, however new users will be accommodated.

Please avoid the peak bus services if travelling with luggage (e.g. 8:40am from Sutherland or 5:05pm from ANSTO)

Bus timetable

Timetable		
Morning shuttle		
DEPART Sutherland Station	LEAVE ANSTO MOTEL	LEAVE ANSTO Main Entrance (Back to Sutherland)
7:30 am	7:44 am	7:45 am
8:00 am	8:14 am	8:15 am
8:40 am	8:54 am	8:55 am
9:15 am	9:29 am	9:30 am
10:00 am	10:14 am	10:15 am
11:00 am	11:14 am	11:15 am
Afternoon shuttle		
LEAVE ANSTO Main Entrance	LEAVE ANSTO MOTEL (Back to Sutherland)	DEPART Sutherland Station (Back to ANSTO)
4:05 pm	4:06 pm	4:25 pm
5:05 pm	5:06 pm	5:25 pm
6:05 pm	6:06 pm	6:25 pm
6:50 pm	6:51 pm	

Train service

The most convenient railway station, in terms of proximity to ANSTO, is Sutherland station. Services from Sydney Central railway station to Sutherland run regularly. To get to Sutherland station from Sydney Central station, catch a train on the South Coast/Illawarra Line (the journey is approximately 40 minutes). Once you have arrived in Sutherland, you will need to catch the minibus or hire a taxi.

If you are coming from Sydney airport, take the train to Wollongong station and change to the South Coast/Illawarra line and get off at Sutherland. Services are about every 10 minutes in peak times, but are less frequent in non-peak times. If you are coming from Wollongong or the south coast, get off at Sutherland.

Welcome to ANSTO's Lucas Heights Campus

Taxi service

The St George Taxi company can be contacted on 13 21 66 or you can book a taxi online. Private taxis and shuttle buses are also available from the city/airport to ANSTO. Contact Canon's Shuttles (9522 6868) or Sydney Chauffeured vehicles (0414 800 968) for more information.

Local and surrounding areas

Local shopping centres

Menai Marketplace	Sutherland Shopping Centre	Engadine Town Square Shopping Centre	Westfield Miranda
152-194 Allison Cres, Menai Hours: 9am- 5:30pm	22-826 Old Princes Hwy, Sutherland	1040 Old Princes Hwy, Engadine Hours: 8am- 8pm	600 Kingsway, Miranda Hours: 9:30am- 6pm

Supermarkets

Woolworths Menai	ALDI Menai	SUPA IGA Menai	Coles Supermarket
Menai Marketplace Hours: 7am- 10pm	509 Old Illawarra Rd, Menai Hours: 8:30am- 8pm	5/21 Carter Rd, Menai Hours: 8am-8pm	18/26 Waratah Rd, Engadine Hours: 6am- 10pm

Petrol stations

Caltex Menai	7/11 Menai	7/11 Sutherland	BP Engadine
Menai Road & Carter Road, Menai Hours: 7am -10pm	Menai Rd & Allison Cres, Menai Hours: Open 24 Hours	693 Old Princes Hwy, Sutherland Hours: Open 24 Hours	963 Old Princes Hwy, Engadine

Pharmacies

Menai Discount Drug Store Compounding Pharmacy	Bangor Community Pharmacy	Priceline Pharmacy Menai	West Engadine Pharmacy
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Welcome to ANSTO's Lucas Heights Campus

04/5/21 Carter Rd, Menai Hours: 8:30am- 7pm	Bangor Shopping Centre, Shop 2/121 Yala Rd, Bangor	To4/152-194 Allison Cres, Menai Hours: 8:30am- 9pm	125 Anzac Ave, Engadine
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Medical Contacts

Centahealth Menai General Practice	Engadine Central Medical Centre	Allison Crescent Medical Centre	Local hospital: Sutherland Public Hospital
Level 1 Menai Marketplace, Allison Cres, Menai Hours: 8am- 7pm	1/1018-1024 Old Princes Hwy, Engadine Hours: 9am- 6pm	31 Allison Cres, Menai Hours: 9am- 5pm	The Sutherland Hospital, Kingsway, Caringbah Hours: Open 24 Hours