

Welcome to ANSTO's Lucas Heights Campus

This guide has been designed to provide detailed information for Facility Users accessing ANSTO Lucas Heights. You will find information relating to Travel Funding, Transportation, Food, Accommodation, Visa Applications, Security Information, Medical Centres and more. An FAQ page can also be accessed here: [Lucas Heights User Office | Scientific Research FAQs | ANSTO](#).

The ANSTO User Office

The ANSTO User Office is here to support all Facility Users visiting the Lucas Heights campus. We're committed to making your planned visit as streamlined, pleasant and productive as possible. For any enquiries, please contact the ANSTO User Office.

Lucas Heights Campus Contact

Address	New Illawarra Road, Lucas Heights, New South Wales 2234
Email	user.office.nsw@ansto.gov.au
Phone number	+61 (02) 9717 9111
Building Location	Building 3, Ground Floor
Office hours	Monday – Friday 8am – 4:30 pm



Figure 1: The User Office is located on the ground floor of Building 3.

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Procedures to Follow Prior to Your Arrival at ANSTO

ANSTO Security Clearance – First Time Facility Users

If you are a new Facility User, you will need to contact the User Office NSW and request the initiation of the ANSTO security application process. Security clearances normally take a minimum of 8 weeks to be processed after an application is submitted. 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)
 - For visiting Facility Users, this is a Subclass 400 VISA.
 - More information on visas can be found here: [Subclass 400 Temporary Work \(Short Stay Specialist\) visa \(homeaffairs.gov.au\)](https://www.homeaffairs.gov.au)
- Current Driver's License
- Current employee/institute ID card Declaration relating to criminal record
- Employer or institute referee

Once obtained, security clearances are valid for 5 years.

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 3 working days prior to your intended arrival at ANSTO. 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 to come to Australia and perform your experiment(s) or contract work. Facility Users 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 provided you ensure a valid Australian visa is provided upon arrival at ANSTO.

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Information that will be required on your Visa Application referencing ANSTO is as follows:

- ABN: 47 956 969 590
- Address: New Illawarra Road Lucas Heights NSW 2223
- Business Name: ANSTO (Australian Neutron Science and Technology)
- Industry Type: Government
- Email: user.office.nsw@ansto.gov.au
- Phone: 02 9717 9111
- Your attending position: Facility User

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 can be listed for a single proposal on the travel request form. The travel request must be submitted at least **four weeks** prior to travel to ensure there is sufficient processing time. For more information relating to the Travel Funding Program, please visit [Sydney Travel Funding | Travel Request Form | ANSTO](#).

International visitors will be responsible for the cost of their accommodation and travel. You can [download the International Travel Request Form here](#).

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 years.

[Site Safety Induction Training](#)

Username: induction

Password: safety

Online Training: ACNS

All attending Facility Users that are accessing ACNS/NDF are required to undertake ACNS online training modules prior to arrival. This ACNS Online Training is valid for three years.

<https://neutron.ansto.gov.au/exam/index.php>

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Procedures to Follow Upon Arrival at ANSTO

Collecting your ANSTO Security Pass

To collect your Security ID Pass you must visit the Reception Desk in Building 38, Ground Floor. This service is available Monday to Friday, 8am – 4pm. We recommend allowing 1 hour for pass issuing. (This time can vary depending on the number of customers ANSTO Security has at any given time). You must keep and display your Security ID badge at all times onsite. 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.

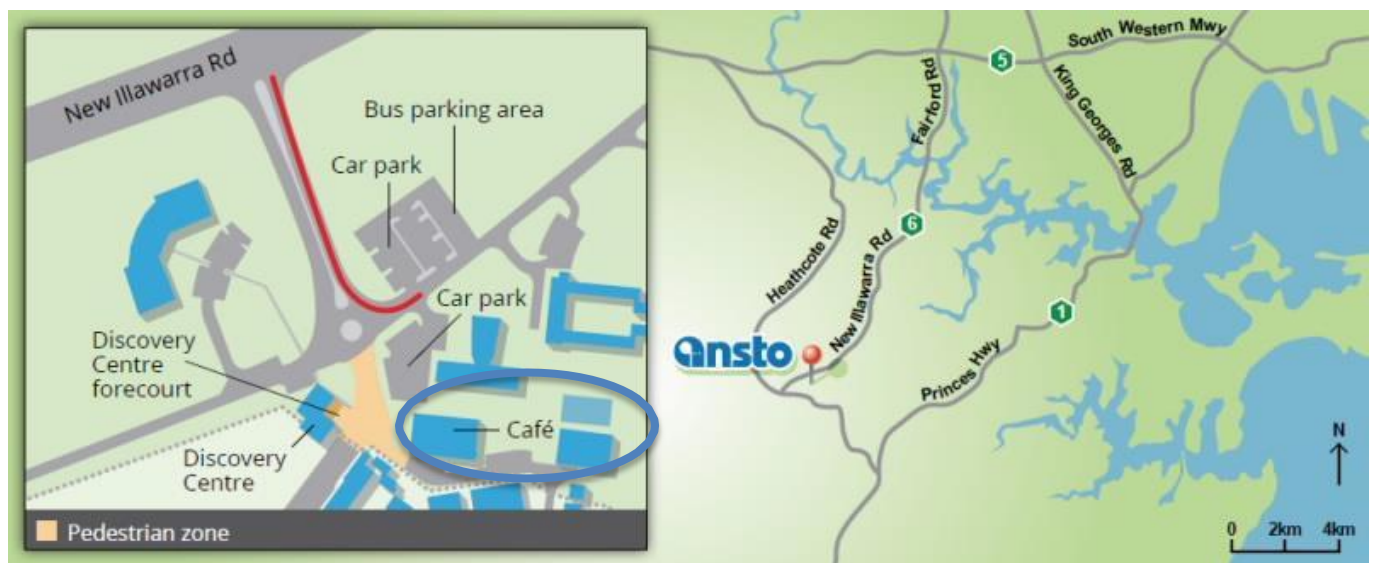
For returning users, your pass will be activated for the duration of each visit as indicated on your visit request. If you lose your card, please notify the Security Service team immediately and a replacement card will be arranged.

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Facilities at ANSTO

Café

There is an onsite cafeteria located outside the eastern ANSTO pedestrian gate. The café is open from 6.30am until 2.30pm Monday to Friday. At the café you can purchase hot beverages, snacks, fruit juice, soft drinks, an assortment of hot food (menu changes daily), sandwiches, breakfast cereals, muffins and more.



Building 83 Meal Room

The Building 83 Meal Room is a Facility User-friendly hub providing access to hot/ cold beverages, light packaged meals (such as instant noodles and soups) and snacks. The meal room provides entertainment with a TV, magazines and games. Toilets and showers are also available but please note no towels or toiletries are provided. The Meal Room is accessible by all Facility Users during and outside of normal work hours, public holidays and the weekend. Please note that food supplied in the Facility User meal cupboard are provided based on an honesty system. Each item is clearly priced for your convenience and the correct amount of money should be placed in the adjacent box. Failure to make payment for meals taken could see this service removed altogether.

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Accommodation

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: ansto.motel@catercare.com.au

Sutherland Motel

Princes Hwy & Aldgate St, Sutherland NSW 2232

Telephone: (02) 9545 1000

Email: sutherlandmotel@outlook.com

Website: [Sutherland Motel](#)

Metro Hotel Miranda

522 Kingsway, Miranda NSW 2228

Telephone: (02) 9525 7577

Website: [Metro Hotel Miranda | Accommodation Near Cronulla](#)

Engadine Motor Inn

1233 Princes Hwy, Engadine NSW 2233

Telephone: (02) 9520 8166

Website: [Sydney Motel Accommodation | Engadine Motor Inn](#)

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Transport

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 Minibus 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 24 passengers. 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.

Tickets can be purchased at the Discovery Centre (open Monday to Friday, 9am – 5pm). It costs \$30 for a 10-pass booklet. No concessions are available. The bus driver does not sell tickets, however new users will be accommodated for their first trip.

Please avoid the peak bus services if travelling with luggage. The 8:40am from Sutherland and the 5:05pm from ANSTO tend to be very busy.

[View the Minibus Timetable here](#)

Train Service

The closest train station to ANSTO is Sutherland Station. Train services from Sydney Central Station to Sutherland run regularly. To get to Sutherland station from Sydney Central Station, use the South Coast/Illawarra line. The journey is approximately 40 minutes. If you are coming from Sydney airport (Domestic or International Train Station), take the train to Wolli Creek Station. From Wolli Creek, swap to the South Coast/Illawarra line to reach Sutherland Station. Trains arrive approximately every 10 minutes during peak times, and less frequently in non-peak times.

Once you have arrived in Sutherland, you will need to catch the ANSTO minibus or hire a taxi, Uber or Rideshare, to get to ANSTO.

Taxi & Rideshare Services

The St George Taxi company can be contacted on 13 21 66. Alternatively, 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. Rideshare services normally will take you to ANSTO. However, hailing a rideshare service from ANSTO can sometimes be difficult. If you are catching a flight, it is recommended you book a taxi or a rideshare in advance.

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Local Stores and Services

Local Shopping Centres

Menai Marketplace	Sutherland Shopping Centre	Engadine Town Square	Westfield Miranda
152-194 Allison Cres, Menai	22-826 Old Princes Hwy, Sutherland	1040 Old Princes Hwy, Engadine	600 Kingsway, Miranda

Supermarkets

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

Petrol stations

Caltex Menai	7/11 Menai	7/11 Sutherland	BP Engadine
Menai Road & Carter Road, Menai Open 24 hours	Menai Rd & Allison Cres, Menai Open 24 hours	693 Old Princes Hwy, Sutherland Open 24 hours	963 Old Princes Hwy, Engadine Open 24 hours

Pharmacies

Bangor Community Pharmacy	Priceline Pharmacy Menai	West Engadine Pharmacy
Bangor Shopping Centre Open 9am-6pm	Menai Marketplace Open 8:30am- 9pm	125 Anzac Ave, Engadine Open 8am-6pm

Medical Centres

Centahealth Menai General Practice	Engadine Central Medical Centre	Menai Health Plus Medical Centre	Local hospital: Sutherland Public Hospital
Menai Marketplace Open 8am-7pm	1/1018-1024 Old Princes Hwy, Engadine Open 9am- 5:30pm	5-21 Carter Rd, Menai Open 8:30am-6pm	The Sutherland Hospital, Kingsway, Caringbah Open 24 Hours