

Social Support Organisations in our Community

There are a variety of services available in our community to help you and your family manage this challenging time. Please get in contact with the following services for assistance if required.

Health Services

Emergency Number

000
Police. Fire. Ambulance.

Coronavirus Hotline

1800 675 398

Nurse on Call (24 hours)

1300 606 024

Council Services

Whitehorse Customer Service

General enquiries
9262 6333
Online form: www.whitehorse.vic.gov.au/about-council/contact-us

Youth ConneXions

Remote Access
9898 9340 (business hours)
youth.worker@whitehorse.vic.gov.au

Home and Community Services

9262 6110
whacs.cccp@whitehorse.vic.gov.au

Government Updates

Mobile App

Download the "Coronavirus Australia" government app in the Apple App Store or Google Play

WhatsApp

Join the Federal Government's WhatsApp channel on iOS or Android. Visit www.aus.gov.au/whatsapp and follow the instructions.

Family Wellbeing Services

Maternal and Child Health Advisory Line (24 hours)

13 22 29
MCH App with health tips and advice.

1800RESPECT

1800 737 732
Domestic family violence and sexual assault counselling service.

Kids Helpline (24 hours)

1800 551 800
www.kidshelpline.com.au
Free phone and online counselling for kids, parents and carers.

DirectLine (24 Hours)

1800 888 236
Alcohol & drug counselling, referrals.

Red Cross

www.redcross.org.au/coronavirus
Mental Health Services.

Lifeline (24 hours)

13 11 14
Crisis support

Elder Abuse Helpline

1300 368 821

Parentline (8am-midnight)

13 22 89
Counselling and support for parents and carers.

Opening Doors (24 Hours)

1800 825 955
Housing and homelessness support.

Beyond Blue Support Service

1300 22 4636
Mental health support services.

Headspace

Hawthorn: 9006 6500
Knox: 9801 6088
Mental health services for 12-25 year olds.

National Mental Health Helpline

1300 643 287
Free and confidential counselling and referrals.

Food & Relief Services

St Vincent de Paul Society Victoria Welfare Assistance Line

1800 305 330
Monday-Friday, 10am-3pm
Assistance with food and material aid.

Relief Centre in Whitehorse

9837 2900
www.whitehorsechurchescare.org.au
Emergency relief, food, prayers and phone calls.

Crossway Lifecare

9886 3899
www.crosswaylifecare.org.au
Shopping assist, phone friends and care and prayer requests.

New Hope, Baptist Church

3 Springfield Road, Blackburn North
www.newhope.net.au
Phone chats, IT support, shopping and food parcels.

Financial Services

Australian Taxation Office

13 28 65
www.ato.gov.au

Centrelink

www.servicesaustralia.gov.au

Money Smart

1300 300 630
www.moneysmart.gov.au
Helping Australians make decisions about money.

Eastern Financial Counselling Service (Anglicare)

9896 6322
efcp@anglicare.org.au

National Debt Help Line

www.ndh.org.au





WHITEHORSE CITY COUNCIL

Mayor's message

We are aware that many residents and businesses in our community are experiencing financial hardship under the COVID-19 pandemic.

The situation has evolved so quickly, and people are in circumstances that they could not possibly have foreseen.

In recognition of this, Council has approved an immediate \$2 million relief and support package to help residents, local businesses and community and sporting organisations. The measures ensure Council can provide a fair, flexible response to those experiencing genuine hardship. More information on the package is overleaf and on our website.

Council has also begun work on a \$2.5 million stimulus and recovery package. More details of this will be considered at a Council meeting in June.

Council adopted a Proposed Budget on 20 April. More details overleaf. We have taken a measured approach to this budget. We have deferred decisions on some very worthy new initiatives and projects, as we wait to see the full impact of the pandemic. The budget provides for Council to continue to maintain services, and to carry on with scheduled capital works. We will evaluate the pandemic impact and provide an updated forecast or even a formal budget revision later in the year.

I want to thank the community for the goodwill, cooperation and kindness shown to each other and to Council officers in recent weeks. Our sanitising teams are out cleaning bins, benches and hand rails, and receiving appreciative beeps and shout-outs from passing cars and pedestrians. Our finance team received touching messages of appreciation when we wrote to tell our suppliers we'd speed

up invoice payments to help with their cash flow. Our Customer Service and home care staff are so appreciative that clients are taking time to ask how they're holding up.

This empathy and compassion reflects so well on what kind of community we are. I'm proud to belong to Whitehorse, because we are certainly stronger when we all work together.





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#WhitehorseStrongerTogether

Whitehorse Mayor Councillor Sharon Ellis

Whitehorse Budget 2020-2021

Council has adopted a \$214 million Proposed Budget 2020-2021 and released it for community feedback

At an Ordinary Council Meeting on 20 April, Whitehorse City Council adopted a \$214 million Proposed Budget for 2020/21. This budget makes provision for our usual Council services and works, which must continue throughout the pandemic.

Mayor Cr Ellis "It is clear that the 2020-21 financial year will not be an ordinary year. The social and economic impacts of the COVID-19 pandemic on our community will be very significant.

Council has taken a measured approach to this budget. We have deferred final commitment to some otherwise worthy new initiatives and projects, and included only new measures that are required to give effect to statutory obligations.

Instead, Council has committed to an immediate support and relief package valued up to \$2.0m, to support our community and business stakeholders experiencing hardship. Read more on the relief package on the right.

Cr Ellis explained that "Council has also commenced work on a recovery stimulus package of up to a further \$2.5m making Councils combined pandemic response up to \$4.5m in total. This combined financial support commitment will be included in the final budget to be considered in June."

As the full extent of the pandemic becomes clearer, it will be necessary to update the budget outlook and to release a forecast or revised budget. Council will be transparent about this process and ensure it is communicated clearly to the Whitehorse community.



More information on the budget is on our website at whitehorse.vic.gov.au. Call us on 03 9262 6333 if you would like a hard copy mailed to you.

Support and Relief Package

Council outlines \$4.5 million coronavirus response

Council has approved an immediate package of measures worth \$2 million to provide support and relief to Whitehorse residents, businesses and community organisations experiencing hardship. We acknowledge that some residents and businesses in Whitehorse are experiencing changed and difficult circumstances they could not have predicted.

The package extends the due date for 2019/20 rates payments to 30 June. It provides discounts for renewal of some business registrations, where the business has been unable to trade during the pandemic. It also provides a six month extension to traders with street tables and chairs.

Council will make arrangements with businesses who are also Council tenants, and with local sporting clubs and community groups who use Council facilities.

If you are having trouble with a Council invoice or payment because of the coronavirus pandemic, contact Council to discuss it on (03) 9262 6333 or through our website at www.whitehorse.vic.gov.au.

Council has also approved the development of a \$2.5 million stimulus and recovery package. More details about this will be provided when the Council budget for 2020/21 is finalised in June.



Coronavirus information in your language

www.sbs.com.au/language/coronavirus

Information, updates and advice about the outbreak of coronavirus (COVID-19).

www.dhhs.vic.gov.au/coronavirus



Health
and Human
Services

TO MANAGE CORONAVIRUS, THERE ARE ONLY FOUR REASONS TO BE OUT



Shopping for food
and supplies that
you need.



Exercise.



Medical care and
caregiving.



Work and
education –
if necessary.

如需本册子的简体
中文版, 请拨打市政
府电话 9262 6333.

如需口译员协助, 请拨打
131 450.

如需本册子的繁体中
文版, 请拨打市政府
电话 9262 6333.

如需口译员协助, 请拨打
131 450.

Per ricevere questo
opuscolo in italiano
chiamate l'ufficio del
Comune al numero
9262 6333.

Se avete bisogno
dell'assistenza di un
interprete chiamate il
131 450.

Προκειμένου να λάβετε
αυτό το φυλλάδιο στα
Ελληνικά, παρακαλώ
τηλεφωνήστε στο
δημαρχείο στο
9262 6333.

Αν χρειάζεστε βοήθεια
διερμηνέα, τηλεφωνήστε
στο 131 450.

Để nhận tờ thông
tin bằng tiếng Việt,
xin vui lòng gọi điện
thoại cho Hội đồng
qua số 9262 6333.

Nếu quý vị cần thông
ngôn viên trợ giúp, xin gọi
131 450.

To Stay in Touch with Council

For interpreter assistance | TIS 131 450

w | www.whitehorse.vic.gov.au p | 9262 6333 e | customer.service@whitehorse.vic.gov.au

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