



# IMPORTANT COMMUNITY INFORMATION

## Second Edition – May 2020

Please  
take a copy  
of this flyer

## 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](http://www.whitehorse.vic.gov.au/about-council/contact-us)

#### Youth ConneXions

Remote Access

9898 9340 (business hours)

[youth.worker@whitehorse.vic.gov.au](mailto:youth.worker@whitehorse.vic.gov.au)

#### Home and Community Services

9262 6110

[whacs.cccp@whitehorse.vic.gov.au](mailto: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](http://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](http://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](http://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](http://www.whitehorsechurchescare.org.au)

*Emergency relief, food, prayers and phone calls.*

### Crossway Lifecare

9886 3899

[www.crosswaylifecare.org.au](http://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](http://www.newhope.net.au)

*Phone chats, IT support, shopping and food parcels.*

## Financial Services

### Australian Taxation Office

13 28 65

[www.ato.gov.au](http://www.ato.gov.au)

### Centrelink

[www.servicesaustralia.gov.au](http://www.servicesaustralia.gov.au)

### Money Smart

1300 300 630

[www.moneysmart.gov.au](http://www.moneysmart.gov.au)

*Helping Australians make decisions about money.*

### Eastern Financial Counselling Service (Anglicare)

9896 6322

[efcp@anglicarevic.org.au](mailto:efcp@anglicarevic.org.au)

### National Debt Help Line

[www.ndh.org.au](http://www.ndh.org.au)

Cut out and keep





# 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.





“

**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.**

**#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.

## 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](http://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.



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



### Coronavirus information in your language

[www.sbs.com.au/language/coronavirus](http://www.sbs.com.au/language/coronavirus)

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

[www.dhhs.vic.gov.au/coronavirus](http://www.dhhs.vic.gov.au/coronavirus)



## 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  
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](http://www.whitehorse.vic.gov.au) p | 9262 6333 e | [customer.service@whitehorse.vic.gov.au](mailto:customer.service@whitehorse.vic.gov.au)

Sign up for our e-newsletter | [www.whitehorse.vic.gov.au/subscribe-whitehorse-news](http://www.whitehorse.vic.gov.au/subscribe-whitehorse-news)

Follow us on facebook | @WhitehorseCityCouncil

