




# IMPORTANT COMMUNITY INFORMATION

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## 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)

### Whitehorse 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 then follow the instructions.

## 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@anglicare.org.au](mailto:efcp@anglicare.org.au)

**National Debt Help Line**  
[www.ndh.org.au](http://www.ndh.org.au)

## Family Wellbeing Services



### Maternal and Child Health Advisory Line (24 hours)

13 22 29  
*MCH App Free from app stores  
Child health tips and advice on your phone.*

### 1800RESPECT

1800 737 732  
*National sexual assault, domestic family violence 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, teens, young adults, parents and carers.*

### DirectLine (24 Hours)

1800 888 236  
*Alcohol and drug counselling and referral.*

### Red Cross

[www.redcross.org.au/coronavirus](http://www.redcross.org.au/coronavirus)  
*Mental Health Services*

### Lifeline (24 hours)

13 11 14  
*Crisis support and suicide prevention.*

### Parentline (8am-midnight)

13 22 89  
*Counselling and support for parents and carers every day of the year, including public holidays.*

### Opening Doors (24 Hours)

1800 825 955  
*Housing and homelessness support.*

### Elder Abuse Helpline

1300 368 821

### Beyond Blue Support Service

1300 22 4636  
*Mental health support services.*

### Headspace

Hawthorn: 9006 6500  
Knox: 9801 6088  
*Youth mental health service for 12-25 year olds.*





# WHITEHORSE CITY COUNCIL

## Council's Coronavirus Response

**Council keeps serving our community, with some changes to the way we provide services.**

Council is here to serve the Whitehorse community, and will adapt and respond to changing community needs. Council is not shutting down.

Whitehorse Mayor Councillor Sharon Ellis said "essential services such as Meals on Wheels, home care for the elderly, childhood immunisation and waste collection are continuing."

"Our officers will ensure food safety, maintain public hygiene and monitor the safety of our physical assets. Council is ensuring it maintains good governance, strong leadership and effective customer services."

"We've provided important community contact information and we encourage people to keep these for future reference," said Cr Ellis.

Under the Victorian State of Emergency, the lead agency is the Department of Health and Human Services (DHHS). We continue to follow the instructions and the expert advice of DHHS and the relevant authorities. Our priority is the health and safety of our community and staff. Council will play its part in slowing the spread of the coronavirus COVID-19.

This has meant we have temporarily closed our arts, culture, youth, leisure and recreation facilities.

We have closed sports pavilions, and suspended playgroups and toy libraries. Our Whitehorse Manningham Libraries have also temporarily closed.

But we are adapting. Our libraries offer a great digital collection. Our youth workers are providing phone support by appointment.

Our Family Services colleagues are making calls to check on vulnerable families and clients, and delivering essentials where required. To protect babies and families, we've introduced an appointment system for our childhood immunisation sessions. Some of our Maternal Child Health appointments will happen by phone.

Our Customer Service Centre counters are closed to visitors – but our dedicated customer service staff are answering phone calls, web enquiries and emails. Some of our staff are working from home – with their usual high levels of skill and diligence.

Council will be called on to serve in new ways. But we're ready to play our part in responding to the crisis and in the huge recovery effort that will follow.





**"Essential services such as Meals on Wheels, home care for the elderly, childhood immunisation and waste collection are continuing.**

**We will keep serving our Whitehorse community throughout this pandemic."**

Whitehorse Mayor Councillor Sharon Ellis

## Council Services Go Online

### Serving our community in new ways

Our purpose is to serve the Whitehorse community. In these difficult times, providing services that keep our community safe, healthy and functioning is all the more important.

Over the past two years, Council has embarked on a Digital Transformation Project which has brought many of our services online. We've also launched eight customer-focused websites over the past 12 months so that it's simple to find the exact information you need when you need it – 24/7.

While face-to-face customer interactions are not possible at this time, we continue to serve our community in new digital ways.

### Serving our community online

Whitehorse citizens and community members can now access more than 45 Council services online through our Report, Apply and Pay functions.

#### Report

Log on to Council's website anywhere, anytime and you can quickly report issues to Council, such as missed bins, fallen trees, roaming pets and more.

#### Apply

You can also apply online for a hard waste collection, parking or planning permit, building documents and permits and more.

#### Pay

With all face-to-face customer service centres now closed, payments can be made online for a wide range of services, including rates, pet registration renewals and home and community care accounts.

### Other ways to connect with us

To stay in touch with Council during the coronavirus COVID-19 outbreak:

- Follow us on Facebook @WhitehorseCityCouncil
- Subscribe to our e-newsletter
- Check our website for updates
- You can contact us directly by phone on 9262 6333 or email at [customer.service@whitehorse.vic.gov.au](mailto:customer.service@whitehorse.vic.gov.au)
- You can contact Councillors directly. Their contact details are available at [www.whitehorse.vic.gov.au/about-council/who-we-are/councillors-and-wards](http://www.whitehorse.vic.gov.au/about-council/who-we-are/councillors-and-wards)
- Snap Send Solve – an app you download to your phone.

## Council Facilities Update

In an effort to maintain public health, Whitehorse City Council has temporarily closed all our leisure, sporting and cultural facilities.

This includes:

- Aqualink Box Hill and Aqualink Nunawading
- Sportlink
- Box Hill Community Arts Centre
- Whitehorse Centre
- Whitehorse Manningham Libraries
- Youth ConneXions drop in
- Playgrounds
- Box Hill Skate Park

We have also closed our face to face customer service counters. We will continue to serve you through our website, by phone and email.

Stay updated on changes to council events, services and facilities: [www.whitehorse.vic.gov.au/whitehorse-city-council-events-services-and-facilities-update](http://www.whitehorse.vic.gov.au/whitehorse-city-council-events-services-and-facilities-update)



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**Ο Δήμος μας εξακολουθεί να εξυπηρετεί την Κοινότητα του Whitehorse σε αυτές τις δύσκολες στιγμές. Προσαρμόζομαστε και ανταποκρινόμαστε στις νέες ανάγκες της κοινότητάς μας**

Υπάρχουν διάφορες υπηρεσίες για να βοηθήσουν τους πολίτες στις διάφορες ανάγκες τους αυτές τις στιγμές. Αποθηκεύστε τη λίστα επαφών που βρίσκεται στην πίσω πλευρά αυτής της σελίδας σε περίπτωση που χρειαστείτε κάποια βοήθεια. Μπορείτε να χρησιμοποιήσετε την υπηρεσία διερμηνείας TIS όλες τις ώρες του 24ωρου και να ζητήσετε να σας συνδέσουν με τις υπηρεσίες υποστήριξης καλώντας το 1800 675 398.

Υπάρχουν πολλοί χρήσιμοι πόροι μεταφρασμένοι για τον κορωνοϊό COVID-19 στο <https://www.dhhs.vic.gov.au/translated-resources-coronavirus-disease-covid-19>

## Εξυπηρετούμε την κοινότητά μας διαδικτυακά

Υπάρχουν περισσότερες από 45 υπηρεσίες του Δήμου που είναι τώρα διαθέσιμες στο διαδικτυακό. Πηγαίνετε στο [www.whitehorse.vic.gov.au](http://www.whitehorse.vic.gov.au) για να κάνετε αίτηση για τη συλλογή σκληρών αποβλήτων και για άδειες στάθμευσης ή για να καταγγείλετε τα αδέσποτα κατοικίδια ζώα και για να πληρώσετε τους λογαριασμούς σας.

Μπορείτε να επικοινωνήσετε μαζί μας απευθείας μέσω τηλεφώνου στο 9262 6333 ή στέλνοντας email στο [customer.service@whitehorse.vic.gov.au](mailto:customer.service@whitehorse.vic.gov.au)

Μπορείτε να επικοινωνήσετε απευθείας με τους Δημοτικούς Συμβούλους στο: [www.whitehorse.vic.gov.au/about-council/who-we-are/councillors-and-wards](http://www.whitehorse.vic.gov.au/about-council/who-we-are/councillors-and-wards)

## Ενημερώσεις για τις εγκαταστάσεις του Δήμου:

Whitehorse Ενημερώσεις για τις εγκαταστάσεις του Δήμου:

Το Whitehorse City Council έχει κλείσει προσωρινά τις αθλητικές και πολιτιστικές εγκαταστάσεις. Αυτό περιλαμβάνει:

- Aqualink Box Hill
- Aqualink Nunawading
- Sportlink
- Τα Κοινωνικά Κέντρα Τέχνης του Box Hill
- Τις Βιβλιοθήκες του Whitehorse Manningham

Έχουμε κλείσει το γραφείο εξυπηρέτησης πελατών μας έως νεώτερας και θα συνεχίσουμε να σας εξυπηρετούμε μέσω της ιστοσελίδας μας, τηλεφώνου και ηλεκτρονικού ταχυδρομείου.

Μείνετε ενημερωμένοι για τις αλλαγές στις υπηρεσίες και εγκαταστάσεις του Δήμου στο:

[www.whitehorse.vic.gov.au/whitehorse-city-council-events-services-and-facilities-update](http://www.whitehorse.vic.gov.au/whitehorse-city-council-events-services-and-facilities-update)

Για να μείνετε σε επαφή με το Δήμο σχετικά με την εξάπλωση του COVID-19:

Ακολουθήστε μας στο Facebook: [@WhitehorseCityCouncil](https://www.facebook.com/WhitehorseCityCouncil)

Εγγραφείτε στο ηλεκτρονικό ενημερωτικό δελτίο: [www.whitehorse.vic.gov.au/whitehorse-news](http://www.whitehorse.vic.gov.au/whitehorse-news)

Μπείτε στην ιστοσελίδα μας: [www.whitehorse.vic.gov.au](http://www.whitehorse.vic.gov.au)

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

**Il Consiglio comunale continua a servire la comunità di Whitehorse in questi momenti difficili. Ci stiamo adattando per rispondere alle mutate esigenze della nostra comunità**

Esistono, in questo momento, dei servizi che possono aiutare la gente in una serie di situazioni. Conservate la lista dei contatti sull'altro lato di questo foglio nel caso aveste bisogno di aiuto. Chiamando il numero 1800 675 398 potete usare il servizio telefonico di interpretariato TIS 24 ore al giorno, per ricevere un aiuto quando contattate i servizi di supporto.

Trovate molte risorse tradotte sul coronavirus COVID-19 sul sito <https://www.dhhs.vic.gov.au/translated-resources-coronavirus-disease-covid-19>

## Al servizio della nostra comunità online

Ora sono disponibili online più di 45 servizi comunali. Andate al sito [www.whitehorse.vic.gov.au](http://www.whitehorse.vic.gov.au) per fare richiesta del ritiro dei rifiuti ingombranti e per richiedere un permesso di parcheggio o per segnalare animali vaganti e per pagare bollette.

Ci potete contattare direttamente tramite telefono al numero 9262 6333 o mandare una email all'indirizzo [customer.service@whitehorse.vic.gov.au](mailto:customer.service@whitehorse.vic.gov.au)

I consiglieri comunali possono essere contattati al sito [www.whitehorse.vic.gov.au/about-council/who-we-are/councillors-and-wards](http://www.whitehorse.vic.gov.au/about-council/who-we-are/councillors-and-wards)

## Aggiornamenti sulle strutture del Comune:

Aggiornamenti sulle strutture del Comune:

Il Whitehorse City Council ha chiuso temporaneamente le strutture sportive e culturali. Queste includono:

- Aqualink Box Hill
- Aqualink Nunawading
- Sportlink
- Centro d'arte comunale di Box Hill
- Biblioteche di Whitehorse Manningham

Abbiamo chiuso, fino data da destinarsi, gli sportelli del servizio utenti e continueremo a servirvi attraverso il nostro sito, tramite telefono e email.

Rimanete aggiornati sui servizi e sulle strutture del comune:

[www.whitehorse.vic.gov.au/whitehorse-city-council-events-services-and-facilities-update](http://www.whitehorse.vic.gov.au/whitehorse-city-council-events-services-and-facilities-update)

Per rimanere in contatto con il comune durante l'epidemia di COVID-19:

Seguitemi su Facebook: [@WhitehorseCityCouncil](https://www.facebook.com/WhitehorseCityCouncil)

Abbonatevi alle newsletter online: [www.whitehorse.vic.gov.au/whitehorse-news](http://www.whitehorse.vic.gov.au/whitehorse-news)

Controllate il nostro sito: [www.whitehorse.vic.gov.au](http://www.whitehorse.vic.gov.au)

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

**在这个艰难时期市政府将继续服务 Whitehorse 社区。我们正不断地调整适应并应对本社区的需要**

在此时期有各种服务帮助人们面对各种境况。请保留本页背面的联系名单以备不时之需。您可以通过 TIS 24 小时口译服务为您接通支持服务电话 1800 675 398。

<https://www.dhhs.vic.gov.au/translated-resources-coronavirus-disease-covid-19> 提供大量关于 COVID-19 的经过翻译的有用资源

## 为本社区提供网上服务

目前网上提供超过 45 种市政府服务。访问 [www.whitehorse.vic.gov.au](http://www.whitehorse.vic.gov.au) 申请硬质垃圾回收和停车许可或者报告流浪宠物并支付账单。

您可拨打 9262 6333 直接联系我们或发送电邮至 [customer.service@whitehorse.vic.gov.au](mailto:customer.service@whitehorse.vic.gov.au)

访问 [www.whitehorse.vic.gov.au/about-council/who-we-are/councillors-and-wards](http://www.whitehorse.vic.gov.au/about-council/who-we-are/councillors-and-wards) 可直接联系市议员

## 市政府设施最新动态:

Whitehorse City Council 已临时关闭体育与文化设施。其中包括:

- Aqualink Box Hill
- Aqualink Nunawading
- Sportlink
- Box Hill 社区艺术中心
- Whitehorse Manningham 图书馆

我们已临时关闭客服中心直至进一步通知并将继续通过我们的网站、电话和电邮为您服务。

您可以通过此网站随时了解市政府服务和设施的最新变化:

[www.whitehorse.vic.gov.au/whitehorse-city-council-events-services-and-facilities-update](http://www.whitehorse.vic.gov.au/whitehorse-city-council-events-services-and-facilities-update)

如需在 COVID-19 爆发期间与市政府保持联系:

在脸书上关注我们: [@WhitehorseCityCouncil](https://www.facebook.com/WhitehorseCityCouncil)

订阅新闻电邮: [www.whitehorse.vic.gov.au/whitehorse-news](http://www.whitehorse.vic.gov.au/whitehorse-news)

浏览我们的网站: [www.whitehorse.vic.gov.au](http://www.whitehorse.vic.gov.au)

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

**Hội đồng tiếp tục phục vụ Cộng đồng Whitehorse trong suốt thời điểm khó khăn này. Chúng tôi đang thích nghi và đáp ứng với sự thay đổi nhu cầu của cộng đồng chúng ta**

Có những dịch vụ giúp đỡ mọi người trong thời gian này dành cho những tình huống khác nhau. Giữ danh sách liên lạc ở trang bên cạnh trong trường hợp quý vị cần giúp đỡ. Quý vị có thể sử dụng dịch vụ thông phiên dịch 24 giờ của TIS để giúp quý vị gọi các dịch vụ hỗ trợ bằng cách gọi 1800 675 398. Có nhiều bản dịch hữu ích về vi rút corona COVID-19 tại

<https://www.dhhs.vic.gov.au/translated-resources-coronavirus-disease-covid-19>

## Phục vụ cộng đồng của chúng tôi trực tuyến

Có hơn 45 dịch vụ của Hội đồng hiện có sẵn trên trực tuyến. Truy cập [www.whitehorse.vic.gov.au](http://www.whitehorse.vic.gov.au) để đặt lịch hẹn thu gom rác cứng và xin giấy phép đậu xe hoặc báo cáo vật nuôi bị lạc và thanh toán hóa đơn. Quý vị có thể liên lạc trực tiếp với chúng tôi qua điện thoại trên 9262 6333 hoặc gửi email cho [customer.service@whitehorse.vic.gov.au](mailto:customer.service@whitehorse.vic.gov.au)

Quý vị có thể liên lạc trực tiếp với Hội đồng tại: [www.whitehorse.vic.gov.au/about-council/who-we-are/councillors-and-wards](http://www.whitehorse.vic.gov.au/about-council/who-we-are/councillors-and-wards)

## Thông tin cập nhật về các cơ sở vật chất của Hội đồng:

Whitehorse City Council đã tạm thời đóng cửa cơ sở thể thao và văn hóa của chúng tôi. Việc này bao gồm:

- Aqualink Box Hill
- Aqualink Nunawading
- Sportlink
- Trung Tâm Nghệ Thuật Cộng Đồng Box Hill
- Thư viện Whitehorse Manningham

Chúng tôi đã đóng cửa quầy dịch vụ khách hàng của chúng tôi cho đến khi có thông báo thêm và sẽ tiếp tục phục vụ quý vị thông qua trang mạng, điện thoại và email của chúng tôi.

Hãy luôn cập nhật các thay đổi về dịch vụ và cơ sở vật chất của hội đồng:

[www.whitehorse.vic.gov.au/whitehorse-city-council-events-services-and-facilities-update](http://www.whitehorse.vic.gov.au/whitehorse-city-council-events-services-and-facilities-update)

Giữ liên lạc với Hội đồng về trong đợt bùng phát COVID-19:

Hãy theo dõi chúng tôi trên Facebook: [@WhitehorseCityCouncil](https://www.facebook.com/WhitehorseCityCouncil)

Theo dõi bản tin điện tử: [www.whitehorse.vic.gov.au/whitehorse-news](http://www.whitehorse.vic.gov.au/whitehorse-news)

Xem trên trang mạng của chúng tôi: [www.whitehorse.vic.gov.au](http://www.whitehorse.vic.gov.au)

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

## For Council's latest information

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)

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