

# IMPORTANT

## COMMUNITY CONTACTS



### Help is Available

There are a variety of services available in our community to help you and your family manage this challenging time.

🌐 [www.monash.vic.gov.au/community-information](http://www.monash.vic.gov.au/community-information)

### COUNCIL SERVICES

#### Monash Customer Service

📞 9518 3555

✉️ [mail@monash.vic.gov.au](mailto:mail@monash.vic.gov.au)

💬 [www.monash.vic.gov.au](http://www.monash.vic.gov.au) (webchat)

#### Waste Transfer Station

7.30am-3pm (7 days)

#### Monash Youth Services (Remote Access)

📞 9518 3900

✉️ [YRCR@monash.vic.gov.au](mailto:YRCR@monash.vic.gov.au)

#### Monash Community Support

📞 9518 3555

### 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.

🌐 [www.aus.gov.au/whatsapp](http://www.aus.gov.au/whatsapp) and then follow the instructions.

### FINANCIAL HELP

#### 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)

#### 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)

### HEALTH SERVICES

**Emergency Number** 📞 000 Police, Fire, Ambulance

**Coronavirus Hotline** 📞 1800 675 398

**Nurse on Call** 📞 1300 606 024 (24 hours)

### FAMILY WELLBEING SERVICES

#### Maternal and Child Health Advisory Line

📞 13 22 29 (24 hours)

*MCH App free from app stores for child health tips and advice on your phone.*

#### 1800RESPECT

📞 1800 737 732

*National sexual assault, domestic family violence counselling service*

#### Kids Helpline

📞 1800 551 800 (24 hours)

🌐 [www.kidshelpline.com.au](http://www.kidshelpline.com.au)

*Free phone & online counselling for kids, teens, young adults, parents and carers.*

#### DirectLine

📞 1800 888 236 (24 Hours)

*Alcohol and drug counselling and referral.*

#### Lifeline

📞 13 11 14 (24 hours)

*Crisis support and suicide prevention.*

#### Elder Abuse Helpline

📞 1300 368 821

#### Parentline

📞 13 22 89

*(8am-midnight) Counselling and support for parents and carers every day of the year, including public holidays.*

#### Beyond Blue Support Service

📞 1300 22 4636

*Mental health support services.*

#### Headspace

📞 1800 650 890

*Youth mental health service for 12-25 year olds.*

#### Suicide Support Line

📞 1300 651 251

#### MensLine Australia

📞 1300 789 978

*Telephone & online counselling service for men.*

#### Wavecare Counselling

📞 9560 6722

*Telehealth consultation & counselling available for referred clients.*

## EMERGENCY RELIEF AND SUPPORT

### Victorian Government Emergency Relief

☎ 1800 657 398

💬 [www.dhhs.vic.gov.au/victorin-public-coronavirus-disease-covid-19#emergency-relief-packages](http://www.dhhs.vic.gov.au/victorin-public-coronavirus-disease-covid-19#emergency-relief-packages)

### Monash Oakleigh Community Support and Information Service

25 Downing St, Oakleigh  
(Mon, Wed & Fridays: 10am-1pm)

☎ 9568 4533

✉ [admin@mocsis.org.au](mailto:admin@mocsis.org.au)

🌐 [www.mocsis.org.au](http://www.mocsis.org.au)

### Waverley Community Information and Support Service

☎ 9801 9844 or 9807 5996

✉ [wavcis@bigpond.com](mailto:wavcis@bigpond.com)

🌐 [www.monashwaverleycis.org.au](http://www.monashwaverleycis.org.au)

Leave a phone message and one of the volunteers will call back as soon as possible.

## CRISIS HOUSING

If you need further advice or assistance, contact Bill Kendall at Monash Council on

☎ 0412 787 850 ✉ [bill.kendall@monash.vic.gov.au](mailto:bill.kendall@monash.vic.gov.au)

**Crisis After Hours** ☎ 1800 825 955

During business hours this number will direct the appropriate housing service (determined by location)

**Uniting Harrison** (Suburb: Mulgrave)  
321 Ferntree Gully Rd, Mount Waverley

☎ 1300 277 478

**Community Housing Limited** (Suburbs: Glen Waverley, Wheelers Hill & Burwood)

19-23 Prospect St, Box Hill ☎ 1300 245 468

**Salvo Care** (Remaining Monash Suburbs)

317 High St, Kew ☎ 9853 5680

## AT RISK OF HOMELESSNESS

If you, or someone you know, is at risk of losing their current tenancy, the Private Rental Assistance Program (PRAP) has funding which can support at-risk households to sustain affordable and appropriate housing in the private rental market. PRAP funding can be applied for through Salvo Care or Uniting Harrisons.

**Salvo Care** ☎ 9853 5680 **Uniting Harrisons** ☎ 1300 277 478

## USEFUL CONTACTS

### Health Services

#### Monash Health – COVID-19 Screening Clinic

☎ 1800 675 398

🌐 [monashhealth.org/patients-visitors/coronavirus#screening-clinics](http://monashhealth.org/patients-visitors/coronavirus#screening-clinics)

*Check website for further instructions before attending the clinic*

#### Refugee Health & Wellbeing Clinic

##### Monash Health - Dandenong

☎ 9792 8100

*Health clinic for asylum seeker and refugee patients who require non-urgent medical care*

#### Carers Victoria

☎ 1800 514 845 🌐 [www.carersvictoria.org.au](http://www.carersvictoria.org.au)

*Provides advice or assistance to carers.*

#### Disability Information Helpline

☎ 1800 643 787

*Mon-Fri: 8am-8pm, Sat-Sun: 9am-7pm,  
Not available public holidays*

### Working for Victoria initiative

🌐 [www.vic.gov.au/workingforvictoria](http://www.vic.gov.au/workingforvictoria)

### Links for more information for businesses

#### Australian Government:

🌐 [www.business.vic.gov.au](http://www.business.vic.gov.au)  
and search for the information you need

🌐 [www.aus.gov.au/whatsapp](http://www.aus.gov.au/whatsapp)

and then follow the instructions.

#### Victorian Government:

🌐 [www.business.gov.au](http://www.business.gov.au) and search for the information you need

🌐 [www.dhhs.vic.gov.au/business-sector-coronavirus-disease-covid-19](http://www.dhhs.vic.gov.au/business-sector-coronavirus-disease-covid-19)

#### City of Monash

🌐 [www.monash.vic.gov.au/business-resident-support](http://www.monash.vic.gov.au/business-resident-support)

🌐 [www.monash.vic.gov.au/Hardship-Policy](http://www.monash.vic.gov.au/Hardship-Policy)