

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

COUNCIL SERVICES

Monash Customer Service

📞 9518 3555

✉️ mail@monash.vic.gov.au

💬 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

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 and then follow the instructions.

FINANCIAL HELP

Australian Taxation Office

📞 13 28 65 🌐 www.ato.gov.au

Centrelink

🌐 www.servicesaustralia.gov.au

Money Smart 📞 1300 300 630

🌐 www.moneysmart.gov.au

Eastern Financial Counselling Service (Anglicare)

📞 9896 6322 ✉️ efcp@anglicare.org.au

National Debt Help Line

🌐 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

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/victorian-public-coronavirus-disease-covid-19#emergency-relief-packages

Monash Oakleigh Community Support and Information Service

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

☎ 9568 4533

✉ admin@mocsis.org.au

🌐 www.mocsis.org.au

Waverley Community Information and Support Service

☎ 9807 9844

(Mon, Wed & Fri 10am-1pm)

✉ wavcis@bigpond.com

🌐 www.monashwaverleycis.org.au

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

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

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

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

Links for more information for businesses

Australian Government:

🌐 www.business.vic.gov.au

and search for the information you need.

🌐 www.aus.gov.au/whatsapp

and then follow the instructions.

Victorian Government:

🌐 www.business.gov.au and search for the information you need

🌐 www.dhhs.vic.gov.au/business-sector-coronavirus-disease-covid-19

City of Monash

🌐 www.monash.vic.gov.au/business-resident-support

🌐 www.monash.vic.gov.au/Hardship-Policy