

# DIVERCITY

City of Port Phillip magazine - April 2020

## Emergency advice and assistance

### COVID-19 Coronavirus



#### Staying up-to-date

Where to get reliable information

#### What you can do

Looking after yourself and others

#### Services and events

Cancellations, changes and postponements

### Staying up to date on the emergency

For the latest information and advice visit these online resources or contact our ASSIST Customer Service.

📞 ASSIST 9209 6777

#### Latest updates for Port Phillip residents

For updates on service and event cancellations, changes and postponements.

📞 [portphillip.vic.gov.au](http://portphillip.vic.gov.au)

#### Latest information on COVID-19

For the most up-to-date, reliable information about COVID-19, visit the Department of Health and Human Services.

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

#### Australian Government Department of Health

For the latest official medical advice, how you can help slow the spread of COVID-19 and advice on what to do if you have symptoms

📞 [health.gov.au](http://health.gov.au)

#### National Relay Service

📞 [www.relayservice.gov.au](http://www.relayservice.gov.au)

Please contact ASSIST on 03 9209 6777 if you require a large print version.

#### Language assistance

廣東話 9679 9810 Ελληνικά 9679 9811  
普通話 9679 9858 Русский 9679 9813  
Polski 9679 9812 Other 9679 9814

The information provided in this issue of Divercity is correct at time of printing. As the status of the COVID-19 emergency is changing rapidly, it's possible that some things may have since changed. Please refer to the recommended websites for the latest information and advice.



  @cityofportphillip  @cityportphillip



 portphillip.vic.gov.au

**ASSIST Customer Service**

 9209 6777

Dear Port Phillip resident,

**Diversity** usually celebrates the events and people of our City, outlining all the wonderful things on offer for our community, but in response to the progression of COVID-19, this issue is different. In times of crisis, community is so important. We want to make sure you know what your Council is doing for you - what services and support are available to the community. We also want to let you know how you can care for and look out for one another.

The health and wellbeing of our community is our top priority. Council has activated its Municipal Emergency Management Pandemic Plan to reduce the risk of exposure and prevent the spread of the virus throughout Port Phillip. We are, of course, aware that many of you are struggling and we're delighted to have been able to announce a \$2.5 million emergency relief program to assist those most affected.

We have temporarily closed our public libraries, recreational and leisure facilities, customer service counters, galleries and youth centres. Additionally, all Council-run and permitted events have been cancelled until further notice.

There have also been temporary changes to how we're running some services, such as Maternal and Child Health, which has shifted to a remote delivery approach, with face-to-face home visits and in-centre appointments being replaced by telephone or electronic consultations.

At the time of writing, immunisation programs, aged care services and waste collections are running, but check our website ([portphillip.vic.gov.au](http://portphillip.vic.gov.au)) for the latest information.

As we think about how COVID-19 could affect our family and loved ones, many of us feel anxious and uncertain about the future. Community connectedness is key, and I encourage you to virtually reach out to your family, friends and neighbours. Support them wherever and whenever you can. Small neighbourhood networks are critical.

We all have a responsibility to follow the instructions for social distancing protocols, to wash hands frequently, and to self-isolate if unwell. Like links in a chain, if you do not do these things, you become that weak link in the strong and united response we need to have as a community.

My well wishes are with you all.

Cr Bernadene Voss  
Mayor  
City of Port Phillip



# Join the Port Phillip community in slowing the spread of COVID-19

The City of Port Phillip is working to keep our community safe during the COVID-19 outbreak and is closely monitoring the situation.

## Responding to the emergency

The Department of Health and Human Services is working with health services, the Commonwealth and international agencies to contain the spread of the virus.

We can all play our part by social distancing ourselves by:

- staying at home
- keeping a full arm-span (at least 1.5 metres) away from others
- avoiding crowds and mass gatherings
- avoiding small gatherings in enclosed spaces, for example non-essential meetings
- avoiding shaking hands, hugging, or kissing other people
- avoiding visiting vulnerable people, such as those in aged care facilities or hospitals.

 [dhhs.vic.gov.au](https://dhhs.vic.gov.au)

## \$2.5 million emergency relief package for the Port Phillip Community

Rates, rebates and rent relief are at the heart of a \$2.5 million Port Phillip Council Emergency Package to help support our community - and local economy - through the COVID-19 pandemic.

**For full details on the package**  
 [portphillip.vic.gov.au](https://portphillip.vic.gov.au)



## Looking after yourself and others


The most effective things you can do to look after yourself and others are to:

- practice social distancing
- be aware of the signs and symptoms
- cover your mouth and nose with a tissue when coughing or sneezing, then dispose of the tissue into a bin and wash your hands immediately afterwards. If you don't have a tissue, cough or sneeze into your elbow
- wash your hands regularly with soap and running water for at least 20 seconds, especially after using the toilet and before eating
- try not to touch your eyes, nose or mouth
- isolate yourself at home if you feel sick.

## If you feel unwell

- Immediately contact your GP or a health professional and follow their advice
- If you suspect you have COVID-19, call the dedicated hotline on 1800 675 398.

Please keep Triple Zero (000) for emergencies only.

 [health.gov.au](https://health.gov.au)

# Changes to Council services

To help limit the impact of COVID-19 we will be cancelling, postponing or changing how we deliver Council-run events, services and facilities.

Please visit [portphillip.vic.gov.au](http://portphillip.vic.gov.au) for up-to-date information.

## Childcare facilities

Council-owned childcare facilities were still open at the time of printing. This may be subject to change pending further government announcements. Council is developing a contingency plan in case a centre needs to shut.

## Port Phillip town halls

All City of Port Phillip town halls are closed until further notice.

📞 ASSIST 9209 6777  
🌐 [portphillip.vic.gov.au](http://portphillip.vic.gov.au)

## Community facilities

All Council-managed and bookable community facilities will be closed temporarily including town hall auditoriums, pending further government announcements. Refunds will be provided for events and programs cancelled within this timeframe.

## Delivered and café meals services

Meals services will continue to operate, but may be subject to closures or changes, pending further government announcements.



A drive-thru pick up service is now available at the South Melbourne Market

## Libraries

All City of Port Phillip Library branches are closed until further notice.

All in-person library programs have been suspended, however Storytimes and other activities will be held online.

The Libraries' extensive range of online resources including e-books, audio books, films and music will remain available 24/7 online.

🌐 [library.portphillip.vic.gov.au](http://library.portphillip.vic.gov.au)

## Maternal and child health centres

All our maternal and child health centres are closed to the public.

During this period we are replacing face-to-face home visits and in-centre appointments with telephone or electronic consultations, via Skype, Zoom or similar.

## Social support programs

All social support programs, including Linking Neighbours and those based at the Cora Graves Centre, and guided heritage walks are suspended until further notice.

## South Melbourne Market

Food traders at the South Melbourne Market continue to operate, but may be subject to closure or changes pending further government announcements.

The Market is offering a drive-through pick up service in the York Street Car Park for those not wanting to go inside and selected stallholders are also offering home delivery.

🌐 [southmelbournemarket.com.au](http://southmelbournemarket.com.au)

## Sport Phillip

Many Sport Phillip programs are suspended until further notice.

## St Kilda Esplanade Market

The Esplanade Market is temporarily suspended.

🌐 [stkildaesplanademarket.com.au](http://stkildaesplanademarket.com.au)

## St Kilda Film Festival

The St Kilda Film Festival, which was due to open on 28 May, will not go ahead in its current form. Options, including postponing the Festival to later in 2020 or hosting it online, will be considered.

Libraries' extensive online resources are readily available.

