

# Community Support and Connection

As we all come to terms with the wide-ranging impacts of the COVID-19 pandemic, it's more important than ever for our community to stick together.

Here are some of the measures the City of Wanneroo is introducing to keep our community safe and supported, and ways we can help each other through these difficult times.

## What the City is doing

- Checking in with our residents and community groups via phone or email
- Adapting our services to make sure they're still available and accessible, e.g. we've introduced a new Call and Collect service for library books, and transitioned many services online via our new @Home virtual hub
- Putting additional community services in place, e.g. increasing the availability of local food banks and our Books on Wheels
- Creating a dedicated support hotline for those seeking assistance - 9405 5600
- Working closely with key partners to ensure our community centres remain accessible for agencies to provide food relief and other essential services
- Introducing 2020/21 budget relief measures aimed at providing support to our local communities and businesses.

## How can you help?

- Dropping a friendly support postcard into your neighbours' letterboxes - download at [wanneroo.wa.gov.au/COVID-19communitysupport](http://wanneroo.wa.gov.au/COVID-19communitysupport) or call 9405 5000 to request some printed copies
- Supporting local businesses - purchase food, goods and services where possible #SupportWannerooLocal
- Sharing your positive stories of community support on social media and mentioning #WannerooTogether, so we can help get the message out
- Staying connected - phone a friend, say hello over the fence to a neighbour, or Skype an elderly relative.



**Hi Neighbour!**

I just wanted to say I'm here to help if you need.

If you are self-isolating, social distancing or just need a little extra support, I can lend a hand with...

Collecting groceries     Mowing your lawn  
 Walking the dog         Collecting a newspaper  
 Bin day                     Posting mail  
 A friendly phone chat    Keeping you informed  
 .....

Let me know how I can help...

My name is \_\_\_\_\_

I live at \_\_\_\_\_

My phone/email \_\_\_\_\_

The City of Wanneroo is here to help residents who require assistance.  
Call 9405 5000 or visit [wanneroo.wa.gov.au/COVID-19](http://wanneroo.wa.gov.au/COVID-19)

City of Wanneroo #WannerooTogether

# Important numbers

## City of Wanneroo dedicated support hotline 9405 5600

Monday to Friday 8.30am-5pm

For community members without internet access and those seeking connection with available services and supports. Assistance for all other City services is available by emailing [enquiries@wanneroo.wa.gov.au](mailto:enquiries@wanneroo.wa.gov.au) or calling 9405 5000.

## National Coronavirus helpline

1800 020 080 / 24 hours a day

Call this line if you believe you may have symptoms.

## 13COVID hotline

13 26 843 / 7am-10pm everyday

A hotline to help answer questions of the current COVID-19 state of emergency.

## Police, Fire, Ambulance (Emergency)

000 / 24 hours a day

## Red Cross Australia

1800 733 276 / 24 hours a day

## Lifeline Australia

13 11 14 / 24 hours a day

A crisis support and suicide prevention service for people who are having difficulty coping or staying safe.

## Centrelink 132 850

Monday to Friday 8am-5pm

## Kids Helpline

1800 55 1800 / 24 hours a day

## Advocare

9479 7566 or 1800 655 566

Monday to Friday 8.30am-4.30pm

An independent, community-based not-for-profit organisation providing free and confidential advocacy services for older people across WA.

## Foodbank 9258 9277

Monday to Friday 9am-3pm

## Financial Counsellors' Association 1800 007 007

Monday to Friday 9.30am-4.30pm

## Homeless Advisory Service

1800 065 892 during office hours

## Beyond Blue

1300 22 4636 / 24 hours a day

Provides support or information around depression and anxiety.

## Women's Domestic Violence Helpline

1800 007 339 / 24 hours a day

## Men's Domestic Violence Helpline

1800 199 008 / 24 hours a day

## My Aged Care 1800 200 422

## Ngala Parenting Line

9368 9368 / 8am-8pm everyday

It is important to seek help if you need it. Visit [wanneroo.wa.gov.au/COVID-19](http://wanneroo.wa.gov.au/COVID-19) for more information. Alternatively, the City can provide you with everything you need to know via our telephone hotline - 9405 5600.