

# Resources supporting our community

## during the COVID-19 pandemic

These are unprecedented times for everyone in the Casey community. It's essential that every community member is informed and empowered to reach out for the help that they need, to support them and their families. There are many who were already struggling and are now facing greater challenges and in need of extra support. Many others have suddenly found themselves facing new challenges and may not know where to turn.

### Whatever your situation, there are resources available to support you during this difficult time.

Local providers have changed the way they deliver services for the safety of Casey residents. Many services are now online or provided through telephone hotlines. This information is current, but services may change without notice: please call service providers to confirm what's available to you.

Please call the Department of Health and Human Services coronavirus hotline for any concerns and information relating to coronavirus disease on **1800 675 398**.

For any emergencies, please call 000.



### Your local community information and support services

Casey North Information and Support Service: (03) 9705 6699  
 Cranbourne Information and Support Service: (03) 5996 3333  
 The Andrew's Centre: (03) 9700 4944



### Family violence support

1800 Respect: 1800 737 732  
 Safe Steps: 1800 015 188  
 Intouch Multicultural Centre Against Family Violence Service: 1800 755 988  
 Djirra: Aboriginal and Torres Strait Island Service: 1800 105 303



### Mental health and crisis support

Lifeline: 13 11 14  
 Kids Helpline: 1800 551 800  
 Suicide Call Back Service: 1300 659 467  
 Beyond Blue: 1300 224 636  
 Alfred Carers Emergency Respite: 1800 052 222  
 Perinatal Anxiety and Depression Australia (PANDA): 1300 726 306



### Housing and homelessness support services

WAYSS Housing Support: (03) 9791 6111



### Refugees and persons seeking asylum

Red Cross Dandenong (03) 8327 7370

If you need support or information, but don't see it here, please call Council on **9705 5200** and our Customer Service Officers will talk it through with you and connect you to the most appropriate supports.

For more information, please visit our council website [www.casey.vic.gov.au/community-resources-during-coronavirus-pandemic](http://www.casey.vic.gov.au/community-resources-during-coronavirus-pandemic).



If you need an interpreter, please call **TIS 131 450** first, and ask them to call **9705 5200**.