

MELBOURNE

YOUR CITY OF MELBOURNE MAGAZINE

APRIL 2020

SPECIAL EDITION

YOUR GUIDE TO COVID-19 IN MELBOURNE

- HOW TO HELP STOP THE SPREAD
- TOP TIPS FOR WELLBEING
- SUPPORTING LOCAL BUSINESSES



CONTENTS

02 LORD MAYOR'S MESSAGE

03 MEET OUR CHIEF MEDICAL OFFICER

Read our interview with Dr Ines Rio

04 OUR ECONOMIC SUPPORT PACKAGE

Find out how we're supporting city businesses

07 YOUR GUIDE TO COVID-19 IN MELBOURNE

Learn how you can help stop the spread

11 8 WAYS TO ENJOY MELBOURNE FROM HOME

Highlights from the What's On Melbourne blog

12 COMMUNITY FACILITIES AND SERVICES

Get an update on the temporary changes we've made

15 COUNCIL INFORMATION

The City of Melbourne respectfully acknowledges the Traditional Owners of the land, the Boon Wurrung and Woiwurrung (Wurundjeri) peoples of the Kulin Nation and pays respect to their Elders, past and present. For the Kulin Nation, Melbourne has always been an important meeting place for events of social, educational, sporting and cultural significance. Today we are proud to say that Melbourne is a significant gathering place for all Aboriginal and Torres Strait Islander peoples.

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Cover: We will all be spending more time at home as we reduce our movements to help stop the spread of COVID-19.

LORD MAYOR'S MESSAGE



Lord Mayor Sally Capp in Hosier Lane

The health and wellbeing of our community is paramount. As we face the biggest public health challenge of our time, I want to reassure you that looking after our community is at the heart of all our decision-making.

The City of Melbourne is committed to supporting all residents and businesses by delivering essential services and helping combat the spread of COVID-19.

Every Councillor and City of Melbourne staff member is committed to doing whatever we can to help our community get through this unprecedented time.

We have established a COVID-19 Taskforce to implement the advice and actions from the Victorian Government and the National Cabinet for COVID-19 across our operations.

We know this is a stressful time – so ensuring we continue to deliver for the community and look after those most at-risk has never been more important.

You can count on us to continue to deliver services such as waste and recycling; support for the elderly, isolated and at-risk; children's services; homelessness services and animal management. It's what we're here to do, and we won't let you down.

We're continuing to deliver meals and in-home support services to frail older people. More than 600 people rely on these support services.

While we must adhere to the most up-to-date health advice, I urge all Melburnians to support each other and our business community.

The measures taken to slow the spread of the virus are hitting our local economy hard.

Without our ongoing support many businesses will be forced to close and locals will lose their jobs.

About 80 per cent of our city's 16,000 businesses are small businesses. These are sole operators, family operations and small firms with just a few employees. Real people are being severely impacted.

The City of Melbourne is doing what we can. We have announced a support package that includes waiving certain fees, halving rent for tenants in Council-owned buildings, developing a rates hardship policy, partnering with Spotless to offer work around the city to casual staff who have lost their jobs, hosting a virtual Business Support Summit, and offering small business grants.

The speed and strength of the city's economic recovery will depend on how well we can support and save businesses through this period.

Being caring and creative are two of Melbourne's greatest strengths – and we will need both to get through the coronavirus pandemic.

We showed the depth of our support for others during the state's recent bushfire crisis. We naturally come together during tough times to lend a helping hand. Now is the time to continue and expand that tradition of being a caring community that puts people first.

Every one of us can take steps to help stop the spread of this virus in our community.

The easiest and most effective way to protect yourself and your family is to wash your hands regularly and cover your mouth and nose with your elbow when coughing or sneezing. It's easy and it works.

The advice on COVID-19 is changing quickly. Please visit the Department of Health and Human Service's COVID-19 hub for health information at dohhs.vic.gov.au/coronavirus

We will endeavour to keep you updated as we work through what this means for our community. Information on City of Melbourne services will be updated on our website at melbourne.vic.gov.au/coronavirus

Please take care of yourself and each other during this challenging time.

Lord Mayor Sally Capp

FOLLOWING THE BEST ADVICE ON COVID-19

Meet Dr Ines Rio, a GP, health adviser, Chair of North Western Melbourne Private Health Network and the City of Melbourne's Medical Health Officer.

What does your role at the City of Melbourne involve?

I assist Council with medical and public health advice across a number of service areas.

This includes immunisation, maternal and child health, family services, occupational health and safety, public health and wellbeing, emergency management and any acute issues that arise such as novel coronavirus (COVID-19) planning and staff education.

What is the City of Melbourne doing to respond to COVID-19?

The City of Melbourne has activated its pandemic plan alongside business continuity planning.

We're liaising closely across City of Melbourne services and with the Victorian Government, with regular weekly meetings taking place since the start of February.

We're regularly sharing communications from the Victorian Department of Health and Human Services to businesses and residents.

We're also providing communication and education to keep staff well and ensure the organisation's work continues.

This includes infection control, business continuity planning and staff illness protocols and advice.

Influenza vaccinations have also been arranged for our staff to provide added protection against the upcoming flu season.

What are the symptoms of COVID-19?

The infection is largely like other respiratory infections, so common symptoms include fever, coughing, shortness of breath, sore throat and fatigue.

The situation is changing daily. However, at this time in Victoria, unless you are at risk (if you have been overseas or in contact with someone with known COVID-19), these symptoms are unlikely to be due to COVID-19.

If you are concerned, call your GP or the national Coronavirus Health Information Line on 1800 020 080 for advice.

How can people protect themselves from COVID-19?

At this stage, the best way to protect yourself, your family and your colleagues is to pay attention to respiratory and personal good hygiene:

- 1 Wash your hands well and regularly after visiting the toilet, before preparing and eating food, and after touching equipment. It is sometimes easier to use hand sanitiser.
- 2 Cough and sneeze into your elbow or cover your mouth and nose with a tissue and dispose of the tissue into a bin – always wash your hands afterwards.
- 3 Try not to touch your face. This is because one way to become infected is to transfer virus from a contaminated surface to your hand to the face or mouth by touching.
- 4 Stay home where you can and practice 'social distancing' with people not from your regular household. This means:
 - keep up-to-date and follow the latest government guidance on public gatherings, and attendance at work and study
 - only go out of your home for essential tasks
 - keep a distance of at least 1.5 metres between you and other people
 - minimise contact with people, especially those at higher risk such as older people and people with pre-existing health conditions
 - avoid non-required physical contact such as shaking hands
- 5 It's also best not to share towels or other personal items.
- 6 Work from home where possible and certainly stay at home (and call your doctor) if you are unwell.

- 7 Consider wiping down frequently touched surfaces such as desks, keyboards, phones and car steering wheels with antiseptic wipes.
- 8 Remember to get your annual seasonal influenza vaccine when it is available.

Should we be wearing face masks?

There is no reason for healthy members of the general public to wear face masks at present.

The Victorian Department of Health and Human Services and the Australian Government Department of Health do not currently recommend face masks and as there is a limited supply they need to be kept for at-risk settings. Stay up-to-date with the latest advice on this.

Where can I find more information?

The situation with COVID-19 is changing daily. For more information and to keep up-to-date on the latest on COVID-19, please refer to the Victorian Department of Health and Human Services website: dhhs.vic.gov.au

Also refer to the City of Melbourne's novel coronavirus (COVID-19) webpage for information and updates about disruptions or changes to services provided within the municipality: melbourne.vic.gov.au/coronavirus



Dr Ines Rio, our Medical Health Officer



OUR RESPONSE

ECONOMIC SUPPORT FOR CITY WORKERS AND BUSINESSES

Melbourne businesses are the lifeblood of our city.

To keep Melburnians in jobs and to support city businesses affected by COVID-19, we have announced an initial local economic support package valued at more than \$10 million.

This support will help businesses and workers affected by the emergency measures, which include social distancing and closure of non-essential businesses.



Deputy Lord Mayor Arron Wood said: 'We recognise that cash flow management will be a pressing issue for small businesses in the coming weeks and months.'

'We're developing an investment package to provide direct support to businesses.'

The package includes grants for small and medium sized businesses, rent and rate relief, one-on-one advice through our COVID-19 Business Concierge Hotline and much more.

We will also host a virtual Business Support Summit to share information about the crisis, the support available from all levels of government, and build resilience, mental health and wellbeing.

'This Support Summit is about bringing together all levels of government to create a plan of action to support our city's \$100 billion economy,' Lord Mayor Sally Capp said.

'Melbourne is facing one of its greatest challenges and our business communities are suffering. It is vital that we all work together and plan a way forward as we tackle a problem which could last for months.'

'We are in constant close contact at both the state and federal levels as the coronavirus situation continues to change. We must continue to cooperate effectively if we are to ride out this crisis.'

COVID-19 BUSINESS CONCIERGE HOTLINE

Has your business been affected by coronavirus? To get one-on-one advice and support, call 9658 9658 and press 1 for business. Find out more on page 6.

Local businesses play a vital role in Melbourne's economic prosperity. About 80 per cent of these are small businesses.

'These are sole operators, family operations and small firms with just a few employees. They are Melburnians who have taken a risk to turn their idea into a livelihood and provide work for others. Real people will be severely impacted,' the Lord Mayor said.

'I am asking Melburnians to be considerate of the huge challenges being faced by local businesses.'

'The speed and strength of the city's economic recovery will depend on how well we can support and save businesses through this period.'

'Being caring and creative are two of Melbourne's greatest strengths - and we will need both to get through the coronavirus pandemic.'

PRACTICAL WAYS TO SUPPORT MELBOURNE'S SMALL BUSINESSES

- Purchase home-delivery meals from local restaurants.
- Shop local online.
- Purchase fresh produce from Queen Victoria Market.
- Search for City of Melbourne on Spotify to discover music created by local artists.

Turn to page 11 for more tips.

SUPPORT AT A GLANCE

The City of Melbourne, the Victorian Government and Australian Government have moved quickly to put in place support for Australian people, workers and businesses impacted by COVID-19. Here is a quick snapshot of some of the support announced.

GET THE LATEST NEWS

The Australian Government has released an official app with the information you need to know about coronavirus. Search 'Coronavirus Australia' in the Apple App Store and on Google Play.

You can also send a WhatsApp message to 0400 253 787 and follow the instructions to receive the latest news.

CITY OF MELBOURNE	STATE GOVERNMENT	AUSTRALIAN GOVERNMENT
We have announced a local economic support package valued at more than \$10 million. Our support includes:	The Victorian Government has announced an economic survival package worth at least \$1.7 billion. The support includes:	The Australian Government is injecting at least \$320 billion into the economy. The support includes:
\$5 million in grants for small to medium sized businesses, including: <ul style="list-style-type: none"> Grants of up to \$10,000 (matched dollar-for-dollar) to fund capital works associated with producing income, such as purchasing equipment and remodeling premises Grants of up to \$5000 for costs associated with online and e-commerce activities, including websites, apps and digital promotion Grants of up to \$2000 for training and professional development opportunities that will enhance worker capability to better prepare for return-to-business activities 	Refunding 2019-20 payroll tax for businesses with annual taxable wages of up to \$3 million, supporting 24,000 businesses and up to 400,000 workers, and deferral of payroll tax for the first three months of the 2020-21 financial year A \$500 million Business Support Fund to support the hardest-hit sectors, including hospitality, tourism, accommodation, arts, entertainment and retail \$500 million to establish a Working for Victoria Fund to find employment for workers who have lost their jobs	A \$130 billion JobKeeper program to help employers keep workers on the payroll. Businesses that have been significantly affected by COVID-19 can claim a fortnightly payment of \$1500 per eligible employee for up to six months. Tax-free cash flow boost for employers, providing cash payments to businesses that pay salary and wages with an aggregated annual turnover under \$50 million A 50 per cent loan guarantee scheme for small to medium enterprises to support new short-term unsecured loans to meet cash flow needs
\$2 million in grants of up to \$4000 for individual artists or small arts organisations to develop new work, or for digital presentation of artistic works and performances	\$437 million to support our health system during this unprecedented time	Temporary relief for financially distressed businesses to avoid unnecessary insolvency, and assistance from the Australian Taxation Office
A trader support package for Queen Victoria Market's more than 600 small businesses including rent relief and a range of additional measures	Waiving of 2020 liquor licence fees for affected venues and small businesses	\$4 billion for a Household Cash Payment, offering a one-off \$750 stimulus payment to 6.5 million lower-income Australians, including people receiving family tax benefits or JobKeeper payments, and pensioners
Temporary suspension of fees such as street trading and outdoor dining area permits. Food businesses will be able to apply for a reduced registration fee under our Hardship Policy.	Land tax payment deferral options for eligible small businesses	An increase in the instant asset write-off threshold from \$30,000 to \$150,000, and expanding access to include more businesses
Halving of rent for eligible tenants in Council-owned properties	Rent relief for eligible commercial tenants in government buildings	An Apprentice Fund offering wage assistance of up to \$7000 per quarter for small businesses with fewer than 20 full-time workers
Opportunities to defer, reduce or waive rates for property owners experiencing genuine financial hardship – call 9658 9658 to discuss your individual circumstances	Fast-tracking of outstanding supplier invoices, small business mentoring, and industry-specific voucher programs	A 15-month investment incentive to support economic growth over the short term, by accelerating depreciation deductions for businesses with turnover of less than \$500 million
One-on-one advice and support through our expanded COVID-19 Business Concierge Hotline (call 9658 9658 and press 1 for business)	Provision of information and support for businesses through Business Victoria's hotline (call 13 22 15)	Individuals affected by COVID-19 can apply to access up to \$10,000 of their superannuation in 2019-20 and a further \$10,000 in 2020-21
For more information on City of Melbourne support, visit melbourne.vic.gov.au/business	For more information on Victorian Government support, visit Business Victoria at business.vic.gov.au or call 13 22 15.	For more information on Australian Government support, visit treasury.gov.au/coronavirus

Please note that the information in this magazine is correct at time of print (1 April 2020). As the situation is changing regularly, please check each source carefully for up-to-date details. This magazine is for information only, and does not constitute financial or legal advice.

COVID-19 BUSINESS CONCIERGE HOTLINE FOR CITY OF MELBOURNE BUSINESSES

Our new COVID-19 Business Concierge Hotline is now available to help small businesses and organisations access support services and important business information.

Lord Mayor Sally Capp said the Business Concierge Hotline will provide one-on-one advice and support to Melbourne businesses affected by COVID-19.

'We've launched a dedicated phone line so small businesses can call in and find out important information about what support is available and how to access our services,' the Lord Mayor said.

'The newly expanded Business Concierge service is a dedicated team of people here at the City of Melbourne who can speak with small business owners directly, offer mentoring and help people through the process to apply for support.'

'We will also have an outreach program with Business Concierges visiting small businesses. Social distancing measures will be in place while providing in-person support.'

'It's a very challenging time so we're offering streamlined assistance to help businesses through this difficult period.'

Fees for some permits will be waived and businesses can apply for direct grants to help keep them trading.

'The newly expanded Business Concierge service is a dedicated team of people here at the City of Melbourne who can speak with small business owners directly, offer mentoring and help people through the process to apply for support.'

GET IN TOUCH

Our Business Concierge Hotline is here for all businesses affected by COVID-19. Simply phone 9658 9658 and press 1 for business.

Councillor Susan Riley, Chair of the Small Business, Retail and Hospitality portfolio, said support was essential for small businesses and organisations in affected industries such as retail, hospitality, tourism, arts and entertainment.

'Small businesses make up 80 per cent of Melbourne's business community and contribute significantly to the city's economic prosperity. These businesses are the heartbeat of our city and play a vital role in Melbourne's economic prosperity,' Cr Riley said.

'The social distancing measures put in place to prioritise health and safety are extremely important, but they are also having an effect on our local businesses.'

'We have a critical window of opportunity to support local businesses through the next few months so that where possible we can reduce the economic impacts of the virus and prepare Melbourne's economy for future recovery.'



FOR MORE INFORMATION, VISIT melbourne.vic.gov.au/business



Our Business Concierge Hotline is here for all businesses affected by COVID-19

YOUR GUIDE TO
**COVID-19 IN
MELBOURNE**





Staying at home at this time will help stop the spread of COVID-19 and protect vulnerable people

YOUR GUIDE TO COVID-19 IN MELBOURNE

Victoria is currently in a state of crisis following an announcement by our Premier Daniel Andrews in March.

As such it is important all Melburnians, and indeed all Victorians, play a role in preventing the spread of coronavirus (COVID-19) within our community.

The City of Melbourne has long-established plans and processes in place to respond to pandemics or outbreaks, and to ensure we can continue to provide essential community services during these times.

But there are also many things people in the community can do to help limit the spread. This includes:

- good personal hygiene
- social distancing
- staying healthy
- supporting each other.

Read on to find out more about what these measures mean, how we can all help each other in times of need and limit the spread of COVID-19 in our community.

And remember, it is our ability and willingness to change our habits quickly and effectively that will help us get through these important and challenging times.

What is COVID-19?

COVID-19 is a respiratory illness caused by a new virus.

How does it spread?

The virus can spread through:

- close contact with an infectious person (including in the 24 hours before they started showing symptoms)
- contact with droplets from an infected person's cough or sneeze
- touching objects or surfaces (like doorknobs or tables) that have cough or sneeze droplets from an infected person, and then touching your mouth or face.

COVID-19 is a new disease, so there is no existing immunity in our community. This means that COVID-19 is able to spread widely and quickly.

To help reduce the spread and protect those who are most at risk, it is important that you take the recommended steps to protect yourself and others.

What are the symptoms of COVID-19?

The symptoms of COVID-19 are similar to those of other colds and flus and include: fever, sore throat, cough, fatigue and difficulty breathing.

While coronavirus is of concern, it is important to remember that most people displaying these symptoms are likely suffering with a cold or other respiratory illness - not coronavirus.

How can I protect myself and others?

Experience internationally shows that there is potential for thousands of cases in a population as big as Victoria's.

Successful control measures adopted by all of us working together to avoid transmission of the virus could delay the peak and significantly reduce the number of people who get sick.

To prevent the spread of the virus, practise good hygiene and social distancing.

Good personal hygiene

Everyone must practise good personal hygiene to protect against infection and prevent the virus spreading.

Good hygiene includes:

- wash your hands often with soap and water, for at least 20 seconds, including before and after eating, after going to the toilet and after blowing your nose (a generous lather helps to kill germs)
- cover coughs and sneezes with your elbow or a tissue, then dispose of the tissue in a bin and wash your hands thoroughly
- dispose of tissues properly
- use alcohol-based hand sanitisers
- regularly clean and disinfect frequently touched surfaces, such as tables, light switches and doorknobs
- clean and sanitise frequently used objects such as mobiles, keys and wallets
- if you are sick, avoid any contact with others
- during this period, you must stay more than 1.5 metres away from other people.

These simple, common-sense actions help reduce risk to you and to others. They will help to slow the spread of disease in the community – and you can use them every day – in your home, workplace, and while out in public.

Staying healthy

In addition to good personal hygiene measures, it's important to stay well, by adopting a healthy lifestyle.

- eat a healthy diet, including fresh fruit and vegetables
- go to bed early to get plenty of rest
- continue to exercise where possible
- drink plenty of water
- limit your consumption of alcohol and, if you are a smoker, get support to quit
- vaccinate when possible.

Social distancing: What does it mean?

Social distancing means less contact between you and other people to reduce the spread of germs, to stop or slow the spread of highly infectious diseases like COVID-19.

Everyone must maintain a physical distance of 1.5 metres from another person, as well as washing hands regularly and practicing good hygiene.

Social distancing is important because COVID-19 is most likely to spread from person to person through:

- direct close contact with a person while they are infectious or in the 24 hours before their symptoms appear
- close contact with a person who has a confirmed infection who coughs or sneezes
- by touching objects or surfaces (such as door handles or tables) contaminated by a cough or sneeze from a person with a

confirmed infection, and then touching your own mouth or face.

The more space between you and others, the less the risk of exposure to the virus and that it will spread.

Social distancing in the home means you should:

- practise good hand, sneeze and cough hygiene
- regularly disinfect frequently touched surfaces, such as tables, benches and doorknobs
- increase ventilation in the home by opening windows or adjusting air conditioning
- visit shops sparingly and buy more goods and services online
- avoid non-essential outings and travel, in line with government advice.

Social distancing in a home where people are sick means you should do the following in addition to the measures outlined above:

- care for the sick person in a single room if possible
- keep the number of carers to a minimum
- keep the door to the sick person's room closed and, if possible, a window open
- both the sick person and the people caring for them should wear a surgical mask when they are in the same room
- protect other vulnerable family members, such as people over 65 years, or people with a chronic illness, including, if practical, finding alternative accommodation.



Prioritise your wellbeing when you are working from home



Wash your hands thoroughly with soap and water for 20 seconds



When you can't wash your hands, use hand sanitiser



Get fresh food and essentials delivered

Social distancing in public means you should:

- sanitise your hands whenever possible, including when you enter or leave a building
- use tap-and-pay rather than handling cash
- try to travel at quiet times and avoid crowds
- public transport workers and taxi drivers should open vehicle windows where possible, and regularly clean and disinfect surfaces that are regularly touched.

Limits on social gatherings:

- There should be no non-essential gatherings of people at this time, including in or around the home.
- Follow current government guidelines for events such as weddings and funerals.

If you are sick:

- Stay at home. Reducing your contact with others is the most important thing you can do.
- Phone your doctor or the COVID-19 hotline on 1800 675 398 if you think you need medical attention. There is also a self-assessment tool available on the Department of Health and Human Services website: dhhs.vic.gov.au/coronavirus-self-assessment

If you have COVID-19

If you have been diagnosed with COVID-19, you must go straight home. Do not visit the supermarket or pharmacy to pick up essentials on your way home, have someone else do it for you. Then stay at home to prevent the virus spreading to other people. This is called self-isolation.

You might also be asked to stay at home if you may have been exposed to the virus, but do not yet have a confirmed case.

Staying at home means you:

- do not go to public places such as work, school, shopping centres, childcare or university
- ask someone to get food and other necessities for you and leave them at your front door
- do not let visitors in — only people who usually live with you should be in your home.

If you need to go out to seek medical attention, wear a surgical mask (if you have one) to protect others.

You should stay in touch with your family and friends by phone and online.

Get connected: supporting each other at home

We are all spending more time at home as we reduce our movements to help limit the spread of COVID-19.

As public concern about COVID-19 deepens, social networks, both virtual and real, are becoming more important.

Anecdotal evidence suggests neighbourhood social media networks in Australia have experienced a surge in membership and activity recently.

Now is the time to see if there is a neighbourhood group for your area, or even set up a Facebook or WhatsApp group for your family, the people in your street, or for those living on the same floor of your apartment building.

Reaching out to those living alone (by social media, phone, or even a nice personal note), and letting them know you're there is a great way to reduce any fear and uncertainty they may be experiencing.

Just knowing your neighbours are there for you can go a long way towards making elderly, isolated and vulnerable people feel less alone.

Get your flu jab

It's still important to get the influenza vaccine this autumn. It will not protect against COVID-19, but common seasonal flus are still a risk this year.

By getting vaccinated against influenza, you can also help protect other people, especially people who are too sick or too young to be vaccinated. The more people who are vaccinated in your community, the less likely the disease will spread.

Influenza is a very contagious infection of the airways. It is especially serious for babies, people over 65 years of age and pregnant women.

Who should get immunised?

- Aboriginal and Torres Strait Islander people aged 6 months and over, for free under the National Immunisation Program (NIP)
- people aged 6 months or over who have medical conditions that mean they have a higher risk of getting serious disease, for free under the NIP
- pregnant women at any stage of pregnancy, for free under the NIP
- people aged 65 years or over, for free under the NIP

- all children over 6 months and all adults
- women who are planning a pregnancy
- people who live or work in aged care homes or long-term facilities
- people experiencing homelessness, and those who care for them
- healthcare workers
- people who live or work in the same household as someone who is at high risk of serious disease from influenza
- people who work in early childhood education and care
- people who work in the chicken or pig industries, if there is an outbreak of bird flu or swine flu
- people who are travelling overseas.

You can get your vaccine from a range of vaccination providers. Local GPs generally give vaccines. In addition, you can get vaccines at some pharmacies, through local council or community health clinics, aged care facilities, school and work based immunisation programs.

Contact your preferred vaccination provider to ask about the specific vaccines they can provide, or find out about immunisation programs offered by the City of Melbourne at melbourne.vic.gov.au/immunisation

WHERE CAN I GET MORE INFORMATION?

The situation is changing daily. For more information and to keep up to date on the latest on COVID-19, visit trusted sources such as health.gov.au, dhhs.vic.gov.au and melbourne.vic.gov.au/coronavirus

You can also call the National Coronavirus Health Information Line on 1800 020 080. It operates 24 hours a day, seven days a week. If you require translating or interpreting services, call 131 450.



Check in on your friends, family and neighbours by phone, social media or even a nice, personal note

8 WAYS TO ENJOY MELBOURNE FROM HOME

Watch composer and soprano Deborah Cheetham AO and the Melbourne Symphony Orchestra perform 'Eumeralla: a war requiem for peace' online

Stay in touch with the foodie and cultural delights you love about Melbourne, even while you stay at home to help stop the spread of COVID-19.

Eating in is replacing eating out for now so, for the latest updates about businesses offering home-delivered meals and pantry essentials, browse What's On Melbourne's tasty blogs at whatsonblog.melbourne.vic.gov.au

The blogs also list many online cultural experiences you can enjoy for free, and local retailers that will deliver to your door. There's so much to discover, so check back regularly for updates.

Here's a sample of what's on offer.

Home-delivered meals and pantry supplies

- 1 Let King & Godfree in Carlton be your temporary nonna. Order fresh pasta, eggplant parmigiana, hearty meatballs and more.

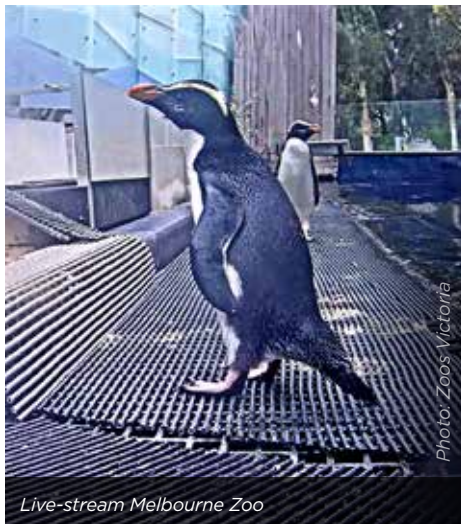


Get favourite meals home-delivered

- 2 Get a 10-pack of fresh, nutritious meals from Poked or choose their care package, which comes complete with meals, desserts from Cupcake Central and free board games.
- 3 Order bread, cheese, fresh produce and other pantry essentials from Spring Street Grocer's virtual deli.
- 4 Choose from miso glazed tofu salad, red velvet lamingtons, gnocchi with pulled pork ragu and more, home-delivered from the Atlantic Group.

Cultural experiences and retail

- 5 Have a 'crafternoon' with a delivery of art supplies from Dean's Art, creative kits for little ones from Stranger Than Paradise and learn-to-knit kits from Morris and Sons.
- 6 Catch up on your reading by ordering titles from Melbourne's iconic bookstores, such as Books for Cooks, Wayward Books, Metropolis Books and Readings.



Live-stream Melbourne Zoo

- 7 Get your nature fix by live-streaming Melbourne Zoo's cutest residents, from penguins to baby snow leopards, then wander through a virtual Royal Botanic Gardens.
- 8 Expand your mind by exploring the amazing collections of the National Gallery of Victoria and Melbourne Museum online, or listen to a free online concert presented by Melbourne Symphony Orchestra or Melbourne Recital Centre.

IMPORTANT

Please note due to current circumstances, businesses may have different opening hours, change their offerings, or close or run out of stock at short notice. Check online with each business for the latest information. If you order meals, check individual delivery apps for contactless delivery arrangements.



FOR MORE INFORMATION, VISIT whatsonblog.melbourne.vic.gov.au



Order art supplies online

NEED TO KNOW

FACILITIES AND SERVICES

WHAT'S STILL OPEN, AND WHAT'S ON HOLD

The safety of our communities, customers and staff is our top priority as we work to help stop the spread of COVID-19.

A taskforce has been established at Town Hall to implement the advice and actions from the Victorian Government and the National Cabinet for COVID-19 across our operations.

We've acted promptly on government advice to close certain facilities and services, and will continue to deliver essential services, while following the latest health and safety guidelines.

Lord Mayor Sally Capp said many of Council's services perform an essential public health function so it is important they continue.

'Melbourne must remain a caring city that lends a helping hand during tough times. We know that this is a stressful time - so ensuring we continue to deliver for the community and look after those most at risk has never been more important,' the Lord Mayor said.

'Our organisation has done a significant amount of planning to ensure crucial services to the community are not severely impacted by this pandemic.

'We will do everything possible to continue to deliver essential services such as waste and recycling, services to older people, children's services, homelessness services and animal management.'

A number of Council's non-essential services have been closed temporarily to help reduce the spread of the virus in the community.

'Our libraries, recreation and cultural centres are important community meeting places so this is not a decision we take lightly,' the Lord Mayor said.

IMPORTANT

The following information about suspended services and closed facilities is correct at time of print, but things are changing quickly.

For an up-to-date list of frequently asked questions, including closures and adjustments to services, visit melbourne.vic.gov.au/coronavirus



Our libraries offer many online resources



Aged care services are continuing



Rubbish collection will continue as normal

WHICH CITY OF MELBOURNE FACILITIES AND SERVICES REMAIN OPEN?

Planning, building, waste and recycling and animal management will continue to operate as normal.

Aged care support services, meals and community groups

In-home services including domestic assistance, home maintenance, meals, personal care, respite, and individual social support are continuing.

Our teams are asking COVID-19 screening questions to ensure the health and safety of our clients, community and staff.

Childcare facilities

All Council's childcare facilities will continue to operate as usual at this time.

Childcare is considered an essential community service. Advice from the Victorian Government is that all essential services remain operational for now.

The City of Melbourne will continue to heed the advice of the Chief Health Officer and the Department of Health and Human Services as the situation evolves.

Queen Victoria Market

Queen Victoria Market remains open for fresh fruit and vegetables, meat and fish, deli items, dairy, bread, eggs and other key essentials.

The market is open on Tuesdays and Thursday to Sunday. When visiting the market, only shop for what you need and maintain social distancing.

For more information, visit qvm.com.au

WHICH CITY OF MELBOURNE FACILITIES HAVE CLOSED FOR NOW?

Melbourne Town Hall and other Council buildings will be closed to the general public until further notice.

Arts and cultural venues

Meat Market, Signal, ArtPlay and Arts House are closed until further notice

Libraries

City Library in Flinders Lane, Kathleen Syme Library and Community Centre in Carlton, Library at The Dock in Docklands, East Melbourne, North Melbourne and Southbank libraries are closed until further notice.

You can continue to access library collections online, using your library membership number. This includes thousands of free e-books, audiobooks, e-magazines and learning resources.

If you don't have a library membership you can sign up at melbourne.vic.gov.au/libraries

You will not be fined for books due back during the closure, and reservations will be held until our libraries re-open.

Maternal and child health

All our maternal and child centres are closed to the public. We will replace face-to-face home visits and centre appointments with telephone or electronic consultations.

If you have an existing appointment, maternal and child health staff will contact you to offer and consultation via phone, FaceTime or Skype. Please phone 9340 1444 or email mchbookings@melbourne.vic.gov.au if you have any questions.

Neighbourhood houses

All neighbourhood centres and neighbourhood houses are temporarily closed to the public, though some programs and services usually run at neighbourhood houses will run remotely.

Connect with your local neighbourhood house by phone, email or social media for more information.

Parks, gardens, basketball courts, playgrounds and equipment

All playgrounds, basketball courts and skate parks are closed for now. Our 480 hectares of parks and gardens are still open for essential daily exercise, but all outdoor fitness equipment is closed.

Please remember to maintain 1.5 metres distance from other people when exercising and avoid gathering in groups.

Pools and recreation centres

Melbourne City Baths, Kensington Recreation Centre, Carlton Baths, North Melbourne Recreation Centre and The Venny are now closed until further notice.

Your membership will automatically be placed on free suspension during this time that we are closed, so you won't be charged.

Visitor services

All City of Melbourne visitor centres are closed, and the visitor services offered by our red coat ambassadors have been suspended, until further notice.



More information and the latest updates on City of Melbourne services can be found at melbourne.vic.gov.au/coronavirus



Queen Victoria Market remains open



Childcare facilities are operating as normal at this time

TOP 5 TIPS FOR WELLBEING DURING SOCIAL DISTANCING

1 Discover the superpowers of your library card

Enjoy free access to e-books, audiobooks, magazines, newspapers, music, documentaries and films online using your library card during the temporary closure of our libraries, and year-round.

You can also tune in to our podcasts for book tips, research the history of your house, browse through our online kid's corner, and study or refine a skill through free and unlimited access to courses on **Lynda.com**

If you're not a library member, sign up online at melbourne.vic.gov.au/libraries

2 Eat a rainbow

Plant-based foods of bright and varied colours offer the highest amounts of nutrients and antioxidants, so eat plenty of fresh, seasonal fruit and vegetables, and avoid processed foods that are high in fat, sodium and sugar.

Your local community gardens may still have excess produce to share through non-contact drop-offs, so get online to find local groups, or grow your own produce in your garden or pots.

3 Stay connected

Prolonged periods of social isolation are unsettling for most people, and some will feel this more than others. Be sure to check in with family and friends regularly by phone or online.

Now is the time for Melburnians to show their community spirit. If you know of isolated or vulnerable neighbours, be sure to check on them too. A friendly note or an offer of assistance can work wonders.

4 Get creative with exercise

To exercise at home, why not try an online video session, and throw a ball for your pets to keep the whole family moving.



Keep your body moving

Our trainers will post exercise videos and tips on our Melbourne City Baths, Carlton Baths and North Melbourne Recreation Centre Facebook pages, to help you keep fit at home.

They also suggest activities like juggling while standing on one leg, or throwing and catching a ball against a wall with your non-dominant hand, to keep your brain and body active.

5 Care for your mental health

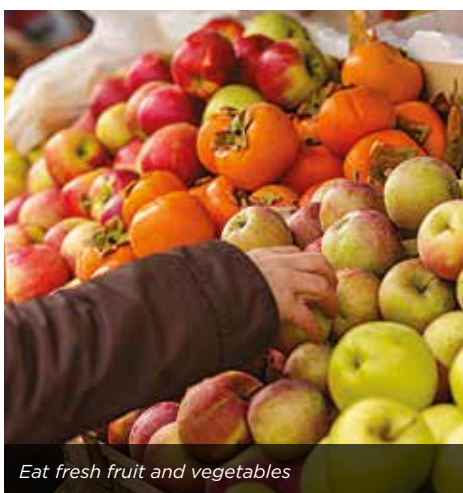
While it's important to be well-informed about what's going on in the world and follow current government guidelines, it's easy to feel overwhelmed by news about COVID-19.

Make sure you're only getting information from trusted sources and switch off to give yourself time to relax and recharge. Whether you cook, meditate, do yoga, dance around the living room or call a friend - do what nourishes you.

If you need support, contact Beyond Blue on 1300 22 4636 for short-term counselling and referrals, or Lifeline on 13 11 14 for 24-hour crisis support and suicide prevention services.



Exercise with your furry friend



Eat fresh fruit and vegetables



Spend time looking after your plants

A MESSAGE TO OUR COMMUNITY

As we face into the biggest public health challenge we've ever experienced, the City of Melbourne is here to reassure you that the health and wellbeing of our community is at the heart of all our decision making.

This is an unprecedented time and we are committed to supporting all residents and businesses by delivering essential services, and helping combat the spread of COVID-19.

We are urging everyone to adhere to the advice from health authorities to help keep our community as safe as possible.

You can count on us to continue to deliver services such as waste and recycling; support for the elderly, isolated and at-risk; children's services; homelessness services and animal management. It's what we're here to do, and we won't let you down.

To the businesses within the City of Melbourne, we have established a COVID-19 Business Concierge Hotline to provide information and advise you about available support - call **9658 9658** and press 1 to access this service.

For the latest on how we're supporting you and the community in these fast-changing times, visit melbourne.vic.gov.au

Take care, stay healthy, and look out for each other.

Melbourne City Council



COUNCIL AND COMMITTEE MEETINGS

To stay up-to-date with the latest advice on how to access council and committee meetings in coming months, please visit melbourne.vic.gov.au/aboutcouncil

YOUR COUNCIL



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Arron Wood**

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OUR RESPONSE

CITY CLEANING SERVICES EXPANDED

A cleaning blitz is underway across the city in a bid to improve cleanliness to help combat COVID-19 and bolster community confidence.

The City of Melbourne has ramped up cleaning services, with a focus on sanitisation, cleaning frequently touched surfaces, removing litter and increasing street sweeping.

Recent activities include high-pressure cleans of street furniture. New soap dispensers have been installed in toilet blocks in our busiest public parks. We've also increased the frequency of cleaning our public toilets.

The deep cleans we've stepped up include sanitising drinking fountains and high-pressure hot washing of toilets, bin surrounds and barbecues.

'This is a crucial time to maintain cleanliness both for public health and public confidence,' Lord Mayor Sally Capp said. 'Extra cleaning regimes will help reduce the risk of the virus spreading.'

'We're making sure Melbourne is thoroughly cleaned, and we're focussing on priority areas.'

The Lord Mayor said the City of Melbourne is conscious of community concerns during this time.

'This is a challenging time for everybody. Now more than ever it's important that we get the essential services right,' the Lord Mayor said.

'Not only will we be undertaking more work to help keep our streets clean, additional cleaning and sanitisation is a very practical way for the City of

Melbourne to respond to this challenge and improve health and wellbeing.'

The expanded activities build on regular services we provide year-round like rubbish collection, recycling and street cleaning. The City of Melbourne invests \$13.6 million a year in cleaning contracts and almost \$1 million in graffiti removal.



CONTACT

melbourne.vic.gov.au/contactus
03 9658 9658

NATIONAL RELAY SERVICE

Teletypewriter (TTY) users phone
13 36 77 then ask for 03 9658 9658
Speak & Listen users phone
1300 555 727 then ask for 03 9658 9658

IN PERSON

Please note that the Melbourne Town Hall administration building at 120 Swanston Street is currently closed to the public due to COVID-19. Please check online or phone us for updates.

CONNECT



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twitter.com/cityofmelbourne



instagram.com/cityofmelbourne

POSTAL ADDRESS

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Melbourne VIC 3000

FEEDBACK

To provide feedback, contact the City of Melbourne or email
melbournemag@melbourne.vic.gov.au

ONLINE VERSION

The news around COVID-19 is changing daily. For our latest stories, read and subscribe to *Melbourne* magazine online at
magazine.melbourne.vic.gov.au

AUDIO VERSION

To hear an audio version of *Melbourne* magazine, visit the Melbourne Library Service on SoundCloud or contact Vision Australia on
printaccess@visionaustralia.org
or 02 9334 3524.



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