



The strength of community

Since the COVID-19 pandemic hit, the impact has reverberated through our residents, business community and organisation.

Everyone has been impacted in some way through job changes, home schooling, business closures and facilities and services that are no longer open to the public.

We've recently adopted some principles to guide us through the crisis and for the foreseeable future. Principles that recognise that every member of our community, every business and Council's usual operations and staff will be impacted.

It is important to us that we continue to be there for you as much as we can under the current government restrictions. And we recognise that many other local organisations have also been there to provide support, care and comfort.

We have continued to provide direct service to our community with some necessary changes. Our Customer Service counters at the Civic Centre (293 Springvale Road Glen Waverley) and the Oakleigh Service Centre (3 Atherton Road) continue to operate with social distancing measures in place and a concierge service. New perspex screens are in place to protect customers and staff. We have adjusted opening times from 10am until 4pm and limited transactions to 15 minutes.

Our Waste Transfer Station is also open with reduced times (7.30am-3pm). We are still delivering Meals on Wheels to residents who have also had delightful extras in their food delivery – Easter eggs and a book or magazine of their choosing from our libraries with staff calling them to ask what they would like. It's just one more way to stay connected and reduce the loneliness of isolation.

Our libraries and playgroups are creating videos to engage our littlest residents and ebooks and streaming services are also on offer.

Our immunisation team are continuing to provide this important service and our Maternal and Child Health Nurses are checking in online and over the phone with families, providing support and health checks on newborns.

We understand the financial strain this crisis has placed on our residents and traders. Our Hardship Policy has been expanded and now offers rate deferral with zero interest charged up until June 2021 for all ratepayers, including business and investment properties.

Thank you for continuing to do the right thing to keep yourself, your family and your community safe.

For more info:

 www.monash.vic.gov.au

The Coronavirus pandemic is a rapidly changing situation and the information in the May Bulletin is current at the time of going to print.

The best way to keep up-to-date about changes to our services is through:

 www.monash.vic.gov.au

 Facebook @cityofmonash

 Twitter @MonashCouncil

BACK OUR BUSINESSES

Shop Local campaign

The COVID-19 pandemic is having a significant impact on local businesses. However, a number of Monash businesses have quickly adapted to meet the challenges of continuing to trade under COVID-19 restrictions.

Local businesses have made some great innovative changes. Some shops are now selling their products online, cafes and restaurants are putting together meal packs for people to take home and cook or just takeaway and enjoy.

It's not businesses as usual, but Monash is back in business and our traders need your support.

To support these businesses, and the viability of our shopping precincts, Council has launched a Back Our Businesses – Shop Local campaign.

And you can do your bit to support local businesses working hard to keep their businesses going during this unprecedented crisis by:

- » Shopping at local businesses online or over the phone
- » Share local businesses on social media
- » Buy a voucher or gift card to use later
- » Write a positive review about the business online
- » Tell your friends and family about their great work.

To find a register of businesses trading through the COVID-19 pandemic or to register your business go to:

www.monash.vic.gov.au/back-our-businesses



HELP IS THERE

if you need it

Many people are feeling stress and anxiety as a result of the Coronavirus.

There are support services to help you during this difficult time.



We have compiled a list of useful information and support services that are there to help you through this crisis. This information includes assistance on financial support, food and other necessities, emergency relief and support, crisis housing, and help if you are at risk of homelessness, family violence or experiencing mental health issues. Sometimes it just helps to have a friendly voice to talk to about how you and your family are coping during this crisis.

Council staff are available to assist and provide guidance and referrals to other services. We are here for you during this crisis and importantly, we are with you as we all recover and move forward.

For more info:

[9518 3555](tel:95183555) (we will direct your call to someone who can assist)

Or visit our website:

www.monash.vic.gov.au/community-support to access information. It is provided in a number of languages but if you require assistance in another language, please call us or

mail@monash.vic.gov.au

Monash Civic Centre

[293 Springvale Road, Glen Waverley](https://www.google.com/maps/place/293+Springvale+Road,+Glen+Waverley)
10am to 4pm (Mon to Fri)

[9518 3555](tel:95183555) mail@monash.vic.gov.au
[9518 3444](tel:95183444) www.monash.vic.gov.au

National Relay Service (for the hearing and speech impaired) 1800 555 660

Language Assist

普通话	9321 5485	Italiano	9321 5483
Ελληνικά	9321 5482	हिंदी	7005 3000
廣東話	9321 5481	Việt Ngữ	9321 5487
සිංහල	7005 3002	தமிழ்	7005 3003

Oakleigh Service Centre

[3 Atherton Road, Oakleigh](https://www.google.com/maps/place/3+Atherton+Road,+Oakleigh)
10am to 4pm (Mon to Fri)

We welcome your feedback about the Monash Bulletin:

[9518 3678](tel:95183678)
joanne.robertson@monash.vic.gov.au



한국어 9321 5484
Bahasa Indonesia 7005 3001



MESSAGE FROM Mayor Stuart James

Last month my daughter April turned 5. The big birthday celebration we had planned was, of course, put on the backburner and naturally it was hard for her to understand why it couldn't happen. Like many others during this strange period of home isolation, we were blown away by the thoughtfulness of neighbours who made signs and dropped off little surprises for April (pictured with sister Zoe). It was heartwarming to see the generosity of complete strangers and it is these things that I will remember when we resume 'normal' life again.

I will also remember with great pride the response of Council during this extraordinarily challenging time. There has been some disappointing reporting in media about what Councils are doing during the pandemic and what purpose they serve. We have been doing what we have always done, serving the people of Monash. We have been picking up bins, immunising children and providing invaluable support to new parents. We have been caring for our elderly and vulnerable with meals home delivered and carers visiting in person and checking in on the phone. All done under strict regulations and with heightened

cleaning standards. Our libraries have continued to provide information and entertainment to isolated community members and many parents have welcomed, with great relief, the wonderful storytime sessions and the playgroup videos they can access while caring for little ones.

With more people at home, we've seen an increase in hard waste in our streets, visits to our Waste Transfer Station and a higher demand on our meals on wheels service, now provided by our staff and not by volunteers, in line with current restrictions. We've met those demands time and time again.

We are one of the few Councils to still remain open, with our service counter staff there to assist those who struggle to conduct business over the phone or online. And we're continuing the day-to-day business of maintenance, construction, planning, roads, footpaths and tree management as much as possible in the new environment.

We know many of our traders have changed their businesses to keep trading whether it's online or providing takeaway services. We're supporting them with the Back Our



Businesses - Shop Local campaign, offering a free business register for businesses to tell us what they are doing. Take a look at www.monash.vic.gov.au/back-our-businesses and get behind them. There's lots you can do.

For struggling ratepayers, including businesses and investment property owners, our hardship policy allows for rate deferrals until June 2021 at no interest.

I am enormously proud of our response to the COVID-19 crisis. We have been agile, forward thinking and compassionate. And we'll continue to be when we turn the corner and are on the road to recovery.

Stay safe and take care!

If you're interested in finding out more about what I've been up to around our city, like my [Facebook](https://www.facebook.com/crstuartjames) @crstuartjames or follow me on [Instagram](https://www.instagram.com/crstuartjames) @crstuartjames and join me on the journey.

NEXT COUNCIL Meeting

The next Council Meeting will be held on **Tuesday 26 May** from 7pm at the Monash Civic Centre (293 Springvale Rd, Glen Waverley). The meeting's agenda will be published on Council's website from 5.30pm on **Thursday 21 May**. Monash residents and ratepayers can ask questions at the meeting, with questions to be submitted to Council by 2pm on Tuesday 26 May.

Under the Stage 3 restrictions introduced by the State Government to slow the spread of Coronavirus, Council meetings will not be open to the public to attend. However, the meeting remains a public meeting with the community able to watch via our livestreaming service at

webcast.monash.vic.gov.au

During this time the Mayor will act as the representative in reading out any public questions and providing a response over the livestream. A written response will also be provided.

www.monash.vic.gov.au/meetings
9518 3555



MONASH LIGHTS UP for Victoria Police

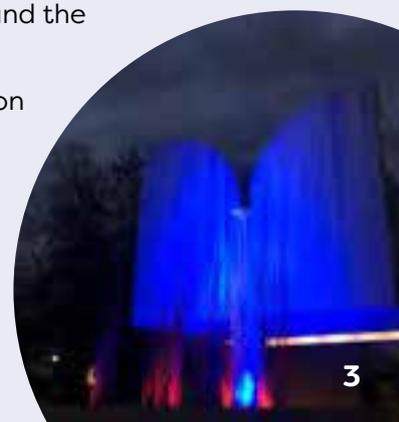
The Monash Civic Centre in Glen Waverley was lit up blue on 23 April as a mark of respect for four Victoria Police officers tragically killed in the line of duty.

Dozens of buildings across Victoria were lit blue to honour the lives of Senior Constable Kevin King, Constable Glen Humphris, Leading Senior Constable Lynette Taylor and Constable Joshua Prestney.

These four officers were on a routine job and their deaths highlight the danger that the men and women in blue face every day as they stand the line protecting the community.

Monash holds a special connection with Victoria Police. The police academy where police recruits undertake their training is in Glen Waverley.

A minute's silence for the fallen officers was observed at the April Council Meeting.



COUNTING DOWN

to food waste recycling

We are counting down the weeks until the exciting new household food waste recycling service starts in Monash.

From July, you will be able to put food waste in your green waste bin – this is the same bin you use for grass clippings and garden prunings. There will be no additional cost for you to recycle food scraps in your green waste bin and you don't need to register to take part – all you need is a green waste bin. The materials in your green bin – food waste, grass clippings and garden pruning – will be used by farmers for compost.

We know change can be both exciting and challenging, and we'll be here to support you. We'll share lots more information with you over the coming months but right now, here's what you need to know:

Your welcome pack is coming soon

To help you recycle your food waste, we're putting together a welcome pack which will be delivered to households throughout July. If you currently have a green waste bin, you will receive a pack that includes a welcome letter, information booklet and a 7-litre kitchen caddy. This handy caddy is used to collect your food scraps before you put them in your green waste bin.

Your letter and booklet will explain how to recycle food scraps, what can (and can't) go in your green waste bin, how to prevent smells and tips for reducing food waste. When the welcome pack arrives in July, you can start recycling your food waste straight away.

There will be no changes to when your bins are collected.

Your general waste bin will continue to be collected weekly, and your recycling and green waste bins will be collected fortnightly on alternate weeks. A new collection calendar for July 2020 to June 2021 will be delivered to you shortly.

You can still compost at home

Your new food and green waste collection adds to your home composting. Any food you don't currently compost at home, such as meat, bones, citrus and dairy, will be able to go in your green waste bin so you will be able to reduce your waste to landfill even more.

If you want to start composting at home, you can purchase a compost bin, worm farm or Bokashi bin at a discounted price from Circular Food. Find out more at www.monash.vic.gov.au/composting

If you don't have a green waste bin, don't worry

If you would like to recycle food waste and don't have a green waste bin, you can contact us to request one and we'll see if your property is eligible. We will need to make sure you have adequate storage and collection access for the green waste bin. Depending on your housing situation, we may also need to chat with your Body Corporate or Landlord (where applicable).

If your request is approved, we will arrange a green waste bin and kitchen caddy for you.

To request a green waste bin:

☎ 9518 3555

✉ mail@monash.vic.gov.au

🌐 www.monash.vic.gov.au/food-waste



HAVE YOUR SAY on football in Monash

A Football in Monash Discussion Paper has been developed following the Monash Football Forum held with clubs and Football Victoria in June 2019.

The Monash Football Forum was an opportunity for Council to engage with all football clubs and discuss issues and opportunities that are unique to the sport. The Discussion Paper considers issues and opportunities identified by clubs, Football Victoria and Council officers at the forum and looks at how the sport can be successful and sustainable in Monash for many years to come.

Have Your Say

🌐 www.monash.vic.gov.au/football-paper

☎ 9518 3527

✉ recreation@monash.vic.gov.au

We are keen to hear from you and receive your responses to questions that are listed in the discussion paper.

All football clubs are encouraged to share this opportunity with their members and provide their own responses to questions. The views of all community members and stakeholders are also welcomed.

The survey is open until Friday 29 May 2020.

All submissions and feedback received will be reviewed and used to plan for the future of football clubs in Monash.

GOING WILD

for our native kits!

Forget the obsession with toilet paper, in Monash our residents are going wild for our seed raising and bee house making projects.

The seed growing kits feature seeds from indigenous plants in our bushland reserves that can be grown into seedlings. When they are ready to be planted, residents can plant them in their own garden or in one of our reserves as part of a communal planting day (once it is safe for everyone to come together again).

The Bee House kit helps you put together a native bee house to attract bees to your garden. There are about 1,700 different types of native Australian bees and many of them are struggling to survive in our urban environment.

Our bee kit helps you create your own bee house, with everything you need to make a seed bomb to grow flowers in your garden that the bees will love. All you need for your bee house is a clean tin, everything else is supplied.

Both kits will be delivered free to your door. Hundreds of Monash families have already taken up this offer and little bee houses and bee hotels are springing up everywhere.

A number of families are looking at this as a school project during the learn-from-home experience and we've had some fantastic feedback from residents who are enjoying this activity and keen to do their bit to improve the local environment.

To order your seed or bee kit (or both):

✉ sustainability@monash.vic.gov.au

☎ 9518 3555 🌐 www.monash.vic.gov.au/nature-kits



ENVIRONMENTAL Advisory Committee

Nominations for the Environmental Advisory Committee (EAC) 2020-2022 are now open.

This committee plays a crucial role in providing advice to Council on behalf of the community to support the successful implementation of the Monash Environmental Sustainability Strategy 2016-2020 and to help create a more sustainable city.

Open to people who live and work in Monash. Nominations close 30 June.

Nomination forms are online:

🌐 www.monash.vic.gov.au/environmental-advisory-committee

For more info: ☎ 9518 3555

a link in an email or text message that looks genuine and appears to have come from a bank or government organisation.

To report a scam or suspected scam, or for further information and assistance, visit the ACCC's Scamwatch:

🌐 www.scamwatch.gov.au

☎ 9518 3555

(Community Safety Officer)

✉ Travis.Hearn@monash.vic.gov.au

WATCH OUT for scams

Scamwatch, the Australian Competition and Consumer Commission's (ACCC) scam watch dog, has received thousands of complaints from Australians reporting coronavirus-related scams since COVID-19 measures have been in effect.

Scammers have been targeting both individuals and businesses through a variety of scams including: Impersonating government or superannuation authorities and online shopping scams.

In these uncertain times, scammers are targeting people who may be feeling vulnerable. You can protect yourself by never, under any circumstance, providing your personal, banking or superannuation details to strangers who have approached you either via text messaging, emails, mail, telephone or in person.

Scammers want to steal money or identity by obtaining personal details (your name, date of birth or family information), account details (such as PIN numbers, credit card details or other account numbers) or by tricking you into clicking on



COUNCILLOR NEWS

Cr Theo Zographos

I want to begin by saying thank you to all of you. Over the last two months the community spirit in action has brought out the best in everyone. You have been the real heroes, leading by example and leading in your neighbourhoods. Like Efthimia in Oakleigh who contacted me to lend spare laptops and iPads to older residents to stay connected with family or Sofia in Glen Waverley who played the violin in her front yard. Then there is Jack in Clayton who repurposed his business vans to deliver supplies. Derek, Melissa and their three children Xavier, Matilda and Lance lit their Hughesdale Street up with candles and pictures of diggers at dawn on Anzac Day. Examples like this have been common in Monash.

The work I have been involved in the last two months has been my most rewarding in the seven and a half years I've been a member of this Council. Across all three levels of government, we have worked hand in hand to support our Health Departments and frontline workers.

Whether it's in your street or in our parliaments and Council chambers, our differences in comparison have really proven to be so small. We live in the same community. This commonality has been proved to be the most important. Our lives have come together even if we haven't.

Amidst all of this, I understand that due to the closing down of a large part of the economy the word "hardship" has taken on a new meaning. Since you elected me seven and a half years ago my key focus has been economic management. Over the coming months, I will give this very close consideration as we look at the possibility of freezing Council rates for the foreseeable future.

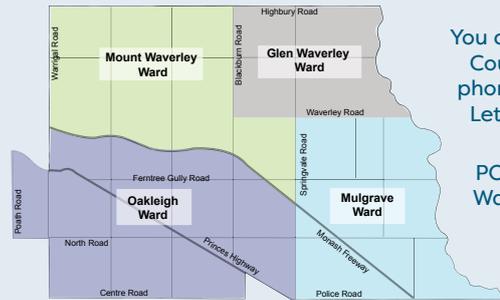
If you have more time than usual, now is the time to do something different to help one another. In many cases it's the small things that go a long way. It could be as simple as calling over the fence to a neighbour or backing our businesses by trying out a new local café.

Finally, I know the recent state of emergency has pushed us all to the limit. However, your health should be your priority so please also stay active, exercise and reach out if you need assistance.

Once again, thank you Monash.

@ Theo4Oakleigh
 theozographos.com
Theo.Zographos@monash.vic.gov.au
 0430 316 911

YOUR Councillors



You can contact Councillors via phone or email. Letters can be mailed to: PO Box 1, Glen Waverley 3150

Glen Waverley Ward



Cr Geoff Lake
0411 645 281
Geoff.Lake@monash.vic.gov.au



Cr Lynnette Saloumi
0466 465 355
Lynnette.Saloumi@monash.vic.gov.au

Mount Waverley Ward



Cr Brian Little
0407 878 033
Brian.Little@monash.vic.gov.au



Cr Rebecca Paterson
0437 959 163
Rebecca.Paterson@monash.vic.gov.au



Cr MT Pang Tsoi
Deputy Mayor
0466 465 376
[MTPang.Tsoi@monash.vic.gov.au](mailto:MT.Pang.Tsoi@monash.vic.gov.au)

Mulgrave Ward



Cr Robert Davies
0416 000 777
Robert.Davies@monash.vic.gov.au

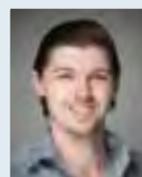


Cr Paul Klisaris
0412 516 026
Paul.Klisaris@monash.vic.gov.au



Cr Shane McCluskey
0466 345 406
Shane.McCluskey@monash.vic.gov.au

Oakleigh Ward



Cr Josh Fergeus
0466 465 421
Josh.Fergeus@monash.vic.gov.au



Cr Stuart James
Mayor
9518 3524 / 0413 184 250
Stuart.James@monash.vic.gov.au



Cr Theo Zographos
0430 316 911
Theo.Zographos@monash.vic.gov.au

ISOLATION INSPIRATION

Arts & Culture



The Coronavirus restrictions may have us housebound, but there's a huge array of arts and culture online to keep everyone inspired and engaged.

Whether it's a concert, dance, opera, art or craft you're craving, there's lots online to pick from.

We've created a page on our website that lists lots of activities, both local, Australia-wide and overseas, to inspire and amuse. Many artists are showing great creativity in what they are doing and how they are reaching out and connecting with their audience.

We'd love to hear from any local artists who would like to be included on our page. We're regularly updating content and if you have any you would like to share

Contact us by: ✉ events@monash.vic.gov.au

☎ 9518 3555 📘 Facebook @cityofmonash

🐦 Twitter @MonashCouncil

📷 Instagram @monashcouncil

PLANNING update

Here is an update on several developments proposed, approved or refused in Monash.

- » Council will seek permission from the State Minister for Planning to rezone a large industrial site in Clayton for a major residential and business precinct. The 10 hectare area, known as the PMP Printing site, is located on the corner of Carinish Road and Browns Road and also includes all land in surrounding Bendix Drive.
- » An amendment to an existing permit has been approved for the development of a residential aged care facility and refurbishment of the existing facility at 161-171 Jells Road, Wheelers Hill (Lifeview The Willows) and alteration of access to a road. The amended permit has a number of conditions attached.
- » An amended planning permit for the construction of a four storey building (comprising apartments with a basement car park) at 740 High Street Road, Glen Waverley, has been approved subject to a number of conditions.
- » An application for a five storey building of 15 apartments, two shops and reduced car parking requirements at 55-59 Portman Street, Oakleigh has been refused on a number of grounds. These included failure to meet environment and heritage objectives and concerns regarding the design and façade.

🌐 www.monash.vic.gov.au/meetings ☎ 9518 3555

VAL a community champion

When it comes to volunteering and supporting the community, Mulgrave resident Val Murray has done it all. Her unwavering support for others saw her awarded the 2019 Sir John Monash Award for Positive Ageing Leadership.



Val, who describes herself as an "ordinary person", was shocked to win the award.

Val has spent the past 30 years volunteering at bestchance in many different roles that have supported local families. Val has given up countless hours to create lasting change in the lives of children and their parents.

Some of the many projects Val has been involved with over the years include distributing food hampers and toys to local families in need for Christmas, a casserole roster to provide meals for new parents, and creating handmade clothing and toys for children.

Val has also been involved in the Lions Club Mount Waverley Op Shop sales, helping raise money for families as well

as funds towards maintaining high-quality community support.

Val has lent a hand with anything and everything. From volunteering as a cleaner at her local Neighbourhood House, to assisting at Bunnings BBQs and community events, Val has offered her time and efforts to help ensure success.

Her volunteering dedication at bestchance equates to 300 hours a year - nearly 6,000 hours over 30 years.

High commendations to Monash Age Friendly Ambassador Lisbeth Calder, for her work with South East Volunteers,

Monash Community Safety Register and the Ladies Probus Club of Glen Waverley, and Janice Heeley for her volunteering roles at St Mark's Uniting Church in Chadstone.

Do you know someone making a difference in Monash? Nominate them for the Sir John Monash Award for Outstanding Leadership.

Nominations close Sunday 14 June.

To nominate: ☎ 9518 3619

🌐 www.monash.vic.gov.au/monash-awards

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.