Services available to seniors during the COVID-19 pandemic

There are a range of support services available to assist seniors who are self-isolating during the COVID-19 pandemic.

Need help figuring out what is best for you?
You can call Service NSW 24 hours a day, 7 days a week on 13 77 88. They are there to help you make arrangements to stay comfortable at home.

Groceries

- **Woolworths** ([woolworths.com.au](http://woolworths.com.au), 1800 000 610)
  Woolworths is delivering groceries to seniors who have to stay at home, including its new Woolworths Basic Box. You will need to complete a form or call 1800 000 610 to sign up.

- **Coles** ([coles.com.au](http://coles.com.au), 1800 061 562)
  Coles has implemented a priority delivery service for vulnerable members of the community. Please visit the Coles website to check your eligibility and find out how to sign up. Coles has also introduced a Community Box, which includes essential grocery items.

  IGA is now providing a Priority Shop home delivery service to seniors over 70 years old in many areas. You will need to complete a form to sign up.

- **Foodbank** ([foodbank.org.au](http://foodbank.org.au), 02 9887 4144)
  Charities such as Foodbank are also providing food relief at this time. Visit Ask Izzy to find your local charity for food and grocery relief.

- **Meals on Wheels** ([nswmealsonwheels.org.au](http://nswmealsonwheels.org.au), 02 8219 4200)
  Meals on Wheels has received additional funding to deliver more meals during the pandemic. Contact your local service for information on how they can help.

Councils

- Your local council may be offering services to help vulnerable residents. You can find your local council online or call 02 4428 4100 for assistance.

Medications

- The Home Medicines Service is available for seniors to have their Pharmaceutical Benefits Scheme (PBS) and Repatriation Pharmaceutical Benefits Scheme (RPBS) prescriptions delivered.
Services available to seniors during the COVID-19 pandemic

- **Australia Post** is offering pharmacies free Express Post delivery to mail medications to vulnerable members of the community. Please call your local pharmacy to see if they offer this service.

**Financial support**

- **Australian Government assistance** ([dss.gov.au](http://dss.gov.au), Centrelink 132 300)
  
  You may be eligible for Australian Government assistance, such as Centrelink payments. To find out more visit the [Australian Department of Social Services website](http://dss.gov.au).

**Mental health and wellbeing services**

- Looking after your mental health and wellbeing is very important. The [NSW Mental Health Commission](http://nsw.gov.au) offers excellent resources and support for people affected by disaster.
- The Red Cross has a service called Telecross (1300 885 698), where a friendly volunteer will call you every day to check that you’re okay.
- There’s also a range of mental health services where you can get help:
  
  o [Beyond Blue](http://beyondblue.org.au) on 1300 224 636  
  o [Headspace](http://headspace.org.au) on 1800 650 890  
  o [Lifeline](http://lifeline.org.au) on 13 11 14
  
  o [MensLine Australia](http://mensline.org.au) on 1300 789 978  
  o [ReachOut](http://reachout.com.au)

**NSW Seniors Card**

NSW Seniors Card is proving regular updates on COVID-19, discounts and offers for seniors through its [weekly newsletter](http://nsw.gov.au).

Apply for a Seniors Card or Senior Savers Card to access thousands of discounted goods and services and receive the newsletter updates.

**More information**

If you are still not sure what service is best for you, you can call [Service NSW](http://service.nsw.gov.au) 24 hours a day, 7 days a week on **13 77 88** or visit the [Service NSW website](http://service.nsw.gov.au).

You can also call the National COVID Older Persons Information Line on 1800 171 866. This line is for seniors seeking information on the current guidelines and support available.