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 will be launching a priority delivery service in April. Carers, friends and neighbours of seniors can also shop on behalf of seniors during Community Hour, from 7am to 8am every Monday, Wednesday and Friday.

  
  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://www.dss.gov.au).

Mental health and wellbeing services

- Looking after your mental health and wellbeing is very important. The [NSW Mental Health Commission](http://www.mhscommission.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://www.beyondblue.org.au) on 1300 224 636
  o [Headspace](http://www.headspace.org.au) on 1800 650 890
  o [Lifeline](http://www.lifeline.org.au) on 13 11 14
  o [MensLine Australia](http://www.mensline.org.au) on 1300 789 978
  o [ReachOut](http://www.reachout.com.au)

NSW Seniors Card


[Apply for a Seniors Card or Senior Savers Card](http://www.nsw.gov.au/seniors) 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://www.service.nsw.gov.au) 24 hours a day, 7 days a week on 13 77 88 or visit the [Service NSW website](http://www.service.nsw.gov.au).