



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](https://www.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](https://www.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** ([igashop.com.au](https://www.igashop.com.au), 1800 018 384)

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](https://www.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](https://www.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.



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- [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, 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](#).

Mental health and wellbeing services

- Looking after your mental health and wellbeing is very important. The [NSW Mental Health Commission](#) 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:
 - [Beyond Blue](#) on 1300 224 636
 - [Headspace](#) on 1800 650 890
 - [Lifeline](#) on 13 11 14
 - [MensLine Australia](#) on 1300 789 978
 - [ReachOut](#)

NSW Seniors Card

NSW Seniors Card is providing regular updates on COVID-19, discounts and offers for seniors through its [weekly newsletter](#).

[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** 24 hours a day, 7 days a week on **13 77 88** or visit the [Service NSW website](#).