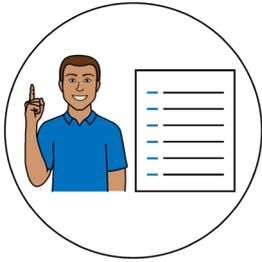




Coronavirus - How to get food and other important things you need



Easy English



Hard words

This information has some hard words.

The first time we write a hard word

- the word is in **blue**
- we write what the hard word means.

You can get help with this book



You can get someone to help you

- read this book
- know what this book is about
- find more information.

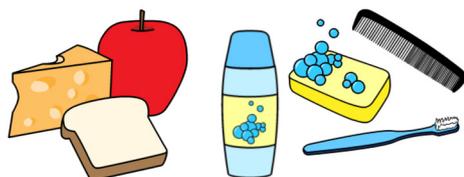


About this book



Health
and Human
Services

This book is by the Department of Health and Human Services.



This book is about how you can get food and important things you need.



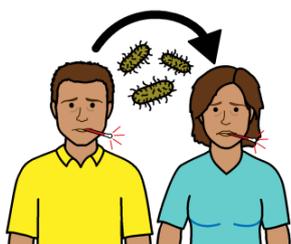
Coronavirus has made it hard for some people to do everyday things because they

- need to stay at home

or



- cannot work.



Coronavirus

- can make people very sick
- is spread when you are close to someone else.

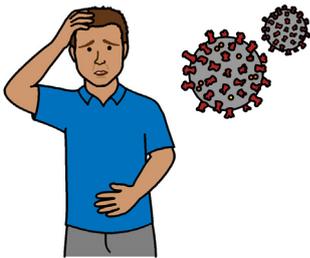


You can get help to buy food and basic supplies if you **cannot** go to the shops because you

- are elderly



- have a disability



- have a condition that makes it easier for you to get sick



- have been told to stay at home because of coronavirus.



Help from Woolworths

Woolworths priority home delivery



You can have your food and basic supplies delivered if you need extra support.



Call 1800 000 610

or



Register online at

[woolworths.com.au/shop/discover/
priorityassistance](https://www.woolworths.com.au/shop/discover/priorityassistance)

Woolworths community pick up



You can order online and get family or a friend to pick it up for you.

This service is **not** in all Woolworths stores.



Help from Coles

Home delivery and click and collect



Normal home delivery and click and collect services can be used.

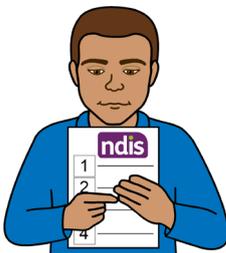


The **Coles Online Priority Service** is for customers who **cannot** get to a store and need extra support to get food and basic supplies.



The service is for

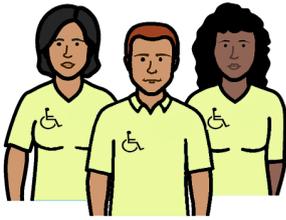
- people over 65 years old with a My Aged Care number or NDIS number



- people with disability who use the NDIS



- Indigenous Australians over 50 years old with a My Aged Care number or NDIS number.



The service is also for

- Aged care, disability care and other businesses that help people who need extra support



- people with a Department of Veteran Affairs Gold card



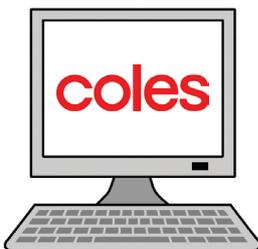
- people with a Seniors Card.

For more information about the Coles Online Priority Service



Call

1800 455 400



Website

shop.coles.com.au/a/national/content/coles-online-information

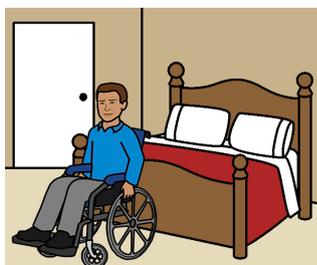
FOODWORKS

Help from Foodworks

Home delivery



Foodworks and the National Disability Insurance Scheme or NDIS have made the **Priority Home Delivery Service**.



The Priority Home Delivery Service is a delivery service for people who need extra support.



To use the Priority Home Delivery Service go to

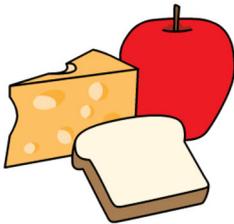
foodworks.com.au/homedelivery

How to get emergency food and supplies

Emergency relief package



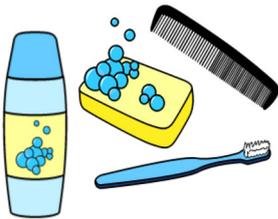
You can get an **emergency relief package** if you need extra support when you **cannot** leave your home because of coronavirus.



An emergency relief package has essential

- food

and



- personal care items.



The emergency relief package is

- free

and



- delivered to you at home.



Call the Victorian coronavirus hotline if you

- need help **urgently**

or



- do **not** have a support person to help you.



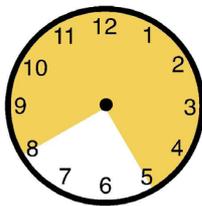
Call 1800 675 398

Then select option 3.

SUN	MON	TUE	WED	THU	FRI	SAT

You can call from

Monday to Friday



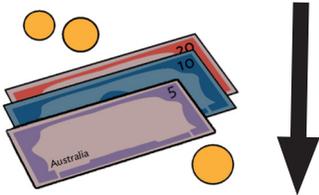
8 am to 5 pm



Someone you know can call for you if you need help.

Other ways to get help

There are ways to get **concessions**.



Concessions are when you can pay less for something because you need extra support.

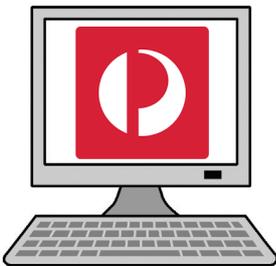
Seniors Card



Go to the Seniors Online website.

seniorsonline.vic.gov.au/seniors-card

MyPost Concession Card



Go to the MyPost website

auspost.com.au/mypost/how-to/my-account.html?about=myspost-concession

Victorian Carer Card



Go to the Carer Card Program website

carercard.vic.gov.au

More information

For more information about coronavirus and how to stay safe

Go to the Department of Health and Human Services website.



dhhs.vic.gov.au/coronavirus



Call the Coronavirus Hotline.

1800 675 398

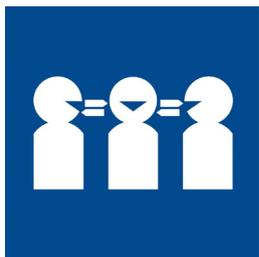
Press 0 to talk to an interpreter.



If there is an emergency

Call Triple Zero.

000



If you need help with English

Contact the Telephone Interpreting Service.

131 450



If you need information in another language

Go to the coronavirus website.

www.coronavirus.vic.gov.au/translations



If you need help to speak or listen

Use the National Relay Service.

nrschat.nrscall.gov.au/nrs/internetrelay

1300 555 727

Give the relay officer the phone number you want to call.



Health
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Scope's Communication and Inclusion Resource Centre wrote the Easy English in November 2020 www.scopeaust.org.au.

For the original contact the Department of Health and Human Services.

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