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| Access to food and supplies for people with disability |
| Coronavirus (COVID-19) factsheet |

# Overview

This factsheet provides a summary of the ways in which people with disability can gain prioritised access to food and basic supplies if they need to due to coronavirus (COVID-19).

# Support for accessing food and supplies

## Woolworths Priority Assistance

Eligible customers including seniors, people with a disability, those with compromised immunity or who are required to isolate can access a priority home delivery service with dedicated delivery windows. These customers can call 1800 000 610 to seek assistance or [register online](https://www.woolworths.com.au/shop/discover/priorityassistance) <https://www.woolworths.com.au/shop/discover/priorityassistance>

## Coles Home delivery and click and collect

Normal home delivery and click and collect services are back to business as usual. The Coles Online Priority Service (COPS) provides a delivery service and click and collect option for customers unable to get to a store. Existing Coles Online and FlyBuys customers who are aged over 70 and had registered their date of birth as part of their account details have been invited to join COPS. Customers can call 1800 455 400 for assistance.

The service is also available to:

* People over 65 years of age with a My Aged Care number or NDIS number
* Participants of the NDIS who have been sent a unique code they can use to access a number of services including COPS
* Indigenous Australians over the age of 50 with a My Aged Care number or NDIS number
* Aged care, disability care and other businesses that support vulnerable members of the community
* Department of Veteran Affairs (Gold card holders)
* Senior Card holders.

Find out more on the [Coles Online Priority Service (COPS)](https://shop.coles.com.au/a/national/content/coles-online-information) webpage <https://shop.coles.com.au/a/national/content/coles-online-information>

## Foodworks Home delivery

Foodworks has partnered with the National Disability Insurance Scheme (NDIS) to provide a priority delivery service. You can access this service via [Foodworks Priority Home Delivery Service](https://foodworks.com.au/homedelivery) webpage <https://foodworks.com.au/homedelivery>.

# Emergency relief package

An emergency relief package contains essential food and personal care items for vulnerable Victorians who are needing to quarantine or isolate due to coronavirus (COVID-19).

Delivery of a **free** emergency relief package can be arranged for people who are unable to access food themselves or do not have support available to them.

If you are in urgent need and don't have a support network who can help you, call the coronavirus hotline on 1800 675 398 and select Option 8. The operating hours are between 8.00am to 5.00pm Monday to Friday.

People can also call on behalf of someone they know who is quarantining or isolating and in urgent need of food supplies.

# More information about cards and translating services

## Cards

### Seniors Card

To find out more about the Seniors Card go to [Seniors Online](https://www.seniorsonline.vic.gov.au/seniors-card) <https://www.seniorsonline.vic.gov.au/seniors-card>

### MyPost Concession Card

To find out more about the MyPost Concession Card go to [MyPost](https://auspost.com.au/mypost/how-to/my-account.html?about=mypost-concession) webpage <https://auspost.com.au/mypost/how-to/my-account.html?about=mypost-concession>

### Victorian Carer Card

To apply for the Victorian Carer Card go to the [Carer Card Program](https://www.carercard.vic.gov.au/) webpage <<https://www.carercard.vic.gov.au/>>

## Translating and interpreting services

For translating or interpreting services, call 131 450.

**To find out more information about coronavirus and how to stay safe visit**[DHHS.vic – coronavirus disease (COVID-19)](http://www.dhhs.vic.gov.au/coronavirus)  **<https://www.dhhs.vic.gov.au/coronavirus>**

**If you need an interpreter, call TIS National on 131 450**

**For information in other languages, scan the QR code or visit**[DHHS.vic –Translated resources - coronavirus (COVID-19)](https://www.dhhs.vic.gov.au/translated-resources-coronavirus-disease-covid-19) **<https://www.dhhs.vic.gov.au/translated-resources-coronavirus-disease-covid-19>**

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**For any questions  
Coronavirus hotline 1800 675 398 (24 hours)  
Please keep Triple Zero (000) for emergencies only**

To receive this document in another format phone 1300 651 160 using the National Relay Service 13 36 77 if required, or email [Office for Disability](mailto:ofd@dhhs.vic.gov.au) <ofd@dhhs.vic.gov.au>

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Available at[: DHHS.vic – Information for people with disability - coronavirus (COVID-19)](https://www.dhhs.vic.gov.au/information-people-disability-coronavirus-disease-covid-19) **<https://www.dhhs.vic.gov.au/information-people-disability-coronavirus-disease-covid-19>**