

SHOPPING

If you are feeling anxious about going shopping, you can organise a shopping service through your Home Care Package or Commonwealth Home Service Provider.

Assistance with Shopping

If you do not have an aged care provider, do you have someone who can do your shopping for you? Would you prefer to order your shopping online? Both of the major supermarkets - Coles and Woolworths have a home delivery service. However, you will need a credit card and access to a computer to order shopping online.

Here are some tips to consider

- Most home deliveries may only deliver to your door. Do you need help to carry your shopping inside and unpack it? Is there a family member, carer or friend who can help you?
- Do you need support to set up your computer for online shopping?
- Do you have a debit or credit card? Your bank can organise this for you.



Woolworths Supermarkets Priority Assistance

To ensure vulnerable customers in the community have access to delivery services at this time, Woolworths is providing a Priority Assistance service with dedicated delivery windows. Eligible customers include seniors, people with a disability and those with compromised immunity or who are required to self-isolate.

To register for Priority Assistance, please complete their online form and include any supporting information to help their teams assess your request.

Woolworths will review your request and contact you within 24 hours to confirm your request status.

Quiet Hour

Stores will lower lights, turn down music and radio and clear entry ways for an hour every Tuesday between 10:30am and 11:30am.

Support

T: Contact your local Woolworths

W: <https://www.woolworths.com.au/shop/discover/priorityassistance>

Coles Customer Care

Carry to Car Service

Coles' team members are on hand in every Coles store to help carry your groceries if you need support. Please ask for assistance at the Customer Service Desk.

Facilities for seniors and customers with disability

To make shopping at Coles easier for everyone, they have special wheelchair/mobility trolleys available in most of their stores. Coles also have wheelchair access and wider aisles. For more information, please ask for assistance at the Customer Service Desk or call your local store.

Quiet Hour

Quiet Hour provides a low-sensory shopping experience by making changes in store such as reducing noise and distractions. These changes are designed to help make a difference to customers who find it challenging to shop in a heightened-sensory environment.

Stores will lower lights, turn down music and radio and clear entry ways for an hour every Tuesday between 10:30am and 11:30am.

Online Food Shopping

Coles have provided a series of videos on how to shop online.

W: <https://shop.coles.com.au/a/national/content/HOW-TO-VIDEOS>

T: 1800 455 400

W: <https://www.coles.com.au/about-coles/community/accessibility>

People Who Care

Individual Support

People Who Care provides Social Support, which is a one-on-one personalised to help you participate in a variety of community activities, such as **shopping**, medical appointments or social events.

People Who Care (Quinns Rocks to Mandurah) shopping service for people over 65. No aged care package required to access this service.

Support

T: 08 9379 1944

<https://www.peoplewhocare.org.au/services-and-initiatives/social-community-leisure-support>

Home Chef Food for Life

Home Delivery Meal Service

Western Australian family owned and operated, Home Chef is a WA home meal delivery service committed to providing you and your family nutritionally balanced meals and a professional friendly and individualised service. Home Chef deliver meals across the Perth metropolitan and Mandurah areas.

Drivers are trained to be supportive, caring and helpful to each client's needs, i.e. placing meals in refrigerator or freezer if required.

Support

T: 08 9510 9868

W: <https://www.homechef.com.au/>

Please be aware that organisations may be experiencing a high volume of calls and there may be a waiting period. Make sure you are sitting comfortably, with pen and paper.