



COVID-19 Useful Contacts / Information for Older Adults

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I. What is the City's Community Care Team (COVID-19)?

The City of Bayswater has established a Community Care Team in response to COVID-19 impacts. Its purpose is to actively telephone members of the community who are isolated, vulnerable or at risk within our district, during the suspension of social gatherings and activities, with the aim of ensuring those people have the support that they need throughout this time.

II. How can someone register their interest to volunteer/provide support?

The City is directing interested community members to complete a registration form which can be found under the Community Care tab through the City's COVID-19 webpage.

<https://www.bayswater.wa.gov.au/covid19>

Please note: Currently the City of Bayswater does not have a need for extra volunteers, however community members can still note their interest to assist, and will be contacted if and when the need arises.

More volunteering opportunities can be found on Volunteering WA's Emergency Support Volunteering webpage. <https://emergency.volunteer.org.au/>

1. Home support services and assistance

For people 65 years+ of age

For enquiries about urgent/immediate support services and assistance (shopping, meal deliveries, transport, and personal care), please note the following:

The Government has relaxed the normal referral process to aged care service providers so that older adults can be fast tracked to access short term home support services in an emergency without having had an aged care assessment through *My Aged Care*. Services can be provided for up to 6 weeks before an assessment is required.

Aged care service providers' fast tracking referrals must be *My Aged Care* approved:

My Aged Care

Phone: 1800 200 422

Website: www.myagedcare.gov.au

The following local aged care service provider is happy for community members to contact them directly and will walk them through the *My Aged Care* process:

ECHO Community Services

Address: 72 Toowong Street, Bayswater WA 6053

Phone: 9271 7011

Email: info@echocommunity.org.au

Website: <https://www.echocommunity.org.au/>

Services: Individual transport, domestic assistance, social support, personal care.

For people under 65 years of age

Enquiries about urgent/immediate support services and assistance (shopping, meal deliveries, and personal care) for people under the age of 65 years should be directed to:

National Disability Insurance Scheme (NDIS)

Phone: 1800 800 110 | Website: <https://www.ndis.gov.au/>

Mission Australia – NDIS support

<https://www.missionaustralia.com.au/>

The Mission Australia Community Engagement Team are available to provide information and to help link you to mainstream and community supports. There are also some groups being set up for people to call in and connect with other people in the community. The Community Engagement Team are also able to link people to Local Area Coordinators (LACs) for further assistance.

For people living in the City of Bayswater, please contact:

Glyn Davies: Phone: 0491 147 712 or email daviesg@missionaustralia.com.au or

Rebecca Biltoft: Phone 0491 147 692 or email biltofr@missionaustralia.com.au

2. Concern for elderly neighbours

- (a) If a community member has regular contact with a neighbour and the neighbour is happy for the City to call them (verbally consents to a call), they can be added to the City's Community Care register and City staff will contact them over the telephone shortly afterwards (within 3 working days).
- (b) If a community member has a genuine concern for the safety of their elderly neighbour/friend, i.e. they are not opening the door or answering calls, this is to be reported to the Police: **131 444 (only call 000 in the event of an emergency).**

3. Carers' support

Enquiries about support / respite if an individual's carer is impacted by COVID-19 and they have no services in place during this time, can be directed to:

Carers WA

Phone: 1300 227 377 or 1800 007 32 (Counselling line)

Website: www.carerswa.asn.au

Commonwealth Respite and Centrelink

Phone: 1800 052 222 (office hours) or 1800 059 059 (emergency respite)

4. Emergency relief

Emergency food, and other supplies for people in immediate need:

| Organisation | Phone | Website |
|---|--------------|---|
| Salvation Army Morley - call to make a request/appointment | 9279 4500 | www.salvationarmy.org.au/morley |
| The Shopfront Monday to Friday, 11am to 1.30pm | 9371 9109 | http://shopfront.perthcatholic.org.au/ |
| Multicultural Services Centre of WA - Service for migrants and refugees in crisis | 6150 9326 | http://mscwa.com.au/ |
| Foodbank WA - they supply food and groceries to charities working in the community and do not supply directly to the public. | 9258 9277 | http://foodbank.org.au/?state=wa |
| St Vincent de Paul For emergency relief assistance | 1300 794 054 | www.vinnieswa.org.au |

5. Food, shopping, home deliveries

Buy in Baysie online Directory – www.bayswater.wa.gov.au/buyinbaysie

An online directory of City of Bayswater local businesses who have adapted to service the community in different ways is available on the City's website. Includes information on meal deliveries, online fitness classes and more.

For further enquiries about home delivered shopping/ meals or meals on wheels during COVID-19 pandemic, refer to the following:

Books - home delivery service for over 70s

The City of Bayswater is offering library members, 70 years of age and over, a free home delivery service during this challenging time. If you are a resident aged 70+, and haven't already been contacted, you can find out more by phoning Morley Library on 9272 0980.

The City's Libraries in Bayswater, Maylands and Morley are operating online services and e-resources to members whilst the libraries are closed to the general public. For more information, visit the City's website: www.bayswater.wa.gov.au

Fruit and Vegetables

Morley Wholesale Fruit & Veg - Family business supplying to restaurants & cafes for over 25 years, now diversified to home delivery. Australian produce at wholesale prices. Call or email your order to Chris (owner) who will deliver for free same or next day.

Phone Chris on 0419 967 657 or email morleyfruitandveg@bigpond.com

Bayswater Fresh Wholesale - Have \$45 basics box and an \$80 family box of fruit and vegetables, can include add-ons, not included in the box. Also supply fresh bread baked daily from \$3 a loaf. Free delivery on all orders within a 10km radius of Bayswater.

Enquiries/orders to Maria on 0403 782 331

Groceries

IGA Xpress Priority Program

Call: 1800 018 384

www.igashop.com.au

Free home delivery service, where eligible customers, including the seniors (70+), people with disability and people who are immunosuppressed, and who are required to self-isolate, can order and pay over the phone to ensure safety.

IGA Express, Bayswater – For seniors who have difficulty registering, IGA Express Bayswater will take orders over the phone: 9271 2660 or email your shopping list to igaxpress.bayswater@gmail.com. Delivery on Saturdays, and orders must be received by 5pm on Thursday.

Woolworths Priority Assistance - Woolworths are providing priority assistance for eligible seniors, people with disability and those with compromised immunity, or who are required to self-isolate. Register online, complete a form and their team will assess your request. You will be advised within 48hrs if your request has been granted, and you'll need to create an account. You will then be able to shop online with a dedicated delivery timeframe.

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

Coles Online Priority Service (COPS) - This service will be launching soon for customers unable to easily access a Coles Supermarket. Customers can purchase essential items online and have them delivered to their home. They will offer a selection of 3 hour, 6 hour delivery, or a free 12 hour delivery timeframe between 8am-8pm. All orders delivered to your doorstep. A standard bagging fee of 15c per bag will apply.

<https://www.coles.com.au/customernotice#coles-online>

Meal deliveries

Cahoots Connect

Phone: 1300 103 880 | Website: <https://www.cahoots.org.au/contact-us/>

Cahoots Connects is accessible to people living with a disability and older Australians (over the age of 65), with no other informal or formal supports to access essential supplies due to being isolated. They will provide free shopping assistance, delivery and even help unpack if safe to so do for these cohorts.

Chorus

Phone: 1800 264 268 | Email: hello@chorus.org.au | Website: <https://chorus.org.au/>

A dedicated team of friendly volunteers will deliver healthy and nutritious three course meals to residents' homes, daily, Monday to Friday. Frozen meals are available to meet weekend needs. For residents living on their own, shopping for and preparing your own food may be difficult. Chorus can help with:

- Preparing, cooking and freezing of food in your home
- Advice about nutrition, menus and special diets
- Information about food handling and storage
- Assistance with bulk food shopping/sharing and storage

Home Chef - 2 Yelland Way, Bassendean WA 6054

Phone: 9378 2544 | Email: info@homechef.com.au | Website: www.homechef.com.au

Delivers meals (pre-made and frozen) to individuals' homes once a week (City of Bayswater delivery day is Friday). Residents who already receive home support services / care package through the *My Aged Care* system, can chose to allocate some of their financial support to the Home Chef service to assist them during this time.

Residents can use this service without having to go through an aged care provider. There is a minimum order of 5 meals per week. Prices range from \$8.50 to \$9.50 per meal

Other

Browne's milk - <https://homedelivery.brownesdairy.com.au>

Community can now place orders to buy a selection of Brownes Dairy products online, and they will deliver them right to your door the following day. A few important things to note:

- Social DISTANCING and Health guidelines need to be strictly observed to protect customer and delivery staff;
- Brownes are only servicing specific areas – check website for details; and
- This is currently a TRIAL only.

6. Medicines

The Pharmacy Guild of Australia encourages all pharmacies, who can, to offer a medicines home delivery service. Community members are advised to check with their local pharmacist to see if this service is on offer. By way of example, the following local City of Bayswater pharmacy provides home deliveries:

| Organisation | Phone | Website |
|--|-----------|--|
| Pharmacy 777 1 King William Street Bayswater | 9371 8342 | www.pharmacy777.com.au |

7. Health and mental health support

Community members are to follow advice from the WA Department of Health in regards to Coronavirus (COVID-19) <https://ww2.health.wa.gov.au/>

Please note: For health concerns or for community members who are feeling overwhelmed or anxious in relation to COVID-19 or any other matters should note the following numbers:

| Organisation | Phone | Website |
|--|----------------------|---|
| Lifeline | 13 11 14 | https://www.lifeline.org.au/ |
| Beyond Blue | 1300 22 4636 | https://www.beyondblue.org.au/ |
| Lifeline WA Community Visitors scheme | 13 11 14 | https://www.lifelinewa.org.au/Community-Visitor-Volunteering |
| Coronavirus Health Information Line (24/7) | 1800 020 080 | https://www.health.gov.au/contacts/national-coronavirus-helpline |
| Translating or interpreting services | 131 450 | https://www.tisnational.gov.au/ |
| Health Direct Helpline | 1800 022 222 | https://www.healthdirect.gov.au/ |
| COVID-19 Hotline | 13 COVID (132 43) | N/A |

8. Older people's rights

Community organisations that can help older adults through the COVID-19 pandemic, by providing support, and advocacy are listed below:

| Organisation | Phone | Website |
|--|---------------------------|---|
| Advocare WA Elder Abuse Helpline | 9479 7566 1300 724 679 | https://www.advocare.org.au/ |
| Council on the Ageing WA (COTA) | 9472 0104 | http://www.cotawa.org.au/ |
| Northern Suburbs Legal Centre (Mirrabooka office) | 9440 1663 | https://www.nsclegal.org.au/ |
| Older Persons Advocacy Network (OPAN) | 1800 700 600 | https://opan.com.au/ |
| People Who Care | 9379 1944 | https://www.peoplewhocare.org.au/ |