

Priority for vulnerable groups

Am I eligible for priority access?

There are a number of large retailers (Woolworths, Coles, Aldi and IGA) that are offering food priority access initiatives to help the most vulnerable groups buy and get home essential food and groceries during this pandemic.

People who can access priority services include:

- People with a disability
- Seniors or Elders
- People with compromised immunity
- People who are required to self-isolate (for example if you have tested positive to COVID-19, or if a doctor requires you to stay home because of a health issue)

Participating supermarkets will fill phone and online orders and home deliver (if necessary), as they are received.

How do I place a priority access order?

To place an order you can either call your nearest Woolworths, Coles, Aldi or IGA supermarket, or fill in the online form.

Supermarket	Online form	Home delivery
Woolworths	Priority Assistance request form https://www.woolworths.com.au/shop/discover/priorityassistance?icmpid=sm-hp-ribbon2:priority-assistance Woolworths Basic Box: Victorians also have the option of ordering a Woolworths Basic Box for \$80. The box will contain meals, snacks and a few essential items. The price also includes contactless doorstep delivery by Australia Post within an estimated 2-5 business days of order. Please note, customers will not be able to choose, switch or select specific products. If you have trouble ordering a Woolworths Basic Box online, you can call 1800 904 698.	Yes
Coles	Coles Online Priority Service (<i>as advised on the Coles website, the online order form will be available soon</i>) https://www.coles.com.au/customernotice#coles-online	Yes
Aldi	Phone orders only. Contact your local store for further information.	You'll need to ask your local Aldi
Independent Grocers of Australia (IGA)	Phone orders only. Contact your local store for further information https://www.iga.com.au/update/?utm_source=website&utm_medium=top_banner&utm_campaign=covid19&utm_term=20200317&utm_content=image	You'll need to ask your local IGA

Emergency relief

All Victorians self-isolating due to coronavirus (COVID-19) with no access to food and personal care supplies, will be able to receive emergency relief packages.

Each eligible household will receive a two-week supply of essential goods.

How do I access emergency relief when I am self-isolating?

If you are in need of emergency relief while self-isolating call the dedicated coronavirus hotline on **1800 675 398** to request an emergency care package. The hotline is open 24 hours, 7 days a week and can also refer you to other support services if needed.

Aboriginal organisations supporting vulnerable or isolated Community members

For Aboriginal organisations supporting clients who are experiencing difficulties of financial hardship during self-isolation, please send your request for food relief and personal care supplies to semc@dhhs.vic.gov.au

You will need to include the following information:

- Full name of client
- Residential address of client
- Reason for self-isolation
- Number of people the care package needs to cater for and special dietary or personal care requirements (e.g. nappies or formula).
- How do you want the package delivered? For example home delivery to residential address or via Aboriginal Community Controlled Organisation.
- The name of the organisation requesting the care package and contact persons phone and email address.

You will receive a response within 24 hours. The response will outline the contents of the care package, delivery arrangements and timeline from semc@dhhs.vic.gov.au.

What is included in a care package?

Food packages will include items such as long-life milk, pasta, cereal, canned vegetables and sugar. Personal care packages will also be distributed to eligible households and include soap, toothpaste and deodorant. Additional items may also be provided depending on the needs of the household, such as nappies or baby formula.

How will I receive my care package?

The packages will be delivered door-to-door, with other distribution points to be established as needed. For people who are not eligible for the emergency relief packages, please seek assistance and support from family and friends wherever possible or local social service agencies. Remember to call them first as it's best you don't go door-to-door to family and friends during the COVID-19.

This emergency relief program is coordinated by the Red Cross in partnership with Foodbank Victoria under the direction of the State Relief Coordinator.