



FACT SHEET:

ASSISTANCE WITH FOOD AND MEALS FOR OLDER AUSTRALIANS IMPACTED BY COVID-19

9 April 2020

The Government recognises and values the contribution that older Australians have made to our community. The care and wellbeing of senior Australians remains a priority in these uncertain times. We have prepared this Fact sheet to outline the support available to you if you are isolated and finding it difficult to access food and basic household items.

Prioritised online grocery ordering

The Government has worked with a number of grocery suppliers, including Coles and Woolworths, on priority access to their online and telephone shopping service for older and vulnerable people.

If you are registered with My Aged Care, you can provide your My Aged Care ID number either through the online form or over the phone to access priority delivery.

If you are not registered with My Aged Care and you are aged 65 years or over, you can call My Aged Care on **1800 200 422**. My Aged Care will ask you some questions to help you register.

Urgent referrals to food and prepared meal providers

Many providers under My Aged Care, such as Meals on Wheels, can assist you with access to regular food supplies and prepared meals.

If you are in urgent need of support, you can call My Aged Care on **1800 200 422** and they can refer you directly to these services in your local area.

If you are not registered with My Aged Care and you are aged 65 years or over, you can call My Aged Care on **1800 200 422**. My Aged Care will ask you some questions to help you register. Access to prepared meal services can be set up quickly for up to 6 weeks without the need for an assessment.

If you are already receiving aged care services, you can also arrange this directly with your provider.

Additional support for those most in need

An additional \$50 million in funding has been provided for Meals on Wheels and similar services to support older people requiring prepared meals during this difficult time. This is in addition to the \$70 million in funding made available to Commonwealth Home Support Providers, including Meals on Wheels, who are facing extra costs as a result of the impact of COVID-19.

The Government will also work with commercial providers who have been supporting airlines and the entertainment industry, and now have spare capacity, as well as local catering businesses, particularly in regional areas, to see how they can continue operation and assist in providing prepared meals to support vulnerable older Australians through the Commonwealth Home Support Programme.

Additional support for those in crisis

If you are an older Australian in crisis, uncomfortable with, or unable to access the internet to order groceries, and your support networks are unavailable, you can call My Aged Care on **1800 200 422** for help. If you are not registered with My Aged Care and you are aged 65 years or over, you can call My Aged Care, who will ask you some questions to help you register.

My Aged Care can help you access basic food and groceries. My Aged Care will also connect you to a service provider to ensure you have the ongoing support you need.

An additional \$9.3 million in funding has been provided to My Aged Care to ensure that they can do this work to support vulnerable older people.

More information about support available for older Australians is available at www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert/advice-for-people-at-risk-of-coronavirus-covid-19

