

# Essential Shopping and Escorted Transport Services

The Australian Government advice to older Australians during the COVID-19 pandemic is to stay at home. It's the safest place for you to be.

The Home Support team at Uniting AgeWell can assist you with some of the practical challenges this presents, particularly around shopping for essential items or accessing escorted transport services.

While Uniting AgeWell is not funded to buy food and other staples with government funding, we are able to help you access these items through arranging your grocery shopping or getting prescriptions filled on your behalf. And while some things can be ordered online, deliveries by retailers to the kitchen bench have been suspended, making it a little more difficult for some people to manage.

With support less readily available from family and friends due to social distancing requirements, safe transport and support to essential medical appointments is emerging as another concern for older people.

Uniting AgeWell has extended its home support services to help you continue shopping for essentials and attending medical appointments that can't be managed through telehealth options.

## Our Home Support Team are here to help.



### We can:

- › Shop for your groceries on your behalf.
- › Collect and deliver shopping that you have ordered.
- › Arrange online shopping, including helping you register for priority assistance.
- › Assist with unpacking items and storing them away.
- › Provide escorted shopping for groceries and pharmacy supplies where it is safe to do so.
- › Provide escorted travel to medical appointments for flu vaccinations, radiology, pathology or transfusions.
- › Arrange the commencement of services by the next business day.



## How does it work?



### Shopping on your behalf

As a provider of senior services, Uniting AgeWell staff can attend and purchase goods for you during the special shopping times Coles and Woolworths have allocated, or at another time. We can also assist you to access the online priority services that Coles, Woolworths and IGA have in place for seniors.

If your local grocer is an independent, we can work with you and your grocer to ensure you receive the groceries you need.

Subject to staff availability and COVID-19 restrictions, our staff may be able to take you shopping.



### What we will do:

- › Discuss how often you would like this service.
- › Develop a shopping list with you.
- › Call you from the supermarket if a product(s) is not available and seek your permission to proceed.
- › Provide you with a receipt of purchases.



### Payment options for your grocery or pharmacy items

- If you have a credit/debit card you can shop on line for essentials; we can assist you to set up an on line account and collect your shopping.
- If you don't have a credit or debit card, we can assist you to obtain one from your bank.

As retailers are phasing out cash transactions, our staff will not be accepting cash for the purchase of shopping or paying bills. We can assist in the following ways:

- We can use the 'tap and go' feature on your credit or debit card and provide you with the receipt of goods purchased. We will not ask you for your PIN, therefore purchases will be limited to the amount on your 'tap and go' card.
- We can purchase goods on your behalf using a Uniting AgeWell debit card. This would only be done with your prior consent and you would need to agree to the costs of those goods being collected from your bank account via direct debit. You will receive an invoice/statement and verification of each transaction for your records ahead of the deduction being made, in the same way as your current Uniting AgeWell service billing arrangements are conducted.

## Fees

Fees for Essential Shopping and Escorted Transport services are low and consistent with Uniting AgeWell's current, gazetted fee schedule for Home Care Packages and Commonwealth Home Support Programme services. You should already have a fee schedule to hand, but if not, your Client Advisor will discuss these fees with you prior to any arrangements being made.

In circumstances where you cannot afford to pay, please discuss with your local Uniting AgeWell team.



### Escorted Transport assistance for essential shopping or medical appointments

Where we take you shopping or assist you with escorted travel to medical appointments, such as for flu vaccinations, radiology, pathology or transfusions, we will:

- Provide a Uniting AgeWell vehicle, where you will be required to sit in the back seat to ensure compliance with social distancing rules as far as possible.
- Arrange a maxi taxi to collect you from home if you are unable to access the back seat of our vehicle. Our staff can travel with you.
- For your added safety, we will always encourage you to access your medical consultation via phone or tele health, if your doctor or specialist provides this service.
- Arrange for an experienced Client Advisor to join you during your medical consultation if you would like this additional support.

The minimum engagement for escorted transport services is two hours plus any kilometres travelled or parking fees incurred when a Uniting AgeWell vehicle is used. If a maxi taxi is required, you will need to use your half price taxi card. Note that for escorted shopping, the two hours includes assistance with delivery and unpacking of shopping items.

## Contact us

**For more information about accessing these services and specific costs, please contact your local Uniting AgeWell Home Support Team or call 1300 783 435.**