How to access food in Waverley

Waverley is lucky to be supported by a wide range of meal and food distribution services.

We know that some people are uncertain about the services available for those most in need, so we've prepared this fact sheet to explain how to access food in Waverley.

Scroll down to find information for:

1. Vulnerable people and people required to self-isolate
2. Older people
3. People with disability
4. People experiencing homelessness or financial hardship

1. Supermarket services for vulnerable people and people required to self-isolate

Whether you are self-isolating or at heightened risk of serious illness if infected with COVID-19, there are supermarket services in place to help you access food and other essential items safely.

Both Coles and Woolworths are offering a range of services to support vulnerable members of the community. This includes:

- Priority delivery of groceries
- Click and collect services
- Community shopping hours
- Basics boxes

Eligibility for these services is slightly different between supermarkets, but generally speaking most people who fall into the following categories should be able to access the services:

- Older people aged 65+
- People with disability
- People with compromised immune systems
- People who are required to self-isolate

To find out if you are eligible for this service and to register for assistance visit:

- **Woolworths:** Call 1800 000 610 or go to their website www.woolworths.com.au/shop/discover/priorityassistance
- **Coles:** Call 1800 061 562 or go to their website www.coles.com.au

If you don't qualify priority delivery, Harris Farm is offering an online shopping service that is open to everyone, with groceries delivered to your door. For more information or to place an order, visit the website at www.harrisfarm.com.au.

2. How to access food and other essentials if you are aged 65 and over

My Aged Care (MAC) is the Australian Government's service to help you find and access the government-funded supports you need. The Australian Government has worked with supermarket retailers to make sure MAC participants have priority access to home delivery services. This means that participants can purchase grocery items online to be delivered to their home, as well as access click and collect services, community shopping hours and basics boxes.

How to access home delivery if you are registered with My Aged Care:

If you are already registered with MAC, you will automatically be able to access priority home delivery services using your MAC client number. To access priority home delivery services please do the following:

1. Complete your shopping online for home delivery with participating supermarket retailers
2. When prompted enter your MAC client number
3. Submit your order

To find out more, visit the My Aged Care website at www.myagedcare.gov.au or call 1800 200 422.

How to access home delivery if you have not registered with My Aged Care:

If you are aged 65 or over and are not registered with My Aged Care, visit www.myagedcare.org.au or call 1800 200 422 to see if you are eligible. Otherwise, contact your local supermarket to see if you qualify for priority assistance without a MAC number.

What to do if you are not eligible for support under My Aged Care:

If you are not eligible for supports under My Aged Care and are having trouble accessing food and essential items, please contact Waverley Council on 9083 8000 or via info@waverley.nsw.gov.au so that we can connect you with a community service or charity that may be able to assist.

3. How to access food and other essentials if you have a disability

The National Disability Insurance Agency (NDIA) has worked with supermarket retailers to make sure National Disability Insurance Scheme (NDIS) participants have priority access to home delivery services.

How to access home delivery if you are a registered NDIS participant?

If you are already a participant in the NDIS, you will automatically receive a unique home delivery access code by SMS or email. Using this code, you can purchase grocery items online to be delivered to your home. To access priority home delivery services please do the following:

1. Complete your shopping online for home delivery with participating supermarket retailers
2. When prompted enter your unique priority home delivery code
3. Submit your order

Visit the NDIS website for more information: www.ndis.gov.au/coronavirus/priority-home-delivery-services

How to access home delivery if you are not a registered NDIS participant?

If you are not a registered NDIS participant, visit www.ndis.gov.au to see if you are eligible. Otherwise contact your local supermarket to see if you qualify for priority services without an NDIS code.

How to access home delivery if you are not eligible for supports under the NDIS?

If you are not eligible for supports under the NDIS and are having trouble accessing food and essential items, please contact Waverley Council on 9083 8000 or via info@waverley.nsw.gov.au so that we can connect you with a community service or charity that may be able to assist.

4. How to access food and essentials if you are experiencing homelessness or financial hardship

If you are experiencing homelessness, please contact Wayside Chapel Bondi – Norman Andrews House for support. They are providing takeaway breakfast and lunch between 9am and 1pm at 77 Roscoe Street, Bondi Beach.

For more information, visit www.waysidechapel.org.au or call 9581 9193

If you are experiencing financial hardship, please contact Service NSW's 24-hour hotline for information and assistance. The hotline number is 13 77 88.

A message of thanks to the community

Waverley Council would like to thank the locally based charities, community and health services, who are helping Waverley get through COVID-19. Thanks to:

Services for older people and people with disability
- [COA Sydney](#)
- [Holdsworth Community](#)
- [JewishCare](#)
- [JNC Junction Neighbourhood Centre](#)
- [Randwick Waverley Community Transport](#)
- [Waverley Community and Seniors Centre](#)
- [Waverley Community Living Program](#)
- [Uniting - War Memorial Hospital](#)

Meal and food services:
- [COA Sydney](#)
- [Holdsworth Community](#)
- [Randwick Meals on Wheels](#)
- [Food Bank](#)
- [Our Big Kitchen](#)
- [Oz Harvest Market](#)

Homelessness services:
- Eastern Sydney Homelessness Assertive Outreach Collaboration (ESHAC)
- [Wayside Chapel - Bondi / Norman Andrews House](#)
- [Jewish House](#)
- [Caretakers Cottage](#)

Emergency relief services:
- [Anglicare](#)
- [St Vincent de Paul](#)
- [Sydney Multicultural Service](#)