

## For Community Services

# COVID-19 Factsheet: Continuing to deliver shopping services

We know our clients and their loved ones will be worried about their health during this time and will be asking you a range of questions about how the COVID-19 outbreak affects our ability to deliver their usual services.

Our priority is to ensure people continue to receive the vital services they need to remain safe and well in their home, and we recognise we need to make changes to the way we deliver certain services to achieve this.

### Supporting clients with their shopping services

All Australians over the age of 70 have been advised by the Federal Government to stay in their homes, unless they need to leave for essential services. Although shopping is an example of an essential service, when it is okay for people to leave their homes, we know some customers will still, quite rightly, have concerns over social distancing.

One way Blue Care can help is by changing the way we traditionally support people with shopping, so they do not have to leave their homes.

### Options you can implement

<b>1</b>	<b>Shop for the client on their behalf.</b>  Encourage clients to purchase prepaid cards Mastercard and Visa which you can use to pay for goods at the shops.  Use the client's money to pay for the shopping, ensuring you follow the <a href="#">existing Money Handling Policy &amp; Procedure</a> .
<b>2</b>	<b>Assist a client with setting up and ordering online grocery shopping.</b>  Sit with the client in their home and assist them to set up an account and to do their first online grocery order, so they can have groceries delivered to their door.
<b>3</b>	If either 1 or 2 is not an option, <b>take the client to the bank, then do their shopping for them.</b>  The client should accompany you to the bank and withdraw the cash. The client is then to be taken home and the carer is to do the shopping unaccompanied.

**Please note:**

It is not an option for staff to take a client's bank card and use it on the client's behalf to pay for the shopping, with or without using the PIN.

We understand that with the touch-and-go/ pay pass features goods can be purchased up to a specified amount (usually under \$100.00) without the need of a pin, however this would still be a breach of the client's card terms.

**Contribute your ideas and experiences**

We are currently developing new ways for Blue Care to continue providing services to customers and we will share this with you as soon as it's ready.

In the meantime, your experience and expertise is valuable, and we invite you to share any techniques you have used to continue the support our customers need.

**Please share your feedback** on our Workplace group **"COVID creativeness"**

## More details

### Prepaid Cards

Both Mastercard and Visa offer prepaid cards (slightly different to gift cards), that can be purchased through the client's financial institution of choice, as well as online and through some retailers such as Australia Post. Prepaid cards can be used for anything that you would normally use cash for and can even be used for online purchases.

#### How do clients get one?

Easiest way to get a prepaid card would be to for the client (or a family member) to contact their financial institution of choice to organise one.  
Whilst there are retailers that offer these cards (e.g. [Australia Post](#)) both Mastercard and Visa recommend contacting your preferred financial institution to get one.

#### How do they work?

Prepaid cards work just like an everyday debit card:

- Purchase the card online, at a participating bank (i.e. NAB) or retail store
- Activate and register the card
- Load funds to the card (can be done when you buy it, online or via bank transfer)
- Use the card wherever Mastercard debit cards are accepted
- Unlike a gift card, prepaid cards can be reloaded with funds whenever funds are low or run out.
- This can be done online or at the time of purchase (note: some retailers may charge a reload fee).

#### Benefits

- ✓ Almost exactly like a debit card in every way, so should be familiar for anyone to use
- ✓ If disputes arise such as an incorrect purchase etc, refunds can be paid back onto the card
- ✓ Both Visa and Mastercard offer card protection and around the clock support should the card be lost or stolen
- ✓ Apps are available to allow tracking of balances and how funds are spent
- ✓ No need to link a bank account to the card

# Online shopping with Woolworths

NOTE: To ensure that clients are not inconvenienced, please ensure that accounts are set up and Priority Assistance applied for at least 48 hours prior to first order needing to be placed.


Please also note Woolworths also do not currently offer clients with assistance in packing groceries away, and will only deliver to the front door (or leave unattended if requested). Please discuss this with your client prior to setting up an account or offering this as a service.

## Client Account Set Up

1. Visit [www.woolworths.com.au](http://www.woolworths.com.au)
2. Click "Login / Sign Up" in the top right hand corner of website
3. On the Login page, click "sign up", located at the top or bottom of the Login page:

**Login**

Enter your details below to login, or [sign up](#).

Email address 

Password

[Forgotten your password? >](#)

Remember me

[Login >](#)

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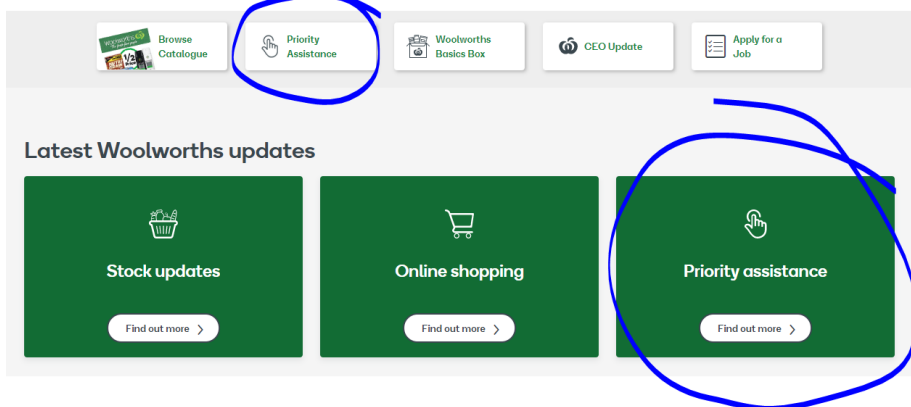
New to Woolworths online? [Sign up >](#)

4. On the Sign Up page, enter the clients details:
  - a. First Name
  - b. Last Name
  - c. Email address
  - d. Password (be sure to select something they can remember)
  - e. Date of Birth
  - f. Preferred Contact number (mobile is preferred, but landline is fine)
  - g. If client has a concession card, tick the "I have an eligible concession card" box and enter the card number in the box provided
5. Scroll down and under "How would you like to receive your groceries", enter the client's address in the box provided
6. Untick all the boxes under "Communication preferences", unless the client would like to receive these
7. Tick to accept the Woolworths Online Terms and Conditions
8. Click "Sign Up"

## Priority Assistance

**NOTE:** Woolworths may take up to 72 hours notice to process applications for priority assistance. To avoid unnecessary delays, please ensure this is done prior to the first visit/call with the client. This is a requirement as **Woolworths is not currently doing deliveries to non priority assistance customers.**

1. After logging in, find the Priority Assistance buttons and click:



2. Fill in the online form with the following information (most of which should be pre-filled):
  - a. First Name
  - b. Last Name
  - c. Email (and confirm email)
  - d. Mobile
3. If the client has an eligible concession card, ensure you select this and enter the relevant details.
  - a. If for some reason you do not have the details to hand, or are having issues with the website, Woolworths suggests:
    - b. Selecting "I don't have a card"
    - c. Select "Other" under "Select your condition"
    - d. Providing further details in the "Other Reasons" text box, such as card number or details such as being an aged care client of UnitingCare
4. Check the bottom two check boxes and click Submit

## Support

If at any stage you require any support with using Woolworths Shopping Online, you can contact them on 1800 000 610. Please be aware that due to current circumstances, wait times can be around 15 minutes.

Woolworths also offer online chat (<https://www.woolworths.com.au/shop/discover/about-us/contact-us> and click "Chat Online"), however due to demand, most options will result in a request to call the above number anyway.

## FAQ

### **Q. How much will delivery cost?**

A. \$15 during the week, \$19 for Friday and weekend deliveries. The delivery cost reduces based on the cost of the order and is free for an order over \$300.

### **Q. What is the minimum order for delivery?**

A. \$50.

### **Q. By what time do I need to place an order?**

A. Orders need to be placed by the following times **the day before** the order is to be delivered - 3:45pm for AM delivery next day, 11pm for PM delivery next day.

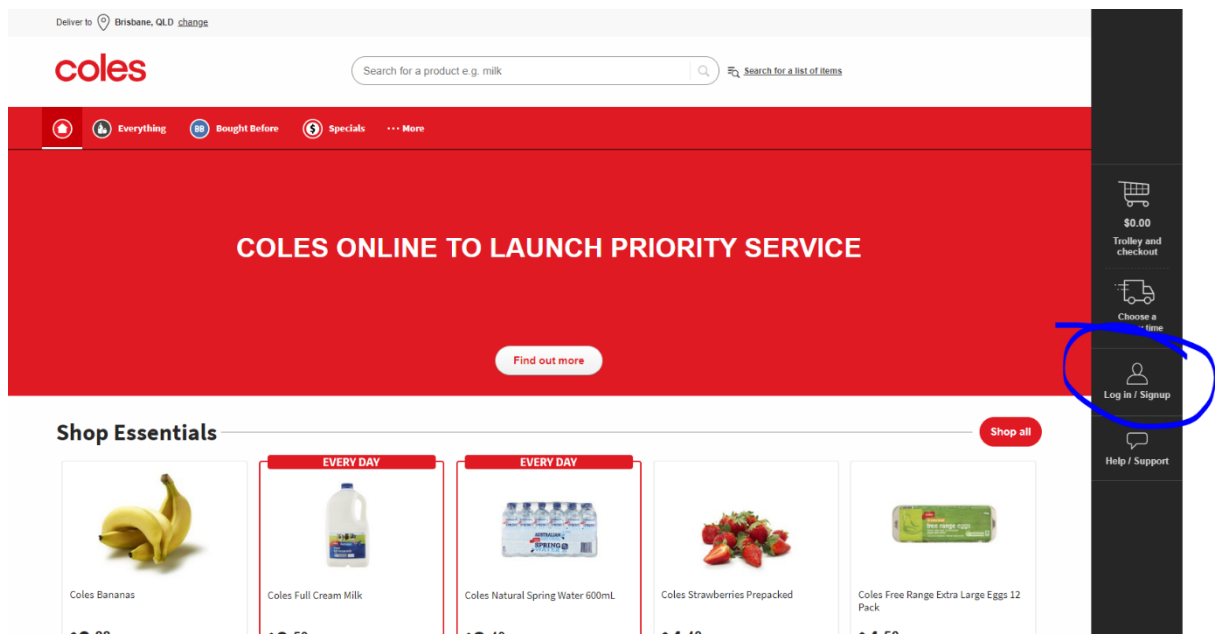
### **Q. How long will I have to wait for my delivery?**

A. Generally Woolworths will attempt to deliver the order within a 3 hour window of the requested delivery time.

# Online shopping with Coles

## Client Account Set up

1. Visit [www.coles.com.au](http://www.coles.com.au)
2. Click “Shop Online” at the top right of the website. This will open Coles’ online shopping in a new tab
3. On the right hand side of the website, click “Log In / Signup”



4. At the bottom of the tab that slides out, click “New to Coles online? Sign up instead”

## FAQ

### Q. How much will delivery cost?

A. Delivery cost for Coles depends on the delivery window chosen, with the wider delivery window being cheaper. For example, it is \$14 for a 2 hour delivery window, but is only \$8 for a 6 hour delivery window

### Q. What is the minimum order for delivery?

A. \$50.

### Q. By what time do I need to place an order?

A. Unfortunately Coles does not provide a cut off time before an order is placed. Instead this is confirmed after the order has been placed online. To avoid any inconvenience for the client, it is suggested to place the order at least 24 hours prior to the delivery being required.

### Q. How long will I have to wait for my delivery?

A. Delivery times range from 2 hours through to 6 hours. As the delivery window will affect the cost of the delivery, ensure you discuss this with the client prior to placing the order

### **Support**

If at any stage you require any support with using Coles Shopping Online, you can contact them on 1800 455 400. Please be aware that due to current circumstances, wait times can be around 15 minutes.

Unfortunately, Coles do not offer an online chat function.