

# SHOPPING

## Made Easy

in **MANLY, WARRINGAH** and **PITTWATER**



**A guide  
for older people, carers,  
people with a disability and  
people with limited mobility**



This booklet suggests a range of options that may make shopping easier for you. These include:

**HOME DELIVERY** - do your shopping and have it delivered to your home by the store

**TELEPHONE SHOPPING** - stay at home and ring through your shopping requirements to the store

**INTERNET SHOPPING** - use your computer to shop and have goods delivered

**ASSISTED SHOPPING** - stay at home, provide a shopping list to a service and they bring shopping to you or have a volunteer driver take you to the shops by car or minibus where you do the shopping and have help to take it home

**SHOPPING MADE EASIER** - use special parking permits, transport or mobility aids available for shopping

**CONVENIENT MEAL OPTIONS** - consider having meals prepared for you to heat up at home or eat at a community restaurant with others

## **HOME DELIVERY**

This service delivers groceries to your door when you have shopped in the store and paid for the goods. You will need to check with the store to determine days and times and the cost of delivery. If you can make it to the shops but need help taking purchases to the car, some shops will assist.

## **TELEPHONE SHOPPING**

This service is available to housebound people. The store may require a doctor's certificate. You make out a shopping list and order groceries over the telephone. Payment is usually cash on delivery or a cleared cheque.

***Ask your local shop if they provide these services. You will find a list of local supermarkets in the back of this booklet.***

## **INTERNET SHOPPING**

If you have access to a computer and the internet you can shop at a variety of stores and have it delivered to your door. Most internet shopping sites require payment by credit card. Major supermarkets available on the internet include:

**Woolworths - [www.homeshop.com.au](http://www.homeshop.com.au)**

**Coles - [www.colesonline.com.au](http://www.colesonline.com.au)**

You will find many internet shopping sites by conducting a search by subject or company name.

## **ASSISTED SHOPPING**

### **COMMUNITY SUPPORT SERVICES**

Local services may be able to assist you to do the shopping if you are unable to access public transport. These services cater for people who are frail aged, carers, people with disabilities and people with limited mobility.

**Neighbour Aid/Social Support Service 9913 3244**

Shopping options include 'shop by list' or a volunteer driver taking you to a shopping centre and assisting with shopping. A Social Shopping Service is another option available to clients. There are fees for service but those who are financially disadvantaged will not be refused. Demand is high for this service so there may be a waiting list.

**Community Transport 9971 5110**

A minibus will pick you up from your own home, drop you at the shops for approximately one and a half hours and then transport you home. You must be able to shop independently or bring a family member or friend along to help you. A fee is charged for either a return or one way trip.



### **Baptist Community Services 9419 4122**

Domestic assistance, including shopping, to help clients to continue to live at home.

### **Northern Sydney Home Assistance 9975 3174**

Domestic assistance, including shopping, to help clients to continue to live at home.

### **KADDY Transport 9972 0242**

Buses equipped primarily for taking people in wheelchairs to medical appointments but will provide a shopping service on request.

### **Disabled Alternative Road Travel Service (DARTS) 9777 7840**

A door to door minibus service catering for adults in wheelchairs who are unable to use public transport. Volunteers will assist if needed.

### **COMMERCIAL SERVICES (fees apply)**

These services take you from your home to the shops, assist with shopping and then take you back home. A 'shop by list' service may also be available. Check Yellow Pages under 'Domestic Services' for more options.

### **AM Home Help Agency 9977 0688**

### **ARV Home Support Services 9451 6464**

### **Just Better Care 9934 9999**

### **KinCare 8831 6600**

## **SHOPPING MADE EASIER**

### **Shop Mobility, Warringah Mall 1800 245 642**

A free service which provides mobility equipment such as powered scooters, wheelchairs, rollators, walking frames, walking sticks and crutches to customers. Phone in advance to ensure the equipment is available. On arrival you will be asked to complete a form and provide suitable identification (driver licence, pensioner card etc).

### **Road and Traffic Authority Disabled Stickers 13 22 13**

You may be eligible for a disabled parking sticker which allows you to park in disabled car spaces. Application forms need to be completed by your doctor and can be picked up from any RTA office.



The closest RTA offices are located at:

- Centro Warriewood shopping centre, Jacksons Road, Warriewood
- RTA, 239 Pittwater Road, Manly
- Forestway Centre, corner Warringah Rd and Forestway, Frenchs Forest.

### **Seniors Card** 1300 364 758

A discount card for goods, services and travel concessions on bus, train or ferry in NSW.

Application forms can be obtained from post offices, your State Member of Parliaments' office or by phoning Seniors Card.

## **CONVENIENT MEAL OPTIONS**

Some alternatives to preparing a home cooked meal for yourself include:

### **LUNCHEON CLUBS**

Provide a hot meal for older residents who often eat alone and would like to share a meal with others. There is a charge and transport may be available.

**Avalon** Fridays 9970 8399

**Forestville** Thursdays 9970 8399

**Manly** Fridays 8966 9938

**Narrabeen** Mondays 9970 8399

**Seaforth** First Monday 8966 9938

### **FROZEN MEALS**

Nutritious frozen individual meals can be purchased from the following community agencies:

**Northern Beaches Food Services** 9970 8399

**Manly Meals on Wheels** 8966 9938

### **HOME DELIVERED MEALS**

Hot meals on wheels may be delivered to your home daily through:

**Northern Beaches Food Services** 9970 8399

**Manly Meals on Wheels** 8966 9938

**Tender Loving Cuisine** 1800 801 200

Most of your local restaurants will home deliver if you ring them to place an order.

You will find them in the Yellow Pages.





## **SUPERMARKETS IN MANLY, WARRINGAH and PITTWATER**

### **COLES**

Balgowlah	9934 9800
Brookvale (Warringah Mall)	9907 3303
Dee Why	9981 3999
Forestville	9975 3255
Manly (The Corso)	9977 3811
Manly (Wentworth St)	9976 6377
Manly Vale	9949 1866
Mona Vale	9997 3877
Newport	opening 2009
Warriewood Square	9913 1400

### **IGA**

Allambie Heights	9452 1607
Collaroy Plateau	9982 1846
Freshwater	9938 5878
Fairlight	9949 2879

### **WOOLWORTHS**

Avalon	9973 4933
Belrose	9975 7933
Brookvale (Warringah Mall)	9938 6450
Dee Why	9981 1755
Frenchs Forest	9451 1087
Mona Vale	9997 4777
Narrabeen	9913 3093
Warriewood Square	9913 9955

### **ALDI**

Brookvale	9675 9000
Mona Vale	9675 9000
Manly	9675 9000

# CHECKLIST

## Questions to ask when contacting a store about home delivery or shop by list services

Name of shop: \_\_\_\_\_

Location: \_\_\_\_\_

Phone number: \_\_\_\_\_

Name of manager or contact person: \_\_\_\_\_

Do you provide a home delivery service? Yes No

If yes, what days and times does it operate? \_\_\_\_\_

How much does it cost? \_\_\_\_\_

Do you provide a shop by list over the phone service? Yes No

If yes, are there any special requirements for eligibility eg a doctor's certificate?

\_\_\_\_\_

Are there specific days and times the order must be made?

How much does it cost? \_\_\_\_\_

How do you accept payment? \_\_\_\_\_

Do you have a shopping list order form? \_\_\_\_\_

**Thank you**



# KNOW YOUR RIGHTS

## Problems and Complaints

If you have a problem with goods that you have purchased and you feel that you are entitled to a refund, the first thing you should do is make every effort to sort out the problem directly with the trader. Always be clear, firm and polite, stating how you would like them to fix the problem. Always keep relevant documents such as receipts, warranties and quotes and keep a record of the person's name after speaking to them. If you feel that you have not reached a satisfactory outcome, you can contact the Department of Fair Trading to make a complaint. Information on options to help resolve your problem is provided. This is an informal and inexpensive means of resolving disputes. Phone 13 32 20 for the details of your nearest Department of Fair Trading Centre or visit [www.fairtrading.nsw.gov.au](http://www.fairtrading.nsw.gov.au).



This pamphlet is an initiative of Manly, Pittwater and Warringah Councils' Aged Services and Manly Warringah Pittwater Community Aid Service.

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