# Cahoots Connects Essential Shopping Delivery Services

Cahoots Connects is a free essential shopping delivery service for eligible members of the WA community. Our call centre is accessible and run by a caring and experienced team ready to place your order and offer next day deliveries\*. Our dedicated team will even unpack, if this is required and safe to do, during these challenging times. Your safety, and the safety of our team is our top priority, we ensure safety through strict COVID19 screening and training processes, safeguarding standards and PPE (personal protective equipment).

1. Accessible: Cahoots Connects is accessible through our 1300 Call Support Centre.

No internet or online capabilities needed.

1. Free Service: Cahoots Connects is a 100% free service for eligible members of the WA community.

Customers only pay for their goods purchased.

1. Next Day Delivery: Cahoots Connects offer next day deliveries

Orders placed before 12pm and within the Perth Metro area will be next day deliveries.

We understand the urgency in receiving essential supplies during this community crisis and will endeavor to promptly support those who have critically low essential supplies where possible.

1. Safe Unpacking: Cahoots Connects will unpack your delivery if this is a service that you required, and if it is safe to do.

# How does Cahoots Connects work?

## Call 1300 103 880

One of our experienced team members will assess your eligibility, place your order and arrange delivery.

## Am I eligible?

Cahoots Connects is accessible to people living with a disability, facing other exceptional challenges and older Australians (over the age of 65), with no other informal or formal supports to access essential supplies due to being isolated.

## What essentials can I order?

Cahoots Connects is a free essential shopping delivery service that offers essential products

## How will my essentials be delivered?

Cahoots Connects will leave your delivery at your door, or another accessible location you may specify.

Where required, given specific disabilities for example,

we will enter your property and unpack your delivery, if we determine it is safe to do so.

### Call 1300 103 880 to submit your interest.

# Safety

The safety and well-being of people supported through Cahoots Connects, as well as staff, volunteers and the WA community is our top priority.

Cahoots Connects ensures safety through strict COVID19 processes, safeguarding standards and PPE (personal protective equipment). We follow all government protective guidelines on physical distancing and hygiene and have undertaken the Department of Health training in infection control procedures.

Some of our safeguarding measures include:

All Cahoots Connects staff and volunteers will wear the following PPE (personal protective equipment) during shopping and delivery of essential supplies;

When shopping and conducting door deliveries;

* Disposable gloves
* N95 Disposable masks

When completing Enter and Unpack deliveries;

* Disposable gloves
* N95 Disposable masks
* Disposable aprons
* Disposable shoe covers
* Eye protectors

All Cahoots Connects staff and volunteers undergo extensive screening processes and infection prevention training.

All Cahoots Connects vehicles will be equipped with dash cams and sanitizing kits. Vehicles are to be cleaned and sanitized after each delivery, prior to the next delivery.

# Community Impact

The Western Australian community, like most others, has certainly felt the effects of COVID19 and the need for organisations to join forces has become apparent. The collaboration between Cahoots and the Department of Communities has seen local and national organisations, such as MSWA and Woolworths, coming to the forefront to help those at need during these difficult times, to ensure that the entire Western Australian community is protected during COVID19.

Cahoots CEO Jess Karlsson, expressed her appreciation by saying, “I am proud to be we are working in partnership with the Department Of Communities and other key partners, who have also recognised the need for this free, essential service, and have joined us in the forefront. Cahoots Connects will continue to grow and adapt, to meet the current and emerging needs of people at risk, during this community crisis, and into the future."

Cahoots Connects is supporting the local WA community through job creation and opportunities for the local workforce, whilst supporting businesses, and people at risk in Western Australia.

CEO Jess Karlsson is proud to lead the dedicated team at Cahoots Connects and encourages those most vulnerable in the WA Community, to take advantage of the free Essential Shopping Delivery Services of Cahoots Connects, and remain safe at home.

# Frequently asked questions

## Q: What is Cahoots Connects?

Cahoots Connects is an essential shopping delivery service for people living with a disability, those facing other exceptional challenges and older Australians.   We do your shopping and deliver it to your door free of change, all you need to pay for is the goods purchased.

## Q: How does it work?

Call 1300 103 880 and one of our experienced team members will establish your eligibility before taking your order, based on our essentials shopping list, your delivery and payment details.

Please note: Cahoots Connects is a free service, customers only pay for their goods purchased.

## Q: When will Cahoots Connects be launched and ready for orders?

Cahoots Connects will launch on Monday 20th April 2020

## Q: Is this a free service?

 Yes, Cahoots Connects is a 100% free service for eligible members of the WA community. Customers only pay for their goods purchased.

## Q: Is there a charge for my call?

Cahoots Connects is accessed through a 1300 help line.  Standard call rates apply.

## Q: What is the contact number for Cahoots Connects?

To access Cahoots Connects call 1300 103 880

## Q: What are the operation hours for Cahoots Connects Call Support Centre?

Monday: Thursday: 9am to 8pm

Friday: 9am to 5pm

Saturday: 9am to 1pm

Sunday: Closed

Public Holidays: Closed

Deliveries can be made outside of these hours

## Q: What happens if I call out of operating hours?

Leave a message and one of our experienced team members will call you the next business day.

## Q: How long will it take for my order to arrive?

Cahoots Connects offer next day deliveries\*

\*Orders placed before 12pm and within the Perth Metro area will be next day deliveries. We understand the urgency in receiving essential supplies during this community crisis and will endeavor to promptly support those who have critically low essential supplies where possible.

## Q: Where will you leave my delivery?

Cahoots Connects will leave your delivery at your door, or another accessible location you may specify. We can also offer an enter an unpack service for people with access needs or other requirements. We will enter your property and  unpack your delivery, if we determine it is safe to do so.

## Q: Will you unpack my delivery?

Yes, Cahoots Connects will unpack your delivery if this is a service that you require, and if it is safe to do.

## Q: What payment method can I use?

Payment can be made in the following ways:

* Credit Card
* Eftpos on delivery
* Scheme Card

## Q: Can I pay cash?

For the moment Cahoots Connects does not accept cash payments, however we are working on ways to accept cash payments in a way that protects the safety of our customers and staff in the near future.

## Q: Is Cahoots Connects supported by local government?

Yes, Cahoots Connects was developed in partnership with the Department of Communities and Western Australian Government.

## Q: How do I know if I am eligible to access Cahoots Connects?

Cahoots Connects is accessible to people living with a disability, facing other exceptional challenges and older Australians (over the age of 65), with no other informal or formal supports to access essential supplies due to being isolated. A friendly member of our will complete an eligibility check when you first contact us.

## Q: Does Cahoots Connects have experience supporting people living with a disability and facing other exceptional challenges?

Yes, Cahoots Connects is powered by Cahoots, an experienced disability services provider, for over 35 years.

## Q: How is Cahoots Connects ensuring safety for myself and the community?

Cahoots Connects ensures safety through strict COVID19 processes, safeguarding standards and PPE (personal protective equipment). We follow all government protective guidelines on physical distancing and hygiene and have undertaken the Department of Health training in infection control procedures.

Some of our safeguarding measures include:

All Cahoots Connects staff and volunteers will wear the following PPE (personal protective equipment) during shopping and delivery of essential supplies;

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All Cahoots Connects staff and volunteers undergo extensive screening processes and infection prevention training.

All Cahoots Connects vehicles will be equipped with dash cams and sanitizing kits. Vehicles are to be cleaned and sanitized after each delivery, prior to the next delivery.  

## Q: Is there a limit on minimum order?

There is no limit on minimum order, however we do ask that you order enough essentials to last at least a week so that we are able to help as many people as possible through Cahoots Connects

## Q: Is there a limit on maximum order quantities?

Cahoots Connects will be following ‘per customer limits’ enforced by supermarkets.

Please note this is subject to change in accordance with supermarket updates.

## Q: If I have ordered through Cahoots Connects previously, do I have to go through the eligibility criteria each time?

Yes, we will complete a brief check if to confirm your eligibility. Our system will identify your details and we can move straight to your next order request.

## Q: Will my previous order save, so the next time I order I can make slight adjustments, or do I have to start a new order each time?

Your previous order will be saved under your customer profile and can be used for future orders. We will confirm the items you would like to purchase each time to ensure it is correct.

## Q: Can I get pharmaceuticals delivered?

Cahoots Connects can refer your call to a pharmacy near you for delivery of essential pharmaceuticals. Basic pharmaceuticals stocked at Supermarkets will be available to purchase through Cahoots Connects. (e.g. paracetamol).

## Q: Can I purchase alcohol and/or cigarettes?

Although drinking and smoking is not encouraged by Cahoots Connects, we understand breaking addictions during a community crisis such as this pandemic can be difficult. These items are not available on our essentials list at this time, however, may be included in the future.

## Q: What if a product I order is out of stock?

Our team will substitute out of stock products where possible.  Please specify, when asked by our call center staff, if you will not accept substitutes. If a substitute cannot be found, you will not be charged for that product.

## Q: Can I order online or email my order?

Cahoots Connects’ orders can only be made by calling 1300 103 880. You can however order essentials directly on major grocery chain’s websites using their standard or priority delivery service where available.

Cahoots Connects is specifically targeting customers who do have access or are unable to use alternate delivery services.

## Q: What if there is an issue with my order?

If there is an issue with the goods delivered to you or the service you were provided, please contact us on 1300 103 880 and let us know so we can resolve the issue as soon as possible.

## Q: Do you cater for dietary requirements?

Yes, Cahoots Connects caters for various common dietary requirements such as gluten free, dairy free and vegetarian  .

We will ask you if you have any specific requirements or allergies when you contact us, this will be saved on your customer profile for future orders.

## Q: Can I select my preferred supermarket?

During Phase 1, Cahoots Connects will be placing orders through Woolworths, however we intend to expand to other supermarket chains, pharmacies and potentially emergency food services such as Foodbank in future.

## Q: What if I ‘m not financially able to afford my items

* We will refer you to other organisations who can provide financial support and emergency aid through ERConnect.

**If we were unable to answer your question, please call 1300 103 880.**