

## Foodshare Food Vouchers

The Foodshare store is located at 81 Wigg Street, Wodonga and is open weekdays from 9.30 am to 2.00 pm.

Vouchers, consisting of \$15 or \$25 allows vulnerable clients to access a range of products for their home including food and cleaning products at a significantly reduced price, thus increasing their buying power significantly. Vouchers are the preferred option for clients as it allows the client choice in purchasing items with dignity.

Clients can purchase and utilise two vouchers as part of one transaction, but due to limited vouchers it is preferable that the client is only issued one voucher at a time.

### OBJECTIVE

To provide clients who access Westmont home care services with a food voucher that is redeemable at the Foodshare store.

To assist vulnerable clients to access affordable food during times of rising food prices and other cost of living expenses.

### ELIGIBILITY CRITERIA

Clients who have declared their income as below the low-income threshold and/or who can demonstrate that they are subject to financial hardship.

### PROCEDURE

The administration team will maintain a supply of \$15 and \$25 Foodshare vouchers. Vouchers will be logged onto the tracking spreadsheet and include a unique voucher code, the date it was issued and whom it was issued to.

The Client Care Coordinators or Care Managers will identify when a client is eligible for a Foodshare voucher and will notify the administration team to issue a voucher.

For HCP clients, the administration team will email the HCP finance team with details of the client and voucher. The HCP finance team will create a manual invoice for the client and then email the Care Manager with the information.

For HCP clients, the cost of the voucher will be recorded as a 'one-off' service in eTools and the Care Manager will update the client's Care Plan. The client will be provided with an updated copy of their Care Plan.

For CHSP and HACC clients currently receiving shopping services, the cost of the voucher will be added as a materials cost in the shopping service. The client's Care Plan will be updated to include the 'voucher' service. The client will be provided with an updated copy of their Care Plan.

For other CHSP and HACC clients who cannot access the vouchers through other organisations, the client can come into Westmont and pay for the voucher directly.

Clients will be supported to purchase items at the Foodshare store where required.

Clients are able to regularly access the Foodshare program. Clients who access the program greater than a frequency of once a month will be provided with information on financial planning services available within the community.

Date approved:	August 2022	By Department:	DCC		
To be reviewed:	August 2025	By Department:		Key changes:	