



22 JUN 2020

Dear [REDACTED]

On 12 February 2020, you emailed the Ministry of Social Development (the Ministry) requesting, under the Official Information Act 1982 (the Act), a copy of the following documents:

- *Ministry of Social Development (MSD) Foodbank Strategy that was launched in 2002.*

In recent years, the demand for hardship grants has increased. One of the main drivers of hardship growth is clients' income pressure due to rising accommodation costs. Most hardship grants are for food, as adjusting for food spending is easier than adjusting for housing costs.

The Ministry ensures clients are receiving their on-going full and correct entitlements when considering hardship assistance. Work and Income Service Centres maintain strong links with local Foodbanks and regularly work together to support people in need. It is common practice for Foodbanks to confirm a client has approached Work and Income in the first instance before considering what help they can offer.

Changes to operational practice has also made it easier for clients to access the hardship assistance they are entitled to. Clients can apply for assistance using the on-line MyMSD application. Using MyMSD, clients can access assistance up to their six-monthly limit without speaking to a staff member. Contact Centre staff are also able to assist clients with their hardship needs by phone, which means the client does not always need to attend a face to face appointment.

While most clients do not require regular hardship assistance, case management services are available to support those clients who need help more often.

In 2002, the Ministry initiated a five-year Foodbank Strategy aimed at reducing, and ultimately eliminating, the need for food banks.

The Ministry has identified two documents that are in scope of your request. The following two documents are enclosed, as requested:

- *Memo – Foodbank Strategy, dated 22 June 2005.*
- *Memo [ref memo 12/12/02] and attachments – Foodbank Strategy, undated.*

The principles and purposes of the Official Information Act 1982 under which you made your request are:

- to create greater openness and transparency about the plans, work and activities of the Government,
- to increase the ability of the public to participate in the making and administration of our laws and policies and
- to lead to greater accountability in the conduct of public affairs.

This Ministry fully supports those principles and purposes. The Ministry therefore intends to make the information contained in this letter and any attached documents available to the wider public shortly. The Ministry will do this by publishing this letter and attachments on the Ministry of Social Development's website. Your personal details will be deleted and the Ministry will not publish any information that would identify you as the person who requested the information.

If you wish to discuss this response with us, please feel free to contact OIA_Requests@msd.govt.nz.

If you are not satisfied with this response regarding the Ministry of Social Development Foodbank Strategy that was launched in 2002, you have the right to seek an investigation and review by the Ombudsman. Information about how to make a complaint is available at www.ombudsman.parliament.nz or 0800 802 602.

Yours sincerely



Viv Rickard
Deputy Chief Executive Service Delivery



Work and Income
Te Hiranga Tangata

A service of the Ministry of Social Development

Helpline
National Office
Wellington
Telephone:
Facsimile:

To	Liz Jones	Date	22 June 2005
CC	Anne Stevenson		
From	Toni Kane		
Security Level	UNCLASSIFIED		

FOODBANK STRATEGY

Action	For Information
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Purpose

This memo provides you with information relating to the finding from New Zealand Council of Christian Social Services' (CCSS) Poverty Indicator Project: Foodbank Study.

It has been prepared in anticipation of your meeting with the Chief Executive at 9.00am, prior to him meeting with Jeremy Irvine the Executive Officer of NZCCCS.

Study findings

The study (over four years) highlights the fact that despite a booming economy and low unemployment rates, there remains in our society a group of people who have complex social and health issues and who may not easily fit within broad government assistance programmes.

While the study shows the number of people requiring foodbank assistance has generally decreased, the complex issues those people are experiencing has increased. Those issues include low income, unaffordable housing, unmanageable debt and insufficient income to pay utility bills.

Major findings from the report include

- median and average weekly incomes of food bank clients are less than half of the average New Zealand household
- 70% or more of food bank clients receive a benefit as their only source of income
- more than 60% of food bank clients spent greater than 30% of their income on housing
- the majority of those surveyed had debt
- at six of the agencies, more than half of the households had children

MEMO

- the number of applicants seeking food bank services has decreased in six of the seven food banks that participated in the project.

The Executive Officer of NZCCSC has indicated “the study highlights the need for

- Full and correct entitlements to income support;
- Stronger connections between local Work and Income managers and foodbanks as it appears that implementation is not consistent across the foodbanks surveyed;
- A community development approach, that is, the need for strategies to work from the ground up.”

Work and Income Foodbank Strategy

After Budget 2002, the Foodbank Social Coalition Fund (FSCF) was established. To achieve the fund’s objectives, Work and Income have a three-pronged approach

1. To reduce and prevent the need for foodbank services by ensuring all Work and Income clients received their full and correct entitlement.
2. Where foodbank services were needed, to ensure consistent referral practises were in place.
3. To work with foodbank providers to help reduce client’s dependence on foodbank services by providing
 - in-kind support, by having a Work and Income case manager located either part-time or full-time at the foodbank (which also helped support the first approach – of ensuring full and correct entitlement)
 - funding for programmes to address underlying causes of foodbank services, eg budget advise, cooking courses, counselling, life skills).

Work and Income funding is not limited to the FSCF; Regional Commissioners are also allocated discretionary funding to support similar partnership initiatives.

Progress to date

The progress that Work and Income, nationally has made so far, shows that the needs highlighted by Jeremy Irvine are being addressed.

Full and Full and correct entitlements to income support

Ensuring full and correct benefit entitlement is a key first step in reducing the need for food bank services. The need to ensure full and correct benefit entitlement has become embedded into case management training and practice (facilitated also by lower caseload ratios, and the implementation of more comprehensive case management).

The number of Special Needs Grants and Special Benefits granted has increased over recent years, illustrating that case managers are better identifying and responding to client’s needs.

Work and Income has also developed a ‘toolkit’ resource for case managers to improve consistency when people present with hardship.

Stronger connections

In some areas, having a Work and Income case manager operating part-time or full-time from food bank premises has helped ensure that full and correct entitlement and consistent referral practices are operating well.

Co-location of a case manager has also helped build positive working relationships between partner agencies.

Work and Income are building partnerships with major food bank providers, and are providing funding for initiatives that address underlying issues for mutual clients.

Community Development Approach

The Food Bank Social Coalition Fund provided an initial platform to develop partnership responses between Work and Income and major food bank providers. Increasingly, both government and non-government agencies are seeking to respond to the underlying causes of food bank use.

Manukau City

The findings of the study on the Salvation Army Manukau City Community and Family Service Foodbank, accurately reflects what has happened in the Manukau area in terms of foodbank usage over the past 2 years. The study reported a significant reduction of clients needing food parcels from 300 per month in 2001 to 90 per month at the end of 2004.

The deliberate intervention of Work and Income in significantly reducing these numbers is a fact that has publicly been acknowledged by the Salvation Army.

Work and Income established a Foodbank partnership with the Salvation Army in Manukau City in March 2003 in response to the Foodbank Strategy. Since the establishment of this partnership a case manager has been working from the Salvation Army premises in Manukau providing a full service to people that present to Foodbank.

The case manager's activities, primarily ensure that these people are receiving their full and correct entitlement to benefit if they are a Work and Income client, and brokering other services (where appropriate) for people not receiving a benefit.

This approach was extended to Waitakere last year and the case manager working in that area now sees 30 clients who are potential Foodbank users each week.

Another important element of the partnership is raising staff awareness of services provided by foodbanks, through visits by the Salvation Army to sites. There is particular focus on contents of food parcels so Case Managers can make informed decisions when clients approach them for Special Needs Grants for food.

Findings from this initiative have helped with the development and delivery of a programme called "Opportunities Unlimited". This aims to support participants to gain greater self-awareness, and a better understanding of personal and general life skills. So far, 74 women on DPB who presented to the Foodbank with a need for a food parcel have been through the programme and have achieved positive outcomes.

The study found that Maori and Pacific people are high users of Foodbanks. Families/whanau often present to Work and Income with high and complex needs that cannot be provided by their Case Manager. The definition of family is broad in these cultures and could conceivably encompass 3 and possibly 4 generations, not all necessarily living under the same roof but impacting on each other in both positive and/or negative ways.

In response to this issue, we are exploring a programme with the Salvation Army that will provide customised family plans and packages of care. The programme will focus on the whole person/family rather than dealing with a problem in isolation.

Programmes may include

- counselling and/or social work
- budgeting and advocacy on behalf of families with government agencies, creditors, financial institutions that they may be indebted to
- drug/alcohol and gambling programmes and counselling (also residential based services for drug and alcohol problems),
- life skills programmes such as "Opportunities Unlimited",
- employment services, including linking children and teenagers to youth programmes.

Moving Forward

Working for Families

The Working for Families (WFF) package aims to assist working people, especially low to middle income families, to make the most of economic opportunities and share in New Zealand's growing prosperity by improving returns from work. The package also addresses child poverty by ensuring income adequacy for low and middle-income families.

Provisional monitoring data suggests that take-up of Childcare Assistance and Accommodation Supplement exceeds or is at least equal to the forecast take-up.

Recently published research by the Ministry estimates that when the WFF reforms have been fully implemented by 2007, the reductions in child poverty will be extensive.

Debt Management

MSD has been undertaking several projects in relation to debt management and prevention including

- a debt prevention pilot to ascertain if the financial planning services currently offered by members of the NZ Federation of Family Budgeting Services will assist clients in the better management of their finances;
- researching 'debt to multiple state agencies' to better understand the factors that contribute to the circumstances clients
- understanding current debt that client's already have with Work and Income and how this can be monitored and managed

Other initiatives

A number of initiatives are underway that address issues of poverty and hardship, including initiatives for improving employment outcomes, simplifying the benefit system so people are aware of their entitlement, providing a more seamless service between Inland Revenue and MSD, and improving housing affordability.

Monitoring Foodbank usage

Until April 2005, Work and income has relied on statistics prepared by non-government social service providers. As this work is no longer available MSD has been exploring how to access robust data which can be used to monitor trends in foodbank use. Some options being pursued are

- tracking declined applications for Special Needs Grants for food – these may lead to clients approaching foodbanks
- collecting data at a local level. Regional Commissioners have been asked about the viability of collecting data at a local level on foodbank usage. This relies on established and good working relationships with providers.
- Accessing data from a proposed Salvation Army Database in the future.

Summary

This paper shows the significant progress and operational practice that Work and Income has in place to ensure people are receiving their correct income support entitlements as well as our commitment to work in collaboration and partnership with food bank providers.

Foodbank Strategy

(ref memo 12/12/02)

This document outlines the standard letter that is now available through UCVII when declining a special needs grant for food.

Background

The Ministry of Social Development has initiated a 3 to 5 year strategy aimed at reducing, and ultimately eliminating, the use of foodbanks.

Feedback from foodbank operators suggest that there are variable practices in place for clients approaching foodbanks for assistance and the need to ensure clients receive their full and correct benefit entitlement.

A number of regions have established effective working relationships with local foodbank providers, which are already proving of benefit to clients, foodbank providers as well as Work and Income.

In support of the strategic initiatives, a "toolkit" has been developed to assist regions with further development of these relationships. The "toolkit" will be launched to all Regional Commissioners. This "toolkit" provides guidelines and minimum standards when working with foodbank operators and a detailed approach when a client contacts Work and Income for assistance for food.

The implementation largely involves regular meetings being held with foodbank operators as part of the communication strategy and the foodbank emergency food assistance approach.

There are two significant elements of the toolkit that relate specifically to Service Centres. These are the:

- Emergency Food Assistance Model; and
- Emergency Food Assistance Decline Letter.

Emergency Food Assistance Model

This model details the process to be followed by Service Centre staff when a client applies for emergency food assistance ensuring the client receives consistent service, enhancing "full and correct" entitlement processes.

The four steps in the process when a client applies for emergency assistance with food are:

- Establishing the need for assistance, inline with the Minister's Directive;
- full and correct entitlement assessment, i.e. is the client receiving full and correct payments based on their current circumstances;
- qualification criteria, i.e. has consideration been given to going outside the Ministerial Guidelines; and
- decline process, i.e. discussing what other options are available to the client and receive the template decline letter.

A copy of the Emergency Food Assistance Model is attached as appendix 1.

This approach is to be delivered to all staff as part of the Wednesday brief on 11th December 2002. The training material is attached as a power point presentation to assist with enhancing staff's awareness of the foodbank strategy and understanding of the Emergency Food Assistance Model.

Emergency Food Assistance Decline Letter

A letter template has been developed that will provide consistent response to clients when their application for a special needs grant for food has been declined.

This template letter is obtained through UCVII and pre-fills most areas automatically from SWIFTT. This will reduce the time Service Centre staff spend on providing the client with a decline letter and ensure that correct information is provided every time.

Details of the pathway required to access this template letter in UCVII is attached to this document. This is the only letter to be used for covering clients when their application for food assistance has been declined. It replaces all current versions used by Service Centre staff, which must be destroyed immediately.

Implementation

All staff are to implement using the "Emergency Food Assistance Decline" template letter and Emergency Food Assistance Model immediately. Training time has been made available through Wednesday Briefs for Wednesday 11th December 2002 to assist with the implementation.

Consultation

The toolkit has had extensive consultation with three RC's, Legal Services, Business Training Advisor, Policy and the NZ Council of Christian Social Services.

Related Links

- › [Appendix 1 Emergency Food Assistance Model](#) 10/12/2002
- › [Appendix 2 Emergency Food Assistance Decline Letter](#) 10/12/2002
- › [Appendix 3 Creating A Letter In UCVII](#) 10/12/2002
- › [Foodbank Process Training](#) 10/12/2002

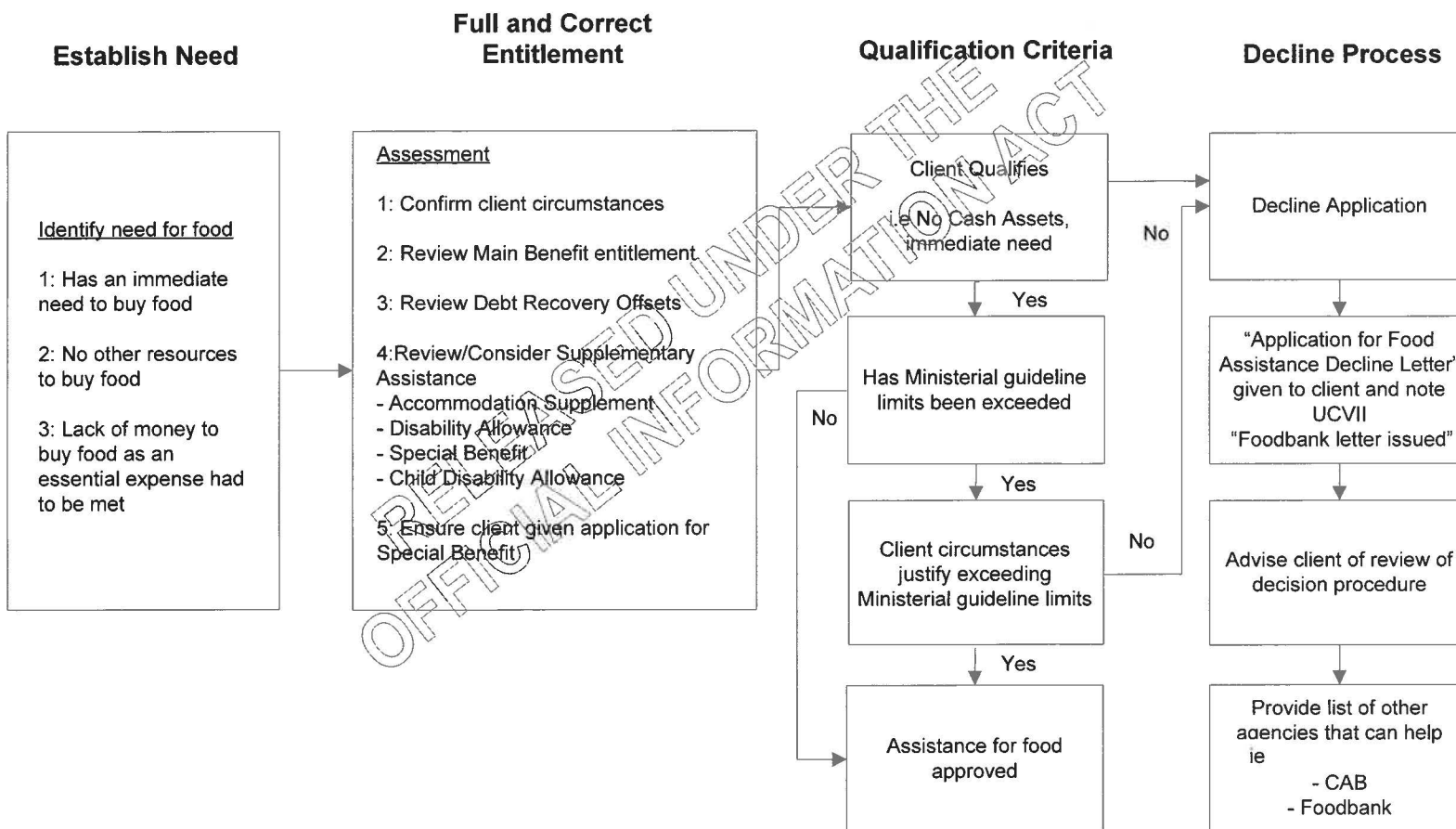
Who to contact for more information

If you have any questions regarding this information please contact [Helpline](#) on (24) 497 8401.

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Emergency Food Assistance Model

APPLICATION LOGGED



First name Family name
Full address [concatenation
of line1, line2, line3,
suburb, city, country, postal
code]

12 March 2020
Client Number Customer Number

Dear Customers Salutation

Special Needs Grant Application

Your application for help with food received today has been declined [Enter the reason for the decline].

When we talked with you about your situation, we checked to make sure you're getting all the help that we are able to provide. We also made sure that you are repaying any money you owe to us at a fair rate.

In the last 12 months, we have given you \$[Enter the SNG value for the last 12 months] for help with food. We are paying you the maximum you are able to get. The summary of support (below) shows the help that we are giving you. In your case, we are not able to go outside of the usual guideline limits. This means that we are not able to provide any other help to you.

You can ask us to check this decision today, if you are unhappy with it. This check will be done by the service centre manager (or another senior staff member) today.

You have the right to ask for any decision we make to be reviewed, if you don't agree with it. You can write to us or you can fill in a form at any Work and Income office. You need to do this within 3 months from the date of this letter.

Summary of support (as at 12 March 2020)
(includes any information that you have given us today)

\$

Weekly Income Support

Primary Service type
Supplementary service type
TOTAL INCOME SUPPORT

Client Primary benefit rate
Client Supplementary service rate
Total rate for Client

Weekly Deductions

Deduction name/type
TOTAL DEDUCTIONS

Amount for Client
Total deductions for Client

Total Weekly Income Support

0.00

Other Income

Total income partner and Client

No of people included in Benefit

Adults: Marital Status Children: Number of children

Date of next payday

Payday Next payment date

If you have any questions please call Case Manager's name on [Enter the phone number you want recorded].

Yours sincerely

Case Manager
Worker's Staff Number

Foodbank Strategy

Explain:

Presentation outlining the “toolkit” that has been established following the foodbank strategy, in support of enhanced working relationships of Foodbank Operators and providing full and correct benefit entitlement to clients.

The “toolkit” will detail the process needing to be undertaken by Service Centres to manage these relationships and for Case Managers in the event of declining a Special Needs Grant application for food.

Toolkit

- ☐ Foodbank Liaison Guidelines;
- ☐ Emergency Food Assistance Model;
- ☐ Minimum standards for Emergency Food Assistance;
- ☐ Emergency Food Assistance decline letter; and
- ☐ Hardship assistance for people in need.

2

Explain: The Minister of Social Services and Employment requested that the Ministry of Social Development initiate a 3 to 5 year strategy aimed at reducing, and ultimately eliminating, the use of foodbanks. These strategies primarily focus on communication procedures between Work and Income and Foodbank Operators, enhanced service delivery practices to both streamline existing processes and provide consistent service. This coupled with development of some new initiatives, is the most effective way to reduce foodbank use in the short term. Although there are a number of factors that contribute to the reason why people access foodbanks, there has been a concern from Foodbank Operators that people are not receiving their full and correct entitlement.

A tool kit has been developed to assist with consistency in the decision making processes, notification of the decision and the referral process for clients to access foodbank services. The following is included:

- Guidelines to enhance effective working relationships with foodbank operators within your region;
- Flowchart to detail the approach to be taken by the Case Manager with all applications for emergency assistance for food;
- A standard decline letter to be used to notify the client of the decision to

decline emergency assistance for food;

- A standard process to be used when informing clients of foodbank and other community services; and

- “Hardship assistance for people in need” booklet to be provided to foodbank operators which details qualifications in order to receive extra assistance.

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Foodbank Liaison Guidelines

- ☐ Communication Strategy;
- ☐ Regular Meetings; and
- ☐ Identification of Risk.

3

Explain:

Liaison between key Foodbank Operators and the Ministry of Social Development have been established and it is important that this process is strengthened by documenting Minimum Standards as Liaison Guidelines in order for consistent processes to be maintained.

The Minimum Standards have been based on three key areas and these include:

Communication Strategy

Regular Meetings

Identification of Risk

Your Regional Commissioner will be initiating meetings with all Foodbank operators in your area and it will be important that Service Centres enhance the liaison roles at a local level.

(Refer to “Foodbank Liaison Guidelines” for full explanation)

Minimum Standards for Emergency Food Assistance

- ☐ Full and Correct entitlement;
- ☐ SNG Qualifications;
- ☐ Exceeding SNG limits;
- ☐ Consistent emergency food procedures;
and
- ☐ Standard decline letter.

4

Explain:

These minimum standards have been developed to assist Case Managers:

Ensure application for Special Needs Grant completed prior to foodbank protocol commencing;

Ensure that the client meets the qualifications to receive a Special Needs Grant food i.e. have an essential or immediate need, not be able to meet the need from their own resources and the need for food or lack of resources to meet it, was caused by an essential expense that had to be met and which left insufficient money to buy food;

Ensure that a client is receiving their full and correct benefit entitlement before advising the client of foodbank services. This review includes debt recovery offsets, supplementary assistance and client being provided with an Special Benefit application;

Ensure where a client has exceeded the Special Needs Grant food limit that consideration has been given to whether the client's circumstances justify exceeding the limit before declining assistance;

To promote consistency of practice and an understanding of emergency food assistance processes across regions; and

To provide a standard decline letter to be used.

(Refer to "Foodbank Liaison Guidelines" for full explanation)

Emergency Food Assistance Model

- ☐ Application;
- ☐ Establish Need;
- ☐ Full and Correct entitlement;
- ☐ Qualification Criteria; and
- ☐ Decline Process

5

Explain:

Application

The Application for Emergency Food Assistance Model details the process to be taken in all cases when a client applies for assistance for food. It is important that the client is encouraged to complete an application for Special Needs Grant at all times.

Verbal discussions with Work and Income staff can sometimes deter clients should they apply so they choose not to complete an application.

The Case Manager must record the verbal discussion by registering and decline a Special Needs Grant within SWIFTT as if client has lodged an application, and issue the "Application for Emergency Food Assistance Decline" letter. This is required so that there is a record that the client has discussed potential assistance for food and that they receive their statutory review rights.

Establish Need

If the client meets all qualifications, they may be able to receive a Special Needs Grant for food if:

The client or the client's immediate family (if any) has an immediate need to purchase food;

The client and the client's partner (if any) have no resources to meet that need, and would otherwise have to rely on a foodbank; and

The need for food or lack of resources to meet it, was caused by an essential expense that had to be met and which left insufficient money to buy food.

The three criteria shown above must be met for the Case Manager to establish the clients need for food and what essential expense caused the need. When establishing the need, the Case Manager will be able to determine the cause and assess potential referral to avoid a reoccurrence for the client needing to obtain assistance for food in

the future.

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Full and Correct Entitlement

This part of the process is critical as it is vital that the client is receiving their “full and correct” entitlement. Should this assessment identify any assistance the client should have been receiving, then an application must be invited.

The assessment will include:

Main benefit review;

Debt recovery levels; and

Supplementary assistance such as:

Accommodation Supplement;

Disability allowance;

Special Benefit; and

Child Disability Allowance.

Regardless of the full and correct entitlement assessment outcomes, an application for special benefit is to be given to the client in all instances. The Case Manager may need to make another appointment to assist the client with this application.

Qualification Criteria

In order to receive a Special Needs Grant a client must:

Meet an income and asset test;

Have an essential need, emergency need or require payment for specific circumstances;

Not be able to meet the need from their own resources or through other sources;

Be a New Zealand citizen or permanent resident; (i.e. not be in New Zealand unlawfully or on a temporary permit) and

Generally be ordinarily resident in New Zealand.

You may also consider the extent to which the client has caused or contributed to the immediate need or to the situation that has given rise to the immediate need.

Because Special Needs Grants involve a degree of discretion, it is important to show the process used to arrive at the decision. The Decision Summary form on the back of the application (S11 (7)) must be completed with every application.

More than one food grant may be made in a 52 week period but unless exceptional circumstances exist, grants during a 52 week period must not exceed in total:

single person with no dependent children	\$200.00
married couple with no dependent children	\$300.00
married couple or sole parent with 1 or 2 dependent children	\$450.00
married couple or sole parent with 3 or more dependent children	\$550.00

When considering whether the client has exceptional circumstances, consider the following factors:

Does the client have any special or unusual costs compared to others in a similar position to the client;

Does the client have any special or unusual reasons for any costs that has caused or contributed to the deficiency;

The age and health of the client and any dependants;

The ability of the client to improve his or her financial situation;

The causes of the client's financial difficulty. In particular has the client's financial difficulty been caused or contributed to because they have used their money unwisely;

The extent to which the basic necessities of life would be at risk if a Special Needs Grant was not granted; and

Any other circumstances of the client's situation you consider relevant.

Decline Process

The Decline Process sets out the steps the Case Manager must take following the declining of an application for Special Needs Grant for food in SWIFT1.

Complete and issue "Application for Emergency Food Assistance Decline Letter" to client;

Advise the client of their review rights;

Add notes to UCVII that "Decline letter issued"; and

Provide the client with details of other agencies that might be able to assist the client.

It is important that Service Centres complete a comprehensive "other agency" list for community groups and agencies in your Service Centre area that might be able to assist the client from potentially needing assistance for food in the future.

This list could include agencies such as:

Foodbank Operator

Inland Revenue Department;

Citizens Advice Bureau; and

Housing New Zealand

Emergency Food Assistance Decline Letter

- ☐ Consistency;
- ☐ Review Rights: and
- ☐ Full and Correct entitlement

8

Explain:

By having a standard template letter, there is confirmation that the agreed minimum standards as detailed in the flowchart have been adhered to and that the Case Manager has considered:

- Request for assistance to purchase food;
- SNG qualifications;
- The use of discretion;
- Full and Correct Entitlement check completed; and
- Provided review rights to the client.

It is important that this template letter is not altered or an alternative letter used when declining emergency assistance for food. This letter is accessed through UCVII and only requires six fields to be added manually.

“Hardship assistance for people in need”

- ☐ Special Needs Grant;
- ☐ Special Benefit;
- ☐ Advance Payments of Benefit; and
- ☐ Recoverable Assistance Payments.

Explain:

This booklet details the four types of extra assistance and the criteria that is available from Work and Income with the intention that all foodbank operators have a copy for their staff. It is written in a “user friendly” manner so that it is easily understood and clients would also find useful should they require further information.

Summary

- ❑ Foodbank Liaison Guidelines;
- ❑ Minimum Standards for Emergency Food Assistance;
- ❑ Emergency Food Assistance Model;
- ❑ Emergency Food Assistance Decline Letter; and
- ❑ Hardship assistance for people in need.

10

Explain

The above guidelines and model detailed in the "toolkit" have been designed in support of the 3 to 5 year foodbank strategy aimed at reducing, and ultimately eliminating, the use of foodbanks. The "toolkit" also supports the Regional Commissioners strategies, build relationships with Foodbank Operators and enhances consistency in delivery of food assistance nationally.

It is critical that the minimum processing standards are maintained to ensure clients receive "full and correct" benefit entitlement and that the client is aware of all support agencies in the community.

These standards were implemented in the training delivered on Wednesday 11th December 2002.

For any further questions regarding the Minimum Standards, please contact Grant Myhill on 46546.

Foodbank Strategy

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Toolkit



- Foodbank Liaison Guidelines;
- Emergency Food Assistance Model;
- Minimum standards for Emergency Food Assistance;
- Emergency Food Assistance decline letter; and
- Hardship assistance for people in need.

Foodbank Liaison Guidelines



- Communication Strategy;
- Regular Meetings; and
- Identification of Risk.

Minimum Standards for Emergency Food Assistance



- ❑ Full and Correct entitlement;
- ❑ SNG Qualifications;
- ❑ Exceeding SNG limits;
- ❑ Consistent emergency food procedures;
and
- ❑ Standard decline letter.

Emergency Food Assistance Model



- Application;
- Establish Need;
- Full and Correct entitlement;
- Qualification Criteria; and
- Decline Process

Emergency Food Assistance Approach (cont)



- Application;
- Establish Need;
- Full and Correct entitlement;
- Qualification Criteria; and
- Decline Process.

Emergency Food Assistance Decline Letter



- Consistency;
- Review Rights: and
- Full and Correct entitlement

“Hardship assistance for people in need”



- ❑ Special Needs Grant;
- ❑ Special Benefit;
- ❑ Advance Payments of Benefit; and
- ❑ Recoverable Assistance Payments.

Summary



- ❑ Foodbank Liaison Guidelines;
- ❑ Minimum Standards for Emergency Food Assistance;
- ❑ Emergency Food Assistance Model;
- ❑ Emergency Food Assistance Decline Letter; and
- ❑ Hardship assistance for people in need.