

Victorian healthy food relief guidelines

We are working towards achieving these principles to deliver the best possible experience for community members accessing food relief services.

1 **Community centred:** services designed around the needs of community members

- Listen to and respect the views of community members, to inform improvements and place-based solutions.
- Provide meaningful opportunities for community members to be involved, such as paid or volunteer work.
- Work with communities and other partners to address structural barriers that create inequalities in access to food and connect people to pathways out of food insecurity.

2 **Dignified, respectful, accessible:** create welcoming, inclusive and culturally safe experiences

- Provide food relief fairly, equitably & without discrimination, respecting individuals' value, dignity, agency, and time.
- Create opportunities where community can make food choices that work for them.
- Consider individuals' holistic experience and strive to make environments accessible and interactions positive.
- Work to understand and appreciate cultural diversity and be sensitive to cultural and religious beliefs, values, and customs.
- Provide training support to staff members and volunteers.
- Support community members who may experience language barriers or who have disability access requirements.



3 **Healthy:** prioritise safe, nutritious and culturally appropriate food

- Work towards increasing the variety and quantity of nutritious and good quality foods.
- Work to offer food options for diverse dietary needs and preferences that are culturally appropriate for local communities.
- Prioritise sourcing Victorian-grown, sustainably produced food.

4 **Collaborative:** work with others to provide food relief and further assistance

- Work with others to share ideas and information and learn from others' experiences. This will help create resilience and adaptability in the food relief sector.
- Explore opportunities to improve access to food relief, including through place-based community-led solutions.
- Provide avenues to other community-based services (i.e. material aid, legal and health services).
- Foster opportunities to support individuals and families to build their food skills and confidence. Connect them with local support services that help address factors contributing to food insecurity.

5 **Accountable:** measure the quality and impact of services

- Evaluate service demand and quality against the principles of the Victorian Healthy Food Relief Guidelines and identify opportunities to improve practices.
- Gather data to better understand food relief demand and service quality.
- Provide visible and accessible feedback and complaint processes.



If you feel that your experience today has not met these principles, we encourage you to please speak with a staff member or volunteer about our feedback and complaints processes.