

## HOW TO GET HELP



If you are unable to afford to buy food and need help from our foodbank there are a few simple steps to follow.

### THE MOST IMPORTANT STEP IS TO GET A FOODBANK VOUCHER

In order to provide the most appropriate help for the circumstances of your situation we work with local agencies. If they feel you are struggling to put food on the table, they will issue you with a foodbank voucher. The local agency can also provide long term support if needed to help address some of the issues behind the reasons for your crisis. Agencies we work with include: Citizens Advice, Wiltshire Council, housing support officers, children's centres, health visitors, social services and some local charities.

### CONTACT THE REFERRAL AGENCY

- *Wiltshire Citizens Advice: 0800 144 88 48 (Monday - Friday 9am - 5pm)*
  - *To email them, visit their website and complete the short 'Contact us' enquiry form: [www.citizensadvicewiltshire.org.uk/get-advice](http://www.citizensadvicewiltshire.org.uk/get-advice)*
  - *Help through Hardship - Joint Citizens Advice/Trussell Trust helpline: you can call 0808 2082138 (freephone) for free to speak to a trained and independent Citizens Advice agent. Open Monday to Friday, 9am - 5pm*
  - *Or contact your housing officer, social worker, support worker etc.*
- They will discuss your situation and supply you with a foodbank voucher where appropriate.

### BRING YOUR FOODBANK VOUCHER TO YOUR NEAREST FOODBANK CENTRE

You can find a list of our local centres and opening times on the back of the voucher. We will exchange your foodbank voucher for a parcel of three days of emergency food.

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