

VOLUNTEER INFORMATION

YOUR QUICK GUIDE TO SECONDBITE



THANK YOU

for giving your valuable time to volunteer with SecondBite!

In this guide we will walk you through what you can expect when volunteering with SecondBite, including some safety information and guidelines on how we operate day-to-day.

ABOUT SECONDBITE

SecondBite exists to provide access to fresh, nutritious food for people in need across Australia. We do this by partnering with food suppliers and community agencies to rescue quality, nutritious food that would otherwise end up in landfill, and get it to people who need it most in communities around the country. Our vision is for an Australia that feeds those who need to be fed.



WHY SECONDBITE?

In Australia, we throw away an unbelievable amount of perfectly edible food every day. At the same time, a growing number of Australians find themselves struggling to make ends meet. It is estimated that in the course of a year, more than 1 in 7 experience food insecurity in Australia.

More confronting still, for more than 1 million of these people, food insecurity is not a once-off, but a regular occurrence. Food insecurity can affect all kinds of people in our society, from single parents, to students, to elderly people struggling to manage after the loss of a spouse. Families on low incomes or in crisis, recent migrants, and even children are among those struggling to afford enough food.

The reasons behind this are complicated, but the bottom line isn't – in short: we throw good food away while people go hungry.

HOW DOES SECONDBITE WORK?

SecondBite rescues and redistributes food to over 1,300 community food programs right across Australia, completely free of charge. Surplus fresh food is donated by growers, retailers, distributors, caterers and from public events. This food is redistributed to community food programs that support Australians in need.

Since 2005, SecondBite has redistributed over 48 million kilograms of food nationally, providing well over 96 million meals.



WHAT OUR VOLUNTEERS DO

Our volunteers do all sorts of things every day to help support SecondBite. This includes...

- Collecting surplus food from local markets
- Assisting with food sorting in our warehouses
- Delivering food to local community food programs
- Preparing deliveries
- Assisting with administrative tasks
- Helping with fundraising and events

We are so grateful for your
assistance, time and support!





WHAT TO EXPECT ON SITE

On your first day, you will be given a walk through our facility, and will be given some important information about safety on site.

We will let you know what is expected of you while you are volunteering with SecondBite, and where key areas are such as bathrooms, hand washing facilities, first aid kits, exits and break out areas.

**In the event of an
emergency or injury,
refer to a supervisor or
team leader**

WAREHOUSE SAFETY

This list is not exhaustive, and a more detailed list can be found in the OH&S Procedures for Warehouse. Please familiarise yourself with this information and as always, if you're not sure of something please refer to a supervisor.

- A hi vis vest must be worn at all times in the warehouse
- Be aware of forklifts and any other machinery. Do NOT walk behind any moving vehicles.
- Wear appropriate clothing/closed footwear and ensure your hair is tied back
- It is not recommended that you wear jewellery when in the warehouse
- Should you be handling food, ensure you have clean hands and wear the gloves provided
- No mobile phones are to be used in the warehouse. They can cause distraction, which is dangerous in a warehouse environment.
- Ensure you practice safe lifting techniques to minimise injury
- Do not attempt to lift anything outside your comfort zone





FOOD SORTING

What we look for when sorting rescued food

- Fruit and veg come from our suppliers all mixed up. You will need to sort it into a fruit crate and a vegetable crate.
- Bananas go in crates separate from other fruits
- Onions, garlic and potatoes go in crates separate from other vegetables (but all in the same crate together).
- From time to time, a non-fruit/vegetable item will be in the food donations. Ask a supervisor where to put it if you're not sure.
- Take note of 'Use By' dates, especially if that date falls on a weekend. It may not be able to be redistributed before that date.
- Don't be overly 'picky'. Many vegetables can be used in soups even if they are not at their peak.
- Lettuces, cabbages etc. can still be perfectly OK, even if the top leaves look not so great. Peel back a few layers, you might be surprised!
- Any obviously mouldy or damaged food must be thrown away
- Cut fruit (like watermelon) can generally not be redistributed. If unsure, check with a supervisor.
- Oily herbs (like rosemary, thyme and bay leaves) are fine, even if they are past their 'best before' dates.

CODE OF CONDUCT AT SECONDBITE

While working at SecondBite, it is important that during this time you adhere to certain standards of behaviour. You will be given additional information regarding this, and we ask that you please familiarise yourself with these standards.

HEALTH DECLARATION

During your time volunteering at SecondBite, we may need to know if you have any issues that may affect your capacity to work with us. It is important that you provide this information to ensure your safety, and the safety of others. You will be given additional information regarding this, and we appreciate your co-operation.



*Thank
you!*

