

Appendix 4: SecondBite Community Connect Collection Process

SecondBite
Ending Waste. Ending Hunger.

COMMUNITY CONNECT Collection Process



YOUR TEAM

Always wear closed shoes and SecondBite hi-visibility vests when collecting.

Always apply the correct manual handling methods when lifting or moving boxes. See safeworkaustralia.gov.au for further information.

Always observe strict adherence to food safety, food handling and safe transportation of food. See foodstandards.gov.au for further information.

Be aware that you are representing both SecondBite and the Charity Partner organization, and present in a professional manner.

Ensure that your Australian Driver's Licence is valid, and that your collection vehicle is roadworthy



YOUR PARTNER STORE & COLLECTION

Always visit the Coles store SecondBite has scheduled for your agency.

Always employ the following steps to ensure effective communication;

- Ring the buzzer at the rear of the Coles loading dock on your arrival.
- If a Coles staff member does not respond after two minutes, please buzz again.
- If, after a further two minutes there is no response, please ring the main phone number of the store and advise the customer service representative that you are at the rear loading dock ready for collection.



Willingly accept all fresh, edible produce the store would like to donate.

Clearly communicate your need and capacity for bread.

Under no circumstances are you obliged to accept mouldy or inedible food. Please take photos of any inedible food offered and forward them to your Agency Coordinator to follow up.



Changes to your collection schedule or cancellations should be communicated to your store and Agency Coordinator as soon as possible.



THE SECONDBITE APP

The SecondBite App will automatically generate the runs on your scheduled collection days.

Please ensure the following steps are followed;

- Go to the SecondBite App at app.secondbite.org, login and Select the relevant run and enter data as follows 1. for food collected select "Complete" and ensure all collections and kilograms for each food type is entered daily 2. If there is no response at rear door select "No Collection/Delivery" and leave a comment. 3. If your collection was cancelled select "Skipped (Other)" and leave a comment.
- Ensure you record the name of the Coles representative you spoke with .

Accurately enter collection data into the App on the day of collection, using the correct status and ensuring there are no gaps in reports.



WHEN MATTERS NEED TO BE RESOLVED

Remain open and flexible in resolving issues as they arise. In the first instance, please speak directly with your Store Manager, Store Support Manager or Fresh Produce Manager. Escalate your enquiry to your Agency Coordinator if the matter is not resolved within five business days.

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