

Food Donation Tool Kit

A guide for businesses and food donation agencies that want to make a difference...
by feeding people not landfill



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Disclaimer: The information, opinions and advice in this toolkit have been presented in good faith. North East Waste has made every reasonable effort to ensure the accuracy of the content but makes no representation regarding its suitability for any commercial purpose or otherwise.

BACKGROUND

The purpose of this toolkit is two-fold:

- I. To assist businesses who have surplus edible food, to donate it with the aim of feeding those in need and avoiding the alternative of good food going to waste (landfill)
- II. To assist food relief agencies to regularly source more quality food from businesses particularly within their local area, and engage more volunteers to get it to those who need it most.



The toolkit provides information including templates, food safety and legal guidelines, data collection tools and advice around establishing partnerships, which will assist business donors and food relief agencies to achieve the above objectives.

This toolkit is a key resource developed through the North East Waste Food Donation Education project, from information provided by agencies and other organisations involved in the [2019 NE Waste Food Donation Feasibility Study](#) – It also draws on key learnings from studies completed in other localities and from practices adopted by successful food rescue organisations in the region and beyond.

It is part of a suite of resources, which aim to raise awareness and build capacity and increased participation in regional food donation. Other resources include the ‘[Food for Thought](#)’ website (newaste.org.au/fooddonation), a quarterly newsletter as well as radio, TV, print and social media campaign material.

DEFINITIONS

Food rescue – the donation of edible food that would have otherwise gone to waste.

Food relief agencies – organisations that have a strong focus on supporting members of the community with food provision and are also involved in food rescue.

Food donors – businesses or individuals who gift (provide free of charge) surplus food to a redistribution organisation or directly to a food relief agency.

Food redistribution organisations – collect and distribute large volumes of rescued food from food donors and either directly deliver it to food relief agencies or store it in warehouses, ready for distribution to agencies for a fee or for free.

DON'T DUMP IT - DONATE IT

Almost 1 million tonnes of food is thrown away each year in NSW. Meanwhile 100,000 people in our state require food relief each month, a quarter of them children.

To find out more about how your business can reduce the amount of food that is thrown out visit [Your Business is Food](http://www.newaste.org.au/ybif) (www.newaste.org.au/ybif)

When food waste can't be avoided, donating or recycling it are much better options than sending it to landfill. In fact, it's a perfect way of building an environmentally and socially sustainable business while cutting down on operational costs.

According to the [2020 Foodbank Hunger Report](http://www.foodbank.org.au) (www.foodbank.org.au), while COVID-19 has made life even more difficult for already vulnerable Australians, it has launched others into food insecurity for the first time. Almost a third of Australians experiencing food insecurity in 2020 (28%) had never experienced it before COVID-19.

NSW food businesses
throw away over 33%
of their food!



65% of food insecure people have accessed food relief since COVID-19 was declared a global pandemic

Government funding is providing temporary relief. Almost 30% of food insecure NSW residents don't know how they will cope or expect they won't cope at all when the additional government support is withdrawn.

Charities are seeing demand for food relief become erratic and unpredictable, but overall numbers are up by an average of 47%

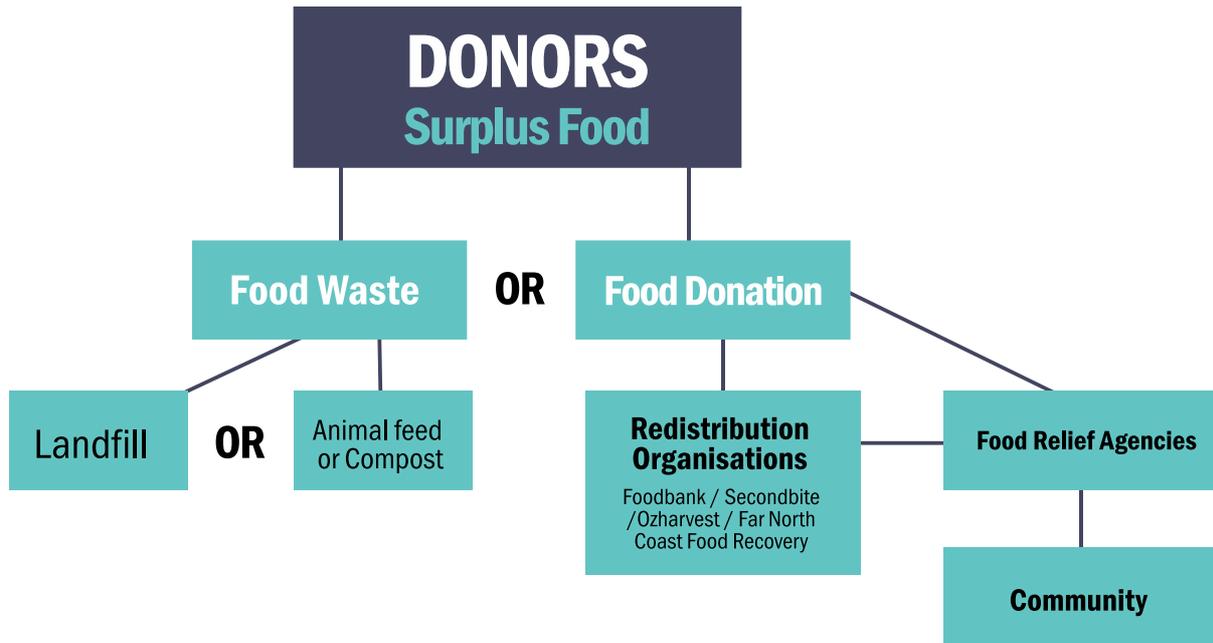
Sourced from the 2020 Foodbank Hunger Report.

*It's Food
for thought!*



There has never been a better time to stop food waste and at the same time help those in need.

FOOD DONATION FLOW CHART



BECOMING A FOOD DONOR (FOR BUSINESSES)

There are a number of ways that organisations can reduce the amount of food that they waste – including smarter and more efficient purchasing practices and the ability to redistribute surplus food still fit for consumption, instead of sending it to landfill.



The benefits that businesses can gain from donating surplus food include:

- Saving on disposal to landfill costs
- Meeting corporate social and environmental responsibilities
- Providing much needed food to those in need
- Being recognised as a community leader
- Boosting staff morale
- Being eligible for a tax deduction on donated items.

The positive impacts of becoming a food donor are good for business, the community and the environment. So why aren't all food businesses donating their surplus food? Concerns about liability and food safety are some of the commonest barriers to food donation, so let's bust some common myths!

Hunger Buster #1 Best Before vs Use By Date

These dates provide different information about how long a product can be kept before it begins to deteriorate or becomes unsafe to eat (*refer to 'Best Before vs Use By date'*)

Hunger Buster #2 What if someone gets sick?

The Civil Liability Amendment (Food Donations) Act 2005, also known as the Good Samaritan Act, provides limited liability protection to food donors, providing certain food safety conditions have been met (*refer to 'Food Donation and the law'*).

To help your business to successfully donate surplus food, things to consider include:

- Registering with a food rescue organization (*refer to 'Food Rescue – Options in the Northern Rivers'*) and using their App for alerting food relief agencies and recording available surplus food e.g SecondBite Community Connect program (*refer to "Technology to Assist Food Donation"*)
- Finding a local food relief agency that may have the resources to collect your surplus food (*refer to 'Food Relief Agencies Contact List'*).
- Ensuring that staff are familiar with any agreed donation procedures and guidelines
- Appropriate storage area/s set aside for products that are fit for donation
- Providing as much notice as possible when arranging a food pick up to allow those collecting to better plan their schedule and to minimise the time food is stored prior to collection.

If your business has food to donate, whether it's a regular donation or a one off, you can contact a Food Rescue Organisation (*refer to 'Food Rescue – options in the Northern Rivers'*) or one of your local Food Relief Agencies directly to get started. (*refer to 'Food Relief Agency Contact List'*)



North East Waste's *Your Business is Food Program* can further support your business to reduce the amount of food you throw away. It's free and includes a thorough waste assessment and action plan – sign up at Your Business is Food www.newaste.org.au/ybif/

Benefits of cutting food waste

Lower
operating costs
and increase
profits



Less
environmental
impact



Increased
customer
satisfaction



DONORS AND TAX DEDUCTION

Donating surplus food can provide the added perk of an eligible tax deduction for participating business donors.

A business can claim a tax deduction for the food donation they make if the donation meets the following conditions:

- I. The donation is made to a deductible gift recipient (DGR)*
- II. It must be voluntary, meaning the business must not receive any material benefit or advantage** in exchange for the donation
- III. The business donor keeps a record of the donation, generally a receipt from the gift recipient.

* A deductible gift recipient (DGR) is an organization that can receive tax-deductible gifts. Most but not all charities and food relief agencies are DGRs. To check DGR status visit the [Australian Business Register](#) website.

**If the donor receives a material benefit – that is receives something with a monetary value from the DGR in return for their donation – it is considered a contribution and extra conditions apply.

For more information, visit the [Australian Taxation Office website \(www.ato.gov.au\)](http://www.ato.gov.au)

HOW TO ATTRACT AND KEEP DONORS (FOR FOOD RELIEF AGENCIES)

Some food businesses will already have their own processes and procedures in place to support their partnership with the Food Rescue or Relief Agencies they regularly donate to, however many may not and so it is advisable to be prepared for either situation, in order to more easily establish and maintain a good working relationship.

The most successful donor/agency relationships are likely to be between those organisations that communicate well and are able to establish confidence and trust.

To help your organisation to attract and keep donors consider the following:

Be prepared when approaching a potential donor

- Identify the right contact person and the best method to approach them – in person, by phone &/or in writing (*refer to 'Letter of introduction to a potential donor' template at Appendix 1*)
- Promote the benefits of donating including: meeting corporate social and environmental responsibilities; cost savings; community leadership; helping the local community
- Highlight the protection afforded food donors under the 'Good Samaritan Act' (*refer to 'Food Donation and the Law'*)
- Share available data on local food relief such as: number of people in need/receiving food relief; quantity of food rescued; program activities and events; and volunteer opportunities
- Demonstrate your organisation's commitment to training volunteers and safe food handling (*refer to 'Volunteer Agreement & Guideline templates at Appendix 1*)
- Identify and commit to promotional opportunities if appropriate
- Remind potential donors of your organisation's 'Deductible Gift Recipient' status (*refer to 'Donors and Tax Deduction'*)

Developing and maintaining donor relationships

- Ask the donor to consider completing a Memorandum of Understanding (*refer to 'MOU' template at Appendix 1*)
- Develop and document a procedure, which includes guidelines for the safe storage, transport and handling of donated food and ensure volunteers are familiar with the procedure
- Encourage donors to communicate the procedure to all relevant staff
- Be clear about the types of food you are most in need of and be mindful that if there is surplus food available that your organisation is unable to use, another relief agency probably can - good networking benefits everyone (*refer to 'Agency Contact List'*)
- Provide food safety training to all relevant food relief agency staff/volunteers
- Highlight your organisation's ability to meet food handling standards and the need for the donor to provide quality edible food (*refer to "Food Safety – Storage, handling & transport", 'Understanding best before & use by dates' & 'Food Temperature Danger Zone'*)
- Discuss appropriate methods of storage prior to pick up (*refer to "Food Safety – Storage, handling & transport"*)
- Provide timely updates to donors, on any changes to agreed arrangements including collection dates/times and contact person
- Provide constructive feedback on any significant operational issues
- Share good news stories and where appropriate, acknowledge the donor's contribution



FOOD RESCUE – OPTIONS IN THE NORTHERN RIVERS

Many donor and relief agencies in the region deal directly with each other in a variety of local partnership arrangement. Alternatively, they may choose to use the services of the Food Rescue or Redistribution Organisation that are currently operating in the Northern Rivers Region. These organisations and the services they can provide are briefly outlined here and they should be contacted directly (*refer to 'Other Contacts List'*), for more information regarding partnerships, policies and processes for either donating surplus food or receiving it.

Foodbank



Australia's largest food redistribution organisation and a pantry to the charity sector. They accept a variety of food and groceries from farmers, manufacturers and retailers and produce essential items e.g. sauces, breakfast cereal from donated ingredients. Ordering is completed online – 50 percent is free and 50 percent is at cost, as some food is rescued but most is not. They operate out of a Sydney distribution centre and orders are freighted (government subsidized) to the Northern Rivers at no cost to agencies.

SecondBite



A leading national food rescue organisation that work with a range of food producers and retailers and have a major national partnership with Coles, to rescue surplus fresh and nutritious food and redistribute it to local food relief agencies at no cost. They operate the SecondBite Community Connect program, an innovative model of food rescue that facilitates the redistribution of surplus food from local donors directly to SecondBite charity partners and works well in regional areas. Many food relief agencies in the Northern Rivers region currently utilise this service.

Ozharvest



Rescue surplus fresh food from donors and deliver it directly and free of charge to food relief organisations. They currently only operate their yellow van service in the north Tweed from a base on the Gold Coast. The OzHarvest app, which connects food donors with local food relief agencies, is the OzHarvest preferred model for regional areas due to its cost effectiveness. The app is currently undergoing a review with no release date yet announced.

Food Recovery Far North Coast (FRFNC)



One of the larger food redistribution and food donation agencies in the region. It is an initiative of the Consortium of Neighbourhood Centres – Far North Coast with six members located at Pottsville, Mullumbimby, Nimbin, Kyogle, Evans Head and South Grafton. Food Recovery operates two refrigerated vans and collects and redistributes edible food from local donors, SecondBite Community Connect partners and Foodbank. Rescued food is then provided as healthy, nutritious meals and food parcels to community members across the Far North Coast.

FOOD SAFETY – STORAGE, HANDLING AND TRANSPORT



The way that food is stored, handled and transported through out the donation process, is vital to ensuring that it remains safe and fit for human consumption when it reaches those in need.

Whether you are a business donating food to a charity or a charity distributing food to individuals, always follow standard food safety guidelines.

- Everyone involved in handling, storing and transporting donated food should maintain the highest standards of personal hygiene and cleanliness.
- Food safety training is recommended for relevant staff and volunteers.
- Consider the most appropriate methods of storing food for collection to improve its longevity and ease of handling by those picking it up.
- Access to refrigeration will improve the quality, quantity and variety of rescued food.
- Always store food in clean, covered and labeled food-grade containers.
- Check the date marking on food packaging and throw away any food that is past its 'use-by' date (*refer to, 'Understanding best before & use by dates'*).
- Observe temperature control requirements (below 5°C or above 60°C) for potentially hazardous food including meat, seafood, poultry, dairy products, eggs and other prepared foods, which may contain these items such as pies, sandwiches, and salads (*Refer to the 'Temperature Danger Zone'*).
- Throw away any potentially hazardous food that has been left in the 'Temperature Danger Zone' for more than 4 hours.
- Always store and transport raw and cooked foods separately and don't use the same utensils for both.

Foods that can be donated include:

- Leftover unused portions not served to customers or clients, such as café sandwiches, salads, pastries and cakes.
- Surplus food at markets or supermarkets.
- Farm-grown food that does not meet supermarkets' size or appearance criteria.
- Sample products and ingredients or finished products that are not within specifications.
- Damaged or incorrectly packaged or labelled food from food manufacturers.
- Food past its '**best before**' date, provided it is not damaged, deteriorated or perished, or past its '**use by**' date.



UNDERSTANDING 'BEST BEFORE' AND 'USE-BY' DATES

'Best before' and 'Use-by' dates provide different information about how long a product can be kept before it begins to deteriorate or becomes unsafe to eat.

'Use-by' date labels indicate the date by which the food must be eaten. Food should not be donated or consumed after its 'use-by' date, as it may be unsafe, even though spoilage may not be evident. Charities that receive food, which will pass its 'use-by' date before distribution must throw the food away.

'Best before' date labels indicate when the food is at its optimum. Food is still safe to eat after this date has passed and so can still be donated, as long as it is not damaged, deteriorated or perished.

The only food that can have a different date mark on it is bread, which can be labelled with a baked on or baked for date if its shelf life is less than seven days.

Foods that have a shelf life of two years or longer, e.g. some canned foods do not need to be labelled with a best before date. This is because it is difficult to give the consumer an accurate guide, as they may retain their quality for many years and are likely to be consumed well before they spoil.

For more information visit: www.foodauthority.nsw.gov.au or www.foodstandards.gov.au

FOOD DONATION AND THE LAW

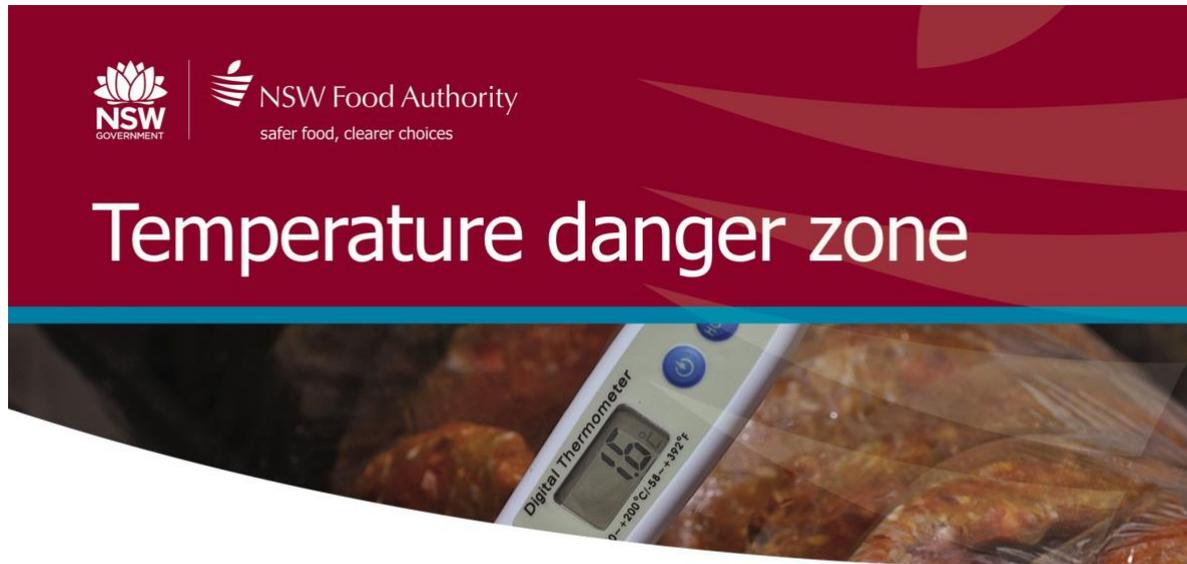
The *Civil Liability Amendment (Food Donations) Act 2005*, also known as the Good Samaritan Act, protects food donors by limiting the liability of individuals and businesses that donate food, providing certain food safety conditions have been met.

According to NSW Food Authority advice, food donors must ensure

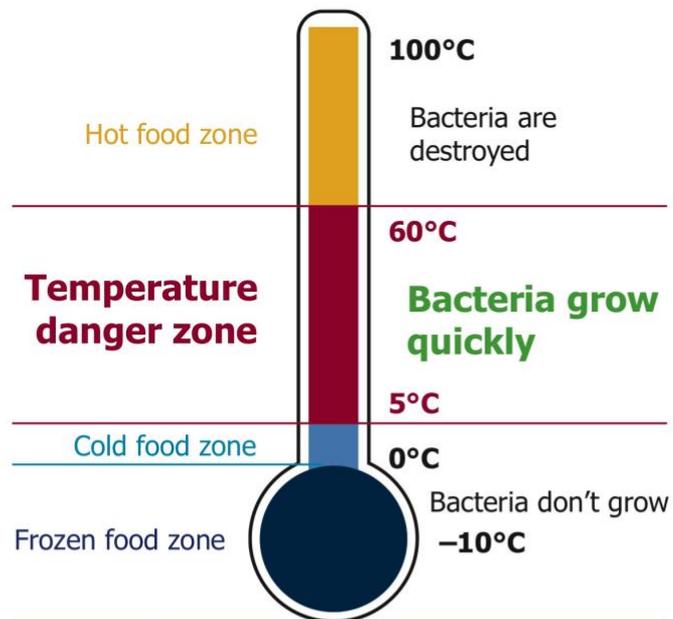
- Food is donated in good faith for a charitable or benevolent purpose
- Food is donated with the intention that the receiver of food does not have to pay for the food
- The food is safe to eat when it leaves the possession or control of the donor
- The donor gives the charity any information it needs to ensure the ongoing safety of the food.

See www.foodauthority.nsw.gov.au

THE TEMPERATURE DANGER ZONE



- The temperature danger zone is between 5°C and 60°C, when it is easiest for harmful bacteria to grow in food
- Minimise the time that food spends at these temperatures in order to keep food safe
- Refrigerated food needs to be kept at 5°C or below
- Hot food needs to be kept at 60°C or above



4-hour/2-hour rule

If a refrigerated food (eg dairy, cut fruit, sandwiches, salad) or a hot food (eg casserole, pie, lasagne, meatballs) has been in the temperature danger zone for a total time of:



If you intend to use the 4-hour/2-hour rule you will need to demonstrate that the food is safe. See the guideline on the 4-hour/2-hour rule on the Authority's website.

Childrens services poster – Temperature danger zone NSW/FA/FI128/1106

MEASURING AND RECORDING RESCUED FOOD

There is currently very little information available about the type, quantity and quality of donated food across the Northern Rivers. Recording this information, whether you are a business donating surplus food or a food relief agency receiving it, is a vital step in identifying what is being achieved and how it can be improved, both in terms of food waste avoidance and improved food security for our communities.

Statistics on the quantity of food donated or rescued are invaluable



Food Donors

Keeping a record of the food being donated is important because:

- I. It enables reporting within your organisation or externally, of the type and quantity of food being donated and to which agencies.
- II. It will assist in identifying those food donation agencies who will best benefit from the surplus food available.
- III. It may help your organisation to better identify where food waste can be avoided.

Food Relief Agencies

Keeping a record of donated food and meals delivered to those in need is important because:

- I. It enables your organisation to keep track of who is donating what and so be able to report and promote it within your organization and beyond e.g. local media.
- II. It provides valuable information to support future grant applications to assist your agency to access available funding and resources.
- III. It helps to more easily identify your agency's food needs and manage the response as situations change.
- IV. It provides input into what is happening across the region (the bigger picture) and will assist in developing education programs to further improve food rescue.

Measuring and recording the quantity of food that is donated is simpler and more reliable if an electronic tracking system is used, such as the SecondBite, OzHarvest or Y Waste app. (*refer to 'Technology to Assist Food Donation'*)

Alternatively, a simple data-recording sheet has been included in this Toolkit (*refer to 'Record Sheets' in Appendix 1*). Separate templates are available for food donors and for food relief agency use. It can be completed electronically (electronic version is available at www.newaste.org.au/fooddonation) or it can be printed and used as a hardcopy.



TECHNOLOGY TO ASSIST FOOD DONATION

Online platforms that support food donation

A range of online platforms are available to donors and food relief agencies, to support them to more easily get food to those experiencing food insecurity. A brief outline of the major platforms and their targets can be found in Table 1. Note that technology is changing quickly, and some of these platforms are still in the early stages of development, so their functions and capabilities will improve over time. These platforms also vary in terms of who they work with.

A general recommendation is for donors and food relief agencies not already using a food app, to use a Google form, based on the OzHarvest local chapter model initially, then transition to the OzHarvest App, when available.

Table 1: Analysis of online platforms available for sourcing food donations

Online platform	Target	Key functions
OzHarvest App connects food donors with food relief agencies, provides record of food donated. www.ozharvest.org/food/give-food/	Supermarkets and food retailers. Available for any donor or food relief agency to use.	App not currently available for use as still under review; however, once available this app will be accessible to both donors and agencies.
OzHarvest Google form (used by local chapters) https://forms.gle/JayUgYRRBucc26rH7	As above – for food retailers, supermarkets and other donors to connect with food relief agencies.	Simple form that can be shared between agencies and donors.
Second Bite App is used to record food collected from all 2ndBite registered donors. www.secondbite.org	Coles, ,Aldi, IGA, Nando's, cafes and farm gate donors.	Food relief agencies must be registered SecondBite partners to access the app.
FoodBank Online supermarket for food relief agencies. Some food is rescued, most is not. www.foodbank.org.au	Food Relief Agencies	Reliable supply of subsidised food for food relief agencies. FoodBank operates around the world.
YUME Foods Suppliers list quality surplus products at discount rates; Buyers purchase that food www.yumefood.com.au	Food supplier that has excess produce (in bulk quantities) and wholesale food buyers; food relief agencies.	Online platform to connect wholesale food buyers with wholesale suppliers who have excess stock in bulk quantities. Agencies would need to organize their own transportation of produce.
Y Waste Hospitality industry, food retailers who have end of day unsold surplus food that they post in the Y Waste app for people to pick up. FoodBank has recently partnered with Y Waste. www.foodbank.org.au	Food Relief Agency clients (provided with a code to access food via the app). Focus on small hospitality outlets (e.g. restaurants, cafes, clubs and caterers) that don't produce large volumes.	This app is a solution for restaurants and cafes to reach individuals to sell or donate their end of day surplus food.
Metcash/IGA An app is currently in development to support food waste reduction and food donation.	IGA supermarkets and food relief agencies.	This app is in development, but aims to easily link IGA supermarkets with their local food relief agencies.

FOOD RELIEF AGENCY CONTACT LIST

Agency	Contact Name	Phone	Email	LGA
Ballina Hot Meal Centre	Colin Lee	0417 862602	colinlee6@gmail.com	Ballina Shire
Ballina Presbyterian Church		0491 769112	Ballinachurchmaco@gmail.com	Ballina Shire
Camp Drewe (Presbyterian Church)	Fran Hotschilt	0411 612227	enquiries@campdrewe.com.au	Ballina Shire
Five Loaves Ballina	Wendy Keel	02 66811779	wendy.keel@sctlogistics.com.au	Ballina Shire
Life Church/Food for Life Foodbank	Kimberley Hutchinson	0429 399038	info@mylifechurch.net	Ballina Shire
Salvation Army Ballina	Christy Kurth	0438 243316	christy.kurth@aue.salvationarmy.org	Ballina Shire
Five Loaves Ballina	Dianne Thompson	02 66811779	Dianne.Thompson@sctlogistics.com.au	Ballina Shire
Salvation Army Ballina	Christy Kurth	0438 243316	christy.kurth@aue.salvationarmy.org	Ballina Shire
Hub Baptist Church Ocean Shores	Ben Kruzins	0434 677747	ben@thehubbaptist.org	Byron Shire
Liberation Larder	Liz Jackson	0414 895441	lizzijackson@gmail.com	Byron Shire
Mullumbimby & District Neighbourhood Centre	julie Williams	02 66841286	manager@mdnc.org.au	Byron Shire
Mullumbimby Food Box	Gillian Lomath	0428 846328	bglomath1@bigpond.com	Byron Shire
Anglicare Nth Coast	Lesley Grant	0429 307555	ancer1@anglicarenc.org.au	Clarence Valley
Australian Community Care Network Grafton	Alison Tomlinson	0457 197427	accngrafton@gmail.com	Clarence Valley
Christ Church Grafton Cathedral Pantry	Moe Jones	0417 928914	moeroajones@gmail.com	Clarence Valley
Foodcare Grafton	Lynn Whalen	02 66426473	Foodcare-grafton@faithfamily.com.au	Clarence Valley
Soup-A-Stars (New School of Arts Neighbourhood Centre)	Skye Sear	02 66403800	skye.sear@nsoa.org.au	Clarence Valley
The Hub Baptist Church	Sandra Taylor	0407 371042	sandratyler1@bigpond.com	Clarence Valley
Wellspring Community Pantry	Angela Kelly/Josie Prow	02 66458829	yamba@wellspringclc.com	Clarence Valley
Kyogle Community Food Pantry	Roz Knights	0484 676628	rjane.knights@gmail.com	Kyogle
Kyogle Together Inc.	Sharyn Marshall	0439 999856	gm@kyogletogether.org.au	Kyogle
Five Loaves Mobile Food Bank	Lena Willis	0447 575686	lena3147@bigpond.com	Lismore
Life Care Food For Life	Kimberley Hutchinson	0429 399038	kim.hutchinson@mylifechurch.net	Lismore
Nimbin Neighbourhood & Info Centre	Natalie Meyer	02 66891692	admin@nnic.org.au	Lismore
Northern Rivers Community Gateway	Warren Anderson	02 66217397	warren@nrcg.org.au	Lismore
Uniting Church Lismore	Val Latimer	0414 241672	latimer_valerie@hotmail.com	Lismore
Winsome Hotel - Lismore Soup Kitchen	Paul Murphy	0428 665445	paul@winsome.org.au	Lismore
Casino Food Basket	Tim Saunders	0405 973191	timsaunders@live.com.au	Richmond Valley
Casino Soup Kitchen & Foodbank	Linda Monks/Terrell Lohman	0458 203773 / 0400 155392	mdsmokeybacon@bigpond.com	Richmond Valley
Mid-Richmond Neighbourhood Centre	Jaime Cooper	0434 679806	jaime.cooper@mrnc.com.au	Richmond Valley
Brett St cafe (council)	Joanne Watters	07 55693131	joannew@tweed.nsw.gov.au	Tweed Shire
Fred's Place	Alysia Hopkins	07 55361906	alysia.hopkins@vinnies.org.au	Tweed Shire
Murwillumbah Community Centre	Amanda Lindh	02 66723003	communityservices@mccentre.org.au	Tweed Shire
Murwillumbah Community Centre Food Hub	Patsy Walsh	0490 499879	patsy@mccentre.org.au	Tweed Shire
Pottsville Beach Neighbourhood Centre/Beachside Communicare	Angela Maxwell	02 66764526	angela@pbnc.org.au	Tweed Shire
Vibe Care Ltd	David Nahi	0421 234633 / 07 55367575	info@vibecarepantry.com.au	Tweed Shire
You have a Friend	John Lee	07 55242008	johnl.17@bigpond.com	Tweed Shire

Please Note: this is not an exhaustive list and regular changes may occur (compiled March 2021).

Refer to www.newaste.org.au/fooddonation for future updates.

OTHER CONTACTS LIST

<p>North East Waste www.newaste.org.au/fooddonation Email: Karen@newaste.org.au</p>
<p>Love Food Hate Waste Program www.lovefoodhatewaste.nsw.gov.au www.newaste.org.au/foodsmart Email: linda@newaste.org.au</p>
<p>Your Business is Food www.newaste.org.au/ybif Email: linda@newaste.org.au</p>
<p>SecondBite (Community Connect) www.secondbite.org.au Email: admin@secondbite.org Ph. 1800 263 283</p>
<p>OzHarvest - National HQ www.ozharvest.org Email: info@ozharvest.org Ph. 1800 108 006</p> <p>Gold Coast Email: goldcoast.info@ozharvest.org Ph. 07 5628 0060</p>
<p>Foodbank www.foodbank.org.au Email: office@foodbanknsw.gov.au Ph. 02 9756 3099</p>
<p>Food Recovery Far North Coast (FRFNC) www.foodrecovery.org.au</p> <p>Consortium of Neighbourhood Centres (CONC) / FRFNC members:</p> <ul style="list-style-type: none"> ▪ Pottsville Beach Neighbourhood Centre ▪ Mullumbimby & District Neighbourhood Centre ▪ Nimbin Neighbourhood & Info Centre ▪ Kyogle Together ▪ Mid-Richmond Neighbourhood Centre ▪ South Grafton New School of Arts Neighbourhood Centre <p><i>Refer to 'Food Relief Agency Contact List' for further details.</i></p>

APPENDIX 1: DOCUMENT TEMPLATES

These templates are examples of those used by other organisations and are available to be amended by your organisation as suitable.

Templates can be downloaded from our website at www.newaste.org.au/fooddonation

LETTER OF INTRODUCTION TO A POTENTIAL DONOR

[Insert name of manager/contact]

[Insert name of potential donor organization]

[Insert address details]

Insert
organisation Logo
here

RE: Become a food donor today and help struggling families in [insert name of town]

Did you know that almost 1 million tonnes of food is thrown away each year in NSW. Meanwhile 100,000 people in our state require food relief each month, a quarter of them children.

In 2020, charities like ours have seen a significant increase in the demand for food relief. The number of Australians experiencing food insecurity has more than doubled to 31% compared to 2019. Although charities are seeing demand for food relief become more erratic and unpredictable, overall numbers are up by an average of 47% (*source Foodbank Hunger Report 2020*).

With COVID-19 and its flow on effects continuing to impact so many, particularly the most vulnerable, it seems likely that the demand for food relief will continue to grow, including in [insert town/area name]. The good news is [insert potential donor name] has the power to make a difference by donating edible food that would otherwise go to landfill.

By donating food to [insert organisation's name] you will be providing essential support to the growing number of families and others in need within our community.

Donating to [insert name of organisation] is a great way to:

- Ensure your business doesn't waste surplus, good quality food.
- Save on disposal to landfill costs.
- Meet your corporate social and environmental responsibilities.
- Be recognised as a community leader.
- Help locals in need including the increasing number of people impacted by COVID-19.

Insert image of
organisation activity
here

When you become a donor, your business will be acknowledged and your effort recognised by [insert name of organisation] via our communication network including [insert relevant info].

Please contact [insert name, title and provide a phone no.] and email today, to donate.

As [insert organisation's name] has 'deductible gift recipient' (DGR) status, your donation may be tax deductible.

Thank you in advance for your support.

Yours Sincerely,

[Insert signature]

[Insert title of person signed and name of organisation]

MEMORANDUM OF UNDERSTANDING

Memorandum of Understanding

Between

.....

(Partner)

and

.....

(Partner)

This Memorandum of Understanding (MOU) sets for the terms and understanding between the (partner) and the (partner) to donate and accept food for the purpose of feeding those in need.

Background

Establishing an understanding between food donors and food donation agencies will help to ensure each party is aware of the other's needs and ensure they adhere to the requirements set out by each organisation.

Purpose

This MOU will (purpose/goals of partnership)

.....

The above goals will be accomplished by undertaking the following activities:

(List and describe the activities that are planned for the partnership and who will do what)

- Bullet list 1
- Bullet list 2
- Bullet list 3

Reporting

(Record who will evaluate effectiveness and adherence to the agreement and when evaluation will happen)

Funding

(Specify that this MOU is not a commitment of funds)

Duration

This MOU is at-will and may be modified by mutual consent of authorized officials from (list partners). This MOU shall become effective upon signature by the authorized officials from the (list partners) and will remain in effect until modified or terminated by any one of the partners by mutual consent. In the absence

of mutual agreement by the authorized officials from (list partners) this MOU shall end on (end date of partnership).

Contact Information

Partner name

Partner representative

Position

Address

Telephone

Fax

E-mail

Partner name

Partner representative

Position

Address

Telephone

Fax

E-mail

Date:

(Partner signature)

(Partner name, organization, position)

Date:

(Partner signature)

(Partner name, organization, position)

VOLUNTEER AGREEMENT (FOOD RELIEF AGENCY)

VOLUNTEER AGREEMENT FORM

Insert Logo
here

Thank you for agreeing to be a volunteer at (name of organisation). Volunteers have an important role in our service. This Volunteer Agreement has been developed to ensure that volunteers fully understand their role, rights and responsibilities and that clients are provided with the best possible services.

THIS AGREEMENT is made between (name of organisations)and:

(Insert name of volunteer)

Working in the position of

For the program at (Location)

Commencing on/...../.....

Length of the Agreement

All volunteers will have a three (3) month trial period. The trial period is to ensure that you are happy with your duties and have the capability of meeting the requirements of the position. A review and evaluation of the volunteer's performance will be conducted 1 month and then 3 months after commencement date and thereafter annually by the manager/program coordinator or authorized representative.

Termination of Agreement

Where possible, fourteen (14) days notice of terminating this contract will be made available by either party. If the agreement is not terminated on the date of expiry, it shall be assumed to extend for another twelve (12) month period.

Duties

The volunteer shall carry out the duties as outlined in the Position Description. Should the volunteer move into another volunteer position or program, you will be given a position description for the new area. You will need to acquaint yourself with the organisation's policies and procedures and work within these requirements and structure. You will be required to abide by all policies set by the organisation.

Reimbursement

Volunteers will be reimbursed for "approved" out-of-pocket expenses incurred during the course of their duties. Receipts should be kept and provided to the program coordinator for processing.

Hours of Work

The normal hours of work will be set out as per the roster prepared by the program coordinator. If the volunteer is unable to work any of the rostered hours he/she is requested (if possible) to provide one week's notice to the program coordinator. The volunteer is not normally expected to work public holidays.

Insurance

(Name of organisation) will provide Public Liability and Personal Accident Insurance cover for volunteers whilst carrying out their volunteer duties.

Guidelines The volunteer has read and agrees to abide by the Volunteer Guidelines below.

Supervision and Training

The program coordinator (or representative) will hold regular supervision sessions for volunteers. Volunteers may approach the program coordinator or manager(or authorized representative) at any time to discuss an issue. Orientation will be given to the volunteer prior to commencement of duties. Volunteers will receive the training and ongoing support needed to successfully undertake their work.

Confidentiality and privacy statement

The volunteer agrees to adhere to the confidentiality statement outlined below.

Protecting the privacy of both volunteers and clients is very important. Details about volunteers/clients are kept confidential, and are only disclosed with their permission for the purposes of ensuring that they are receiving the services they need. The only information held will be information necessary to assess the need for a service, and to provide the service. Information should be as non-obtrusive and objective as possible, yet relevant and up-to-date.

Volunteer Name:

SignatureDate.....

Manager / Coordinator Name:

Signature..... Date

VOLUNTEER GUIDELINES (FOOD RELIEF AGENCY)

Volunteering Guidelines

Your Rights and Responsibilities

We know that by volunteering you are generously donating your time, skills and efforts. But a volunteer environment is still a workplace, and as such, you have certain responsibilities that must be upheld. And of course, you have rights as well!

The following list is the basis of your rights as a volunteer.

You have the right:

- To work in a healthy and safe environment (refer to your State's Work Health and Safety Act[s]);
- To be interviewed and employed in accordance with equal opportunity and anti-discrimination legislation;
- To be adequately covered by insurance;
- To be given accurate and truthful information about the organisation for which you are working;
- To be reimbursed for out of pocket expenses incurred on behalf of the organisation for which you are working;
- To be given a copy of the organisation's policies that affects your work;
- Not to fill a position previously held by a paid worker;
- Not to do the work of paid staff during industrial disputes;
- To have a job description and agreed working hours;
- To have access to a grievance procedure;
- To be provided with orientation to the organisation;
- To have your confidential and personal information dealt with in accordance with the principles of the Privacy Act 1988; and
- To be provided with sufficient training to do your job.

Before you start, you should check that:

- The organisation is a legitimate volunteer involving organisation*;
- The purpose of the organisation matches your own values and beliefs;
- The organisation carries public liability and volunteer personal accident insurance;
- Your role is clear and specific;
- The organisation can provide you with written information about its purpose and activities; and
- You are satisfied that the funds of the organisation are expended in accordance with its mission.

So now that we have covered your rights, here are your responsibilities.

All volunteers are expected to:

- Respect confidentiality and privacy;
- Be punctual and reliable;
- Carry out the duties listed in your volunteer position description;
- Be accountable;
- Give notice if your availability changes or you are leaving the organisation;
- Report any injuries or hazards that you notice in the workplace;
- Adhere to the organisation's policies and procedures;
- Deal with complaints in the appropriate manner;
- Undertake training as requested;
- Ask for support when needed; and
- Support other team members.

Source: Volunteer Rights & Volunteer Checklist Information Sheet, Volunteering Australia

** amended from original source document*

APPENDIX 2: BIBLIOGRAPHY

North East Waste Food Donation Feasibility Study (Oct 19)

FoodBank Hunger Report 2020

NetWaste Food Rescue Central West Report (April 2019)

SecondBite Agency Info Pack (draft 2021)

Do Something Food Donation Toolkit

CRJO Regional Food Donation Draft Desktop Analysis (Oct 20)



This is a Waste Less, Recycle More initiative funded from the waste levy.