

At SecondBite, we want to provide you with the most efficient and effective food rescue and distribution service possible. We hope you'll help us by taking this quick survey by Friday 29th October. Your input is vital for us to understand how we can improve our work in future. Your responses are confidential and every answer you give will help make our services better.

**Thanks for your time,
The SecondBite team.**

* 1. What is your agency's name? (as recorded in the SecondBite app)

* 2. What is your agency's suburb and postcode?

Suburb

Postcode

* 3. What is your name?

Firstname

Surname

* 4. What is your email address?

* 5. Thinking about your food relief programs today compared to this time last year, has demand increased, stayed the same, or decreased?

- Increased significantly Decreased somewhat
- Increased somewhat Decreased significantly
- Stayed about the same

6. Have you noticed an increase in demand from any of the following demographics? (Choose one or more answers that apply)

- Single parent families Culturally and linguistically diverse people
- People experiencing or who have experienced domestic violence Older people
- People experiencing homelessness (incl. insecure accommodation) Unemployed people
- Aboriginal and Torres Strait Islander people
- Young people
- People living with a disability

Other (please specify)

7. Which situation best relates to these aspects of your food program currently?

(If an aspect is not relevant to your food program, please leave that row blank)

	Disrupted due to Covid-19, has returned to Covid-normal	Disrupted due to Covid-19, remains disrupted	Not disrupted at all
Volunteer numbers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
On-site meals	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sourcing food	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Regular days/times of food programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to meet demand	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* 8. Thinking about this Christmas period (for the month of December), do you expect demand for your food relief programs to increase, stayed the same, or decrease in comparison to last Christmas?

- Increase significantly
- Increase somewhat
- Stay about the same
- Decrease somewhat
- Decrease significantly

* 9. Why do you expect demand to increase or decrease during the Christmas period?

* 10. What challenges (if any) do you expect in providing your food relief programs during the Christmas period this year? (Choose one or more answers that apply)

- No challenges expected
- Sourcing food
- Volunteer numbers
- Ability to meet demand
- Providing COVID safe services
- Sourcing gifts
- Increased costs of operations

*** 11. What food services does your organisation provide? (Choose one or more answers that apply)**

- | | |
|--|---|
| <input type="checkbox"/> Free food pantry or distribution service | <input type="checkbox"/> Cooked meals for outreach or van service |
| <input type="checkbox"/> Food parcels or hampers | <input type="checkbox"/> School breakfast/lunch program |
| <input type="checkbox"/> Low-cost grocery outlet | <input type="checkbox"/> Snack program |
| <input type="checkbox"/> Food distribution via drop-in service | <input type="checkbox"/> Supply of food to other organisations |
| <input type="checkbox"/> Food distribution via residential service | <input type="checkbox"/> Cooking classes |
| <input type="checkbox"/> Cooked community meal | <input type="checkbox"/> Training program |
| <input type="checkbox"/> Cooked meals for residential facility | |

Other (please specify)

*** 12. How do you receive donated food? (Choose one or more answers that apply)**

- SecondBite delivers food directly to us
- We collect food at a SecondBite warehouse
- We collect SecondBite food at a hub [third-party distribution site]
- Community Connect™ program - we collect from Coles
- Community Connect™ program - we collect from Nando's
- Community Connect™ program - we collect from ALDI
- Community Connect™ program - we collect from Woolworths
- Community Connect™ program - we collect from CostCo
- Community Connect™ program - we collect from another food donor

13. Of all the food and drinks that you receive for your food program, approximately what percentage of it comes from SecondBite (and/or our donors such as Coles, Nando's) and other organisations?

SecondBite (%)	<input type="text"/>
FoodBank (%)	<input type="text"/>
OzHarvest (%)	<input type="text"/>
Other Donor - Business (%)	<input type="text"/>
Other Donors - Individuals (%)	<input type="text"/>

14. Of the fresh fruit, vegetables and bakery goods that you receive for your food program, approximately what percentage of it comes from SecondBite (and/or our donors such as Coles, Nando's) and other organisations?

SecondBite (%)	<input type="text"/>
FoodBank (%)	<input type="text"/>
OzHarvest (%)	<input type="text"/>
Other Donor - Business (%)	<input type="text"/>
Other Donors - Individuals (%)	<input type="text"/>

*** 15. How often is your organisation able to meet client demand for the following food products?**

	Always	Most of the time	Sometimes	Not often	Never
Fresh fruit	<input type="radio"/>				
Fresh vegetables	<input type="radio"/>				
Fresh meat & eggs	<input type="radio"/>				
Fresh dairy (e.g. milk, cheese, yoghurt)	<input type="radio"/>				
Fresh bread & bakery foods	<input type="radio"/>				
Prepared meals	<input type="radio"/>				
Pantry food items (e.g. rice, flour, sugar, canned veggies)	<input type="radio"/>				

*** 16. How important are the following types of food to your program?**

	Not important at all	Somewhat important	Quite important	Very important	Essential
Fresh fruit	<input type="radio"/>				
Fresh vegetables	<input type="radio"/>				
Fresh meat & eggs	<input type="radio"/>				
Fresh dairy (e.g. milk, cheese, yoghurt)	<input type="radio"/>				
Fresh bread & bakery	<input type="radio"/>				
Prepared meals	<input type="radio"/>				
Pantry food items (e.g. rice, flour, sugar, canned veggies)	<input type="radio"/>				
Non-nutritious food (e.g. biscuits, soft drinks, chocolate & treats)	<input type="radio"/>				

* 17. How satisfied are you with your experience with SecondBite?

- Very satisfied
 Dissatisfied
 Satisfied
 Very dissatisfied
 Neither satisfied nor dissatisfied

* 18. Thinking of your agency's experience with SecondBite in 2021, how satisfied are you with the following **food collection/delivery services**?

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Not applicable (service not used)
SecondBite van delivery service	<input type="radio"/>					
SecondBite warehouse collection service	<input type="radio"/>					
SecondBite 'Community Connect' service (where you collect food directly from a donor)	<input type="radio"/>					
SecondBite hub service (where you collect food from a third party distribution site)	<input type="radio"/>					
Service standard of food donor, e.g. Coles, Nando's, ALDI	<input type="radio"/>					

* 19. Thinking of your agency's experience with SecondBite in 2021, how satisfied are you with the following services?

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Food quality	<input type="radio"/>				
Food variety	<input type="radio"/>				
Food volume	<input type="radio"/>				
Staff and volunteer level of contact and service standard	<input type="radio"/>				
Quality of communication from SecondBite	<input type="radio"/>				
Consistency of food distribution to your agency	<input type="radio"/>				

20. What can SecondBite do better?

21. Do you have any additional comments or feedback for us?