

SecondBite
Ending Waste. Ending Hunger.



IMPACT REPORT

JANUARY - DECEMBER

2022

Why food rescue?



5 Million Australians are severely food insecure

Which means that they often skip meals, have limited or uncertain access to quality, nutritious food or go a day without eating¹.

7.6 Billion kgs

of food each year is wasted in Australia

70% of which is edible²



SecondBite is working on a solution

SecondBite works with growers, manufacturers and retailers to rescue quality, nutritious food and delivers it to the people who need it most.

¹ <https://reports.foodbank.org.au/wp-content/uploads/documents/2021-Foodbank-Hunger-Report-PDF.pdf>

² *ibid*

We give food to those in need - for free

- We feed tens of thousands of hungry Australians every day.
- SecondBite is the largest food rescue organisation in Australia, delivering food for free
- We make sure quality food doesn't go to waste.
- Each year we rescue almost **25 million kilos** of quality food from going to landfill.
- With our partners, we rescue quality food and deliver it to people in need.
- With the support of **1091** charity partners (organisations that provide food relief directly to Australians in need), **1560** food donors and tens of thousands of generous financial supporters, we feed millions of hungry Australians each year.
- Our work has significant social and environmental benefits.
- Our work supports people and charity partners from having to make tough choices between purchasing food or using their limited budgets for other expenses such as housing, healthcare and essential utility bills.

A different approach to food rescue

At SecondBite, our innovative approach to food rescue sets us apart from other organisations – we have charity partners all over Australia! With warehouses or affiliated food rescue partners located in each state, we have an extensive footprint that enables us to rescue and deliver fresh, nutritious food to people in need. Our Community Connect program has facilitated partnerships with local community groups such as charities, welfare agencies and community centres, allowing us to oversee food distribution directly to those who require it most urgently. Our strong administrative management of this program ensures that we can efficiently and effectively deliver food where it is needed the most.

With a focus on food rescue and redistribution, we've become experts in our field, allowing us to scale our operations and make an even greater impact on reducing food waste and addressing food insecurity.



Growing our Impact

January to December 2017



(MORE THAN DOUBLED SINCE 2017, UP 102%)

January to December 2022



(MORE THAN DOUBLED SINCE 2017, UP 102%)



of quality food rescued from going to landfill

(ALMOST DOUBLED SINCE 2017, UP 96%)



Fresh vegetables, fruit and protein are needed most

Charity partners require greater volumes of fresh vegetables and fruit, protein (including meat, eggs and dairy), and pantry staples to meet the food relief needs of Australians.

In 2022, SecondBite delivered to charity partners - free of charge
- 24.7 million kgs of food, including:



10.5m kgs
vegetables and fruit



1.2m kgs
of protein



1.3m kgs
of dairy

Donations of nutritious food allows charity partners to support food insecure Australians holistically

Many of our charity partners provide different types of support to vulnerable Australians, whether that be food, shelter, financial support, or providing other services such as healthcare or counselling.

Our work providing donated food helps our charity partners go further with their funding to help Australians in need.



"Thank you so much for a partnering with Pathway Community Centre. We would like to express how much we appreciate the phenomenal work of SecondBite. Your staff and volunteers go above and beyond to ensure food is rescued and distributed to the most vulnerable across Adelaide. At Pathway Community Centre we provide food hampers and other essential items to families, serving over 1,000 clients each week. Without your incredibly generous support, many of those families would not be able to consistently put food on the table. At a time when food insecurity is rapidly increasing the significance of what you do can't be overstated."

Noelle Wallis
Director, Pathway Community Centre

LATISHA'S STORY

The past few years have highlighted to us that anyone can find themselves in a position of needing food relief. Australians are under significant financial pressure with the current cost of living, meaning that some people are having to make tough choices about what fundamental necessities (such as food, medication, housing and heating) they can afford and what they go without.

Food is often the first necessity financially vulnerable Australians sacrifice, seeing it as somehow more expendable than other important needs like rent, petrol or medicine. Our work, along with that of our partners, reduces the need for Australians to make these difficult choices.

Latisha is a single mother of three school- and pre-school aged children. She shared her story of how support from House of Refuge in Hallam, Victoria meant her family did not have to go hungry after receiving food provided by SecondBite.

Latisha and her three children love to play sports. Rugby, netball, volleyball, and dodgeball are their favourite games. After school or on the weekend, Latisha and her family go to the nearby football oval or netball courts to play with their family and friends.

It's good, healthy fun, and its free - which makes things easier for Latisha right now because money is tight.

Latisha wants to work but can't because she has a painful eye disease that affects her vision. It's the reason she lost her job at the recycling factory two years ago.

"I worked as a forklift driver and I ran the night shift for the company," says Latisha. "I really enjoyed my job because the company had a zero-waste policy and the people were great."

"When I went to get my eyes checked, I no longer had 20:20 vision and unfortunately, my complicated health condition meant that it wasn't safe for me to drive or operate machinery. So I had to leave my job."



"I get \$700 a week from Centrelink and my rent is more than half of this. The rest doesn't get me very far. I put money aside each week for school costs, gas, electricity, water, and phone and internet... I'm left with around \$3 a week."

Since then, Latisha and her family have had a hard couple of years.

"A year ago I was living with my mum and siblings, and my partner and I decided it was time to move out on our own," says Latisha. "A week before we were to move, he told me he wasn't coming with us."

"All of a sudden, I was in a dark place, but I couldn't dwell on it because my kids needed me."

"I had very little money in my bank account, no work, no income, and no house. My single parent Centrelink account wasn't set up yet, so I was getting knocked back for every house that I applied to rent."

"Just in time, a house came up that was right for me and the kids. The rent was more than I wanted to pay, but the landlord negotiated down to \$380 per week. We moved in the next day with nothing but some bags of clothes."

Latisha said she and her kids are much happier in their own home, but that paying rent and having enough food for her family is a constant struggle.

"I get \$700 a week from Centrelink and my rent is more than half of this," says Latisha.

"The rest doesn't get me very far. I put money aside each week for school costs, gas, electricity, water, and phone and internet."

"There are usually some medical related costs like my prescribed contact lenses and things that the kids need for school. And if I do a small grocery shop, I'm left with around three dollars a week."

Latisha says it's heart breaking to deny her kids the things they would like. "Financially, you know, it's tight. It's really tight."

"Two of my kids are teenagers and they are into brands. My daughter asked me for a jumper the other day and it was \$100. That's our shopping for the week, so I had to say no."

"They don't understand why it's so hard to afford things, because when I worked, we went places and did things, and I bought them what they needed."

To help Latisha avoid having to make even tougher decisions such as whether to pay the rent or not, she has started receiving food relief support from SecondBite, Australia's largest, free food rescue organisation. A former colleague told Latisha about the food service that was available through a nearby church, The House of Refuge.

"I'm from New Zealand and culturally, people from my background don't ask for help," explains Latisha. "We usually ask our family and friends for help, but with the cost of everything going up, I can't keep asking my mum for help to buy bread and milk for the kids."



"When I go to the church for food, I don't feel judged – I feel welcome. It's a place where I can let go of all the weight on my shoulders and feel human again."

When I go to the church for food, I don't feel judged – I feel welcome. It's a place where I can let go of all the weight on my shoulders and feel human again."

"At The House of Refuge I can be weak and cry because I don't want my children to see me like that. I don't want them to know that I'm not doing okay."

While Latisha knew she was making the right choice for her family, she still felt embarrassed about receiving food each week.

"The people are lovely and there's no judgement," says Latisha.

"I go every Thursday to get fruit and vegetables, meat, bread, milk, pasta, rice, crackers and jars of pasta sauce or soup. It's my family's favourite day of the week because our fridge and cupboards are full."

"I'm not picky and will take whatever they have. Even if the food isn't something we'd normally have, I find a way to make something from it. Nothing ever goes to waste in my house."

"I'm so grateful for the healthy food from SecondBite and The House of Refuge. It's such a relief to know I can get help and provide for my children," adds Latisha.

Supporting Charity Partners

At SecondBite, we are proud to work with 1091 charity partners that share our commitment to reducing food waste and addressing food insecurity in Australia. We are thrilled to have welcomed 202 new agency partners in 2022, each of whom is playing a crucial role in our mission.

We understand the important role that we play for our charity partners, with a third (33%) receiving food solely from SecondBite. This highlights our responsibility to provide them with high-quality and nutritious food to distribute to their clients.

We are delighted to report that just over six in seven (86%) of our charity partners are satisfied with their experience working with SecondBite, and we are committed to continuing to meet and exceed expectations. We believe that by working together we can create a brighter future for all Australians, where food waste is reduced and everyone has access to the nutritious food they need to thrive.

1091

charities supported

202

new charity partners

33%

of charities rely solely on
SecondBite for food donations
to provide food relief³

86%

satisfied with their experience
with SecondBite⁴

"Food is universal. It brings people together and makes them happy. People need to eat, sure, but what we do... it's so much more than the food."

Community Coordinator, Hands and Feet
Blacktown, NSW



³ Understanding Food Rescue Trends,
Hall & Partners Research Report for SecondBite, August 2022
⁴ Ibid

Impact that goes beyond sating hunger

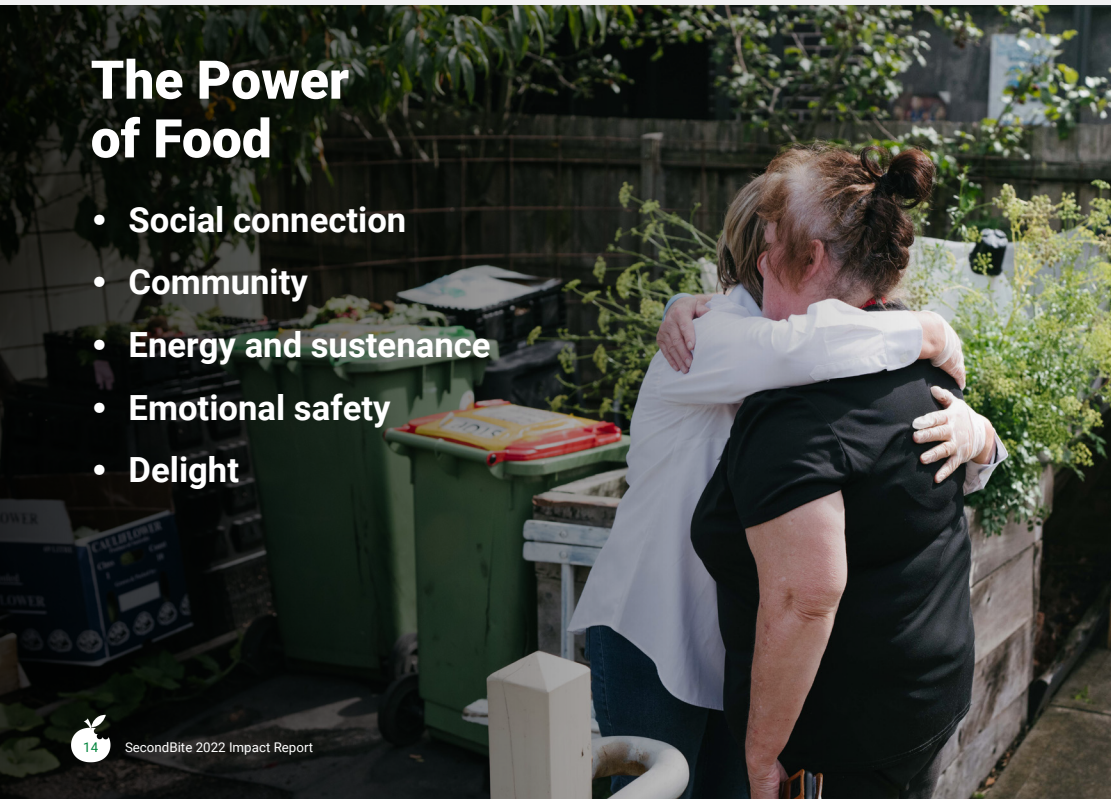
We consider the positive social and emotional impacts that food can have in everything we do, partnering with food donors and designing our services to help our charity partners give Australians these experiences through their food relief programs.

Anecdotal feedback from our charity partners over many years highlights that provision of food relief goes beyond merely satisfying hunger. It provides individuals and families an opportunity to connect more broadly with their community, seek emotional, financial and housing support advice and helps relieve some of the stresses of everyday life. Knowing that others care makes a world of difference, and the occasional treats that are donated at special times of the year always bring a smile to faces, young and old.



The Power of Food

- Social connection
- Community
- Energy and sustenance
- Emotional safety
- Delight



"I am currently on a pension and I am not in department of housing, which makes money tight. The financial strain that is taken off my shoulders by you guys' supplying meals for me is something I hold dear to my heart. I am without a car at the moment also so the convenience of you guys delivering to me with friendly faces is incredible.

I suffer with mental health and that ripples out into my daily eating habits. I tend to make unhealthy choices when the choice is up to me, but the food I am supplied with is nutritious and healthy and has prompted me to want to live a healthier life, since being a part of this service I have also started attending the gym and being conscious of what I eat. Some days it's an effort to get out of bed but knowing that I have healthy balanced meals in my freezer really makes a difference.

I just wanted to show my appreciation for everything that you guys do. I also appreciate the fact that you are so easy to communicate with as that is something I struggle with on a daily basis."

Steven, client of Urban Angels, Qld.

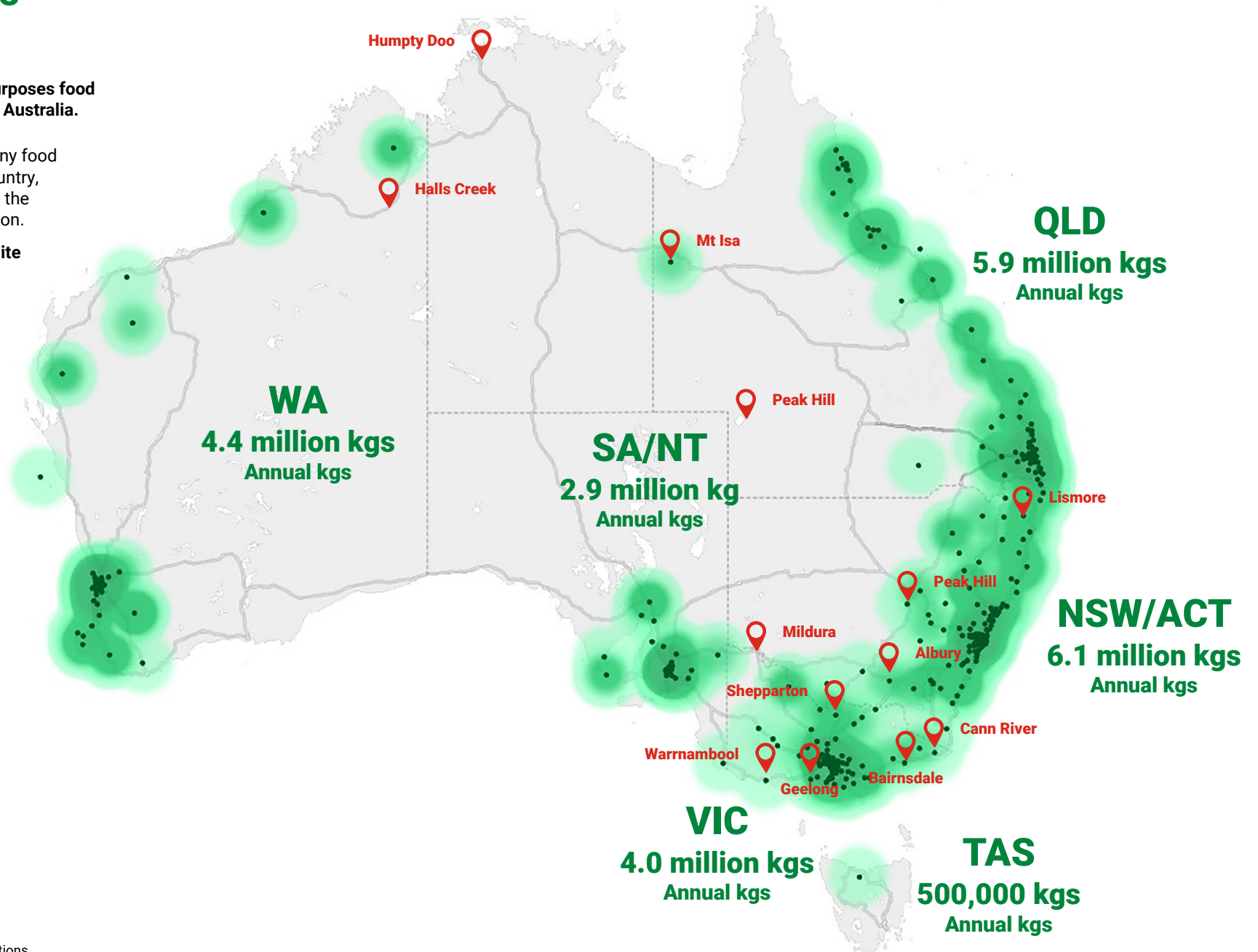
Impact across Australia

SecondBite rescues and repurposes food in every state and territory of Australia.

With the largest footprint of any food rescue organisation in the country, SecondBite's operations span the length and breadth of the nation.

Furthest points that SecondBite travels to provide food relief:

- 📍 **Qld**
 - Mt Isa
- 📍 **NSW**
 - Lismore
 - Peak Hill
- 📍 **Vic**
 - Mildura
 - Warrnambool
 - Cann River
 - Albury
 - Shepparton
 - Geelong
 - Bairnsdale
- 📍 **WA**
 - Halls Creek
- 📍 **NT**
 - Humpty Doo



Increasing our capacity for impact

What's been done

Increasing our capacity in metro and regional areas to further support Australians across the country has been a key focus for SecondBite as we continue to face a rising demand for our services. In 2022, three in four (76%) of our charity partners reported increased demand for food relief⁵, which underscores the continued need for our work. We have taken significant steps in 2022 to increase our capacity and have a greater impact in our communities.

We are proud to report the following milestones and achievements in increasing our capacity:



QLD Warehouse

We have relocated to a new, larger warehouse to accommodate greater capacity growth and provide a safer workplace for our team.



SA Expansion

The expansion of our cool room in December has allowed us to increase our storage capacity and handle a greater volume of food.



NSW Upgrade

We have upgraded our cool room and freezer from 72 pallet spaces to 188 pallet spaces, significantly improving our growth profile over the next three years.



Fleet upgrades

We are partnering with Coles and Custom Fleet to purchase 12 decommissioned Coles Online vehicles, replacing our existing ageing vehicles that are no longer economical to run. To date, we have purchased six of these vehicles, with five allocated to Victoria and one to WA.

These achievements reflect our commitment to increasing our capacity and reach and delivering more food to those who need it most. With these enhancements in place, we are better equipped to tackle the challenges ahead and fulfill our mission of reducing food waste and food insecurity across Australia.

⁵ Understanding Food Rescue Trends, Hall & Partners Research Report for SecondBite, August 2022

What's in the pipeline

SecondBite remains committed to increasing our capacity and creating an even greater impact in the communities we serve. We have several exciting plans in the pipeline for the upcoming year, including:



QLD

Submitting a proposal to the QLD government for funding towards a new freezer, a 14 pallet truck, and a forklift that will cost around \$600K.



WA

Commencing the search for a larger warehouse in WA, as our capacity modelling shows that our current warehouse is regularly over capacity. Our aim is to find a new site that would provide 5-7 years of capacity expansion, allowing us to handle greater volumes of donations and provide a safe workplace for our team.

Purchasing a new Toyota electric pallet jack to enhance our operations and ensure a more efficient service.



VIC

Acquiring a new 14 pallet truck for Victoria, which will enable us to deliver more food to those in need.

Upgrade to the warehouse in Victoria to provide a bigger space to enable the inflow of donations from farm gate. This upgrade will ensure the warehouse is fit for purpose in the medium to long term.

These initiatives will help us continue to rescue and redistribute greater volumes of food, free of charge, to food relief programs across Australia.



Technology

We are undergoing an organisation wide technology infrastructure upgrade which will include:

- An integrated CRM
- Fully functional ecommerce website

We couldn't do this without you

We are fortunate to partner with donors across the country – it is everyone's contribution that lets us do what we do best; rescue and distribute food for people in need.

Our donors support us in different ways, whether by donating food, advocating for our organisation, volunteering their time or providing financial support and equipment such as vehicles and specialised infrastructure. What we all have in common is a shared passion for supporting our communities in impactful, meaningful ways.

This shared passion translates to partnerships that deliver mutual benefits, to SecondBite and to our donors.



Thank you

We are proud of the impact that SecondBite has made in 2022 towards ending food waste and ending hunger in Australia.

This couldn't be done without the help of our donors, partners, and volunteers, and together we are making great strides towards creating a more sustainable and equitable food system in Australia.

We are grateful for the continued support of our donors, and we encourage everyone to join us in our mission to fight food waste and hunger.

Second Bite

Ending Waste. Ending Hunger.

To find out more visit

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