



# Red Cross / SecondBite Community Connect™ Volunteer Community Connect Facilitator Information Sheet

## What is SecondBite Community Connect?

SecondBite Community Connect is an innovative model of food rescue created by SecondBite that facilitates the redistribution of surplus food from local food donors directly to local community groups.

## Why should I become a Volunteer Community Connect Facilitator?

Many families and individuals cannot access fresh, healthy food, whilst at the same time, tonnes of surplus food goes to waste every day. With your involvement you will be assisting in the rescue of food and increasing community access to nutritious meals. As a Community Connect volunteer you will develop skills and be supported in your role.

## How much time is required as a Volunteer Community Connect Facilitator and how flexible will this be?

Approximately 3 – 5 hours per week. These hours will vary from week to week. You will need to be available to visit donors and agencies during business hours and may also be required on weekends.

## What do I need to consider if I am going to be a Volunteer Community Connect Facilitator?

You will need to be a reliable and committed volunteer with the ability to visit donors and agencies in your community. We will be relying on you to represent Red Cross, SecondBite and the Community Connect program in your region and will need to be comfortable working with minimal supervision.

## What sort of person becomes a Volunteer Community Connect Facilitator?

- People who feel confident to liaise with managers of food supply outlets (e.g. supermarkets) and with Food Program Managers and volunteers in community agencies
- People who are good with trouble shooting
- People who can commit the time to be available to support food donors and recipient agencies

## What are the main tasks of the role?

- Attending the food collections with the recipient agencies
- Calling food donors and recipient agencies to see how they are going
- Being available to food donors and recipient agencies should any issues arise
- Liaising with and reporting to the Red Cross & SecondBite Community Connect Program Officers
- Facilitating community agency access to an additional, large-scale food delivery by SecondBite to a host agency (some regions only)

## What are the positive aspects of the program?

Being a Volunteer Community Connect Facilitator is a very rewarding experience as you give your time to help meet a community need. Community Connect reduces food wastage going to landfill, enables agencies to redirect funds that would otherwise be used to purchase food, facilitates positive relations between the business and community sector and assists families and individuals to access nutritious food.

## How do I become a Volunteer Community Connect Facilitator?

You will be required to participate in Red Cross's volunteer application process. This involves an information session, application form, interview, and training, reference, police and working with children checks. Once successful, you will be linked to agencies and donors to support them with their food exchange.

## Is there a probation period?

A 3 month probation period is in place for the benefit of both the volunteer and the donors/agencies. You will be given ongoing support during your time as a Community Connect volunteer.

## Who will be on hand to give me ongoing support?

The Community Connect Program Officer recruits, trains, guides, and supports our Community Connect Volunteers..

For more information contact Kate Baker on 8346 8340 or [kbaker@redcross.org.au](mailto:kbaker@redcross.org.au)



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