SEE

OUR IMPACT

Second Bite
food for people in need

Annual Report 2013
We are SecondBite. We exist to provide access to fresh, nutritious food for people in need across Australia. We do this by rescuing and redistributing surplus fresh food, building community capacity in food skills and nutrition and advocating for an end to food insecurity. See the impact we are making.
A total of 3,260 kg of food is donated to SecondBite by the Sydney Good Food and Wine Show, providing food for 6,520 healthy, nutritious meals for vulnerable members of the community in Sydney.

SecondBite establishes new food hub in Kilsyth in partnership with A Gesture to service the need for fresh produce in the north eastern suburbs of Melbourne.

July

Elaine Montegriffo joins SecondBite as CEO, taking over the reins from Katy Barfield after six years.

Ballarat Myer AC, YuGibar Foundation, generously hosts a farewell and welcome lunch at Cranlana for SecondBite supporters.

August

Baillieu Myer AC, YuGibar Foundation, generously hosts a farewell and welcome lunch at Cranlana for SecondBite supporters.

Official launch of SecondBite’s operations in Queensland by Premier Campbell Newman.

Twenty students from Geelong Grammar raise $67,000 through their Lorne 160 event to support SecondBite’s operations in Geelong.

September

Celebrations to mark the 300th store to join Coles Community Food with SecondBite in Alice Springs. Coles starts donating fresh food three times a week to Tangentyere Council.

Minister Ryan Smith launches Fresh Approach 2, SecondBite’s report on the positive environmental impact of food rescue, hosted at CERES.

Young participants in SecondBite’s FoodBite nutrition education program at Latitude celebrate their newly learnt skills with a Masterchef style cook-off before a panel of judges.

SecondBite signs two year food rescue partnership with GPT.

October

New six tonne truck acquired to extend fresh food distribution to communities in rural Victoria.

New SecondBite warehouse leased in Launerston to rescue and redistribute fresh produce from growers in Northern Tasmania.

The Victoria Racing Club (VRC) partnered again with SecondBite as part of the Victoria Racing Club’s sustainability Green Fields Ambassador program for the 2012 Melbourne Cup Carnival, rescuing 2,325 kg of fresh food.

November

Coles and SecondBite celebrate the first year of their partnership, with both CEOs preparing breakfast for clients at Prahran Mission, with a little help from celebrity chef and SecondBite ambassador Curtis Stone.

SecondBite ambassador Matt Preston launches SecondBite’s Christmas appeal with billboard space generously donated by APN.

December
SecondBite and the Victorian Aboriginal Community Controlled Health Organisation (VACCHO) celebrate their ongoing partnership to improve access to nutritious food for Aboriginal and Torres Strait islanders with a traditional smoking ceremony at the Kensington warehouse.

By invitation of the Governor of Victoria and Mrs Chernov, SecondBite featured at the Government House Australia Day Open Day Sunday 26 January.

January

SecondBite’s dietitian facilitated four Fresh NED™ workshops in Tasmania to staff and volunteers from 13 agencies that provide emergency food relief for community members.

Doug and Jacinta Brown, peach growers from Invergordon, donate over 13,000 kg of freshly harvested peaches to SecondBite.

SecondBite hosts its inaugural Trivia Night at Malvern Town Hall, raising $16,200.

February

SecondBite collected 2,000 kg of food from the Australian Grand Prix.

March

SecondBite and the Red Cross commence partnership to explore how to meet the need for fresh food in Gippsland communities.

SecondBite’s Nutrition Programs Manager presented joint research with VACCHO at the national Dietitians Association of Australia conference in Canberra, receiving a ‘Highly Commended’ award for Research in Practise.

April

For a second successive year, YGAP supports SecondBite’s FoodMate program through YGAP’s creative ‘Our World Needs Change’ five cent collections and pledges, raising $43,668.

SecondBite launches workplace giving partnership with King & Wood Mallesons.

May

Inaugural SecondBite fundraising month is launched in Coles stores across Australia, raising $125,947 and highlighting the issue of food insecurity to 18 million Coles customers each week.

SecondBite is announced as the Pin & Win charity partner for the Melbourne Cup Carnival.

Yet again, SecondBite exceeds its annual target by rescuing and redistributing 3.9 million kg of fresh nutritious food. We are now supplying 1,080 community food programs with enough fresh produce to provide 7.8 million meals.

June

SecondBite Annual Report 2013
SecondBite has an enormous impact in the community, by enabling access to fresh, nutritious food for people in need. SecondBite redistributes produce to community food programs that support people who are homeless, women and families in crisis, youth at risk, Indigenous communities, long-term unemployed, people with disabilities, asylum seekers and new arrivals.
2009
702,000 kg of food redistributed

2013
3.9 million kg of food redistributed

2009
160 food programs

2013
1,080 food programs

2009
1.4 million meals

2013
7.8 million meals
**SOCIAL IMPACT**

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**SUPPORTING COMMUNITY FOOD PROGRAMS NATIONALLY**
Victoria Direct Delivery collected 1,621,452 kg of produce in the 2013 financial year.

This represents a large increase of 90% on the 2012 financial year (852,356 kg). At the start of the year, the Kilsyth hub opened in partnership with A Gesture. The total of 306,000 kg collected allowed us to service food agencies in the outer eastern suburbs, extending as far as the Yarra Valley region.

During the 2013 financial year, 170 community food programs in Tasmania received 655,843 kg of redistributed fresh food.

56% of this food was from farm gate collections, with the remainder donated by supermarkets, distributors, retailers and other sources. SecondBite has been recognised by the state government as being a major contributor to the emergency food relief effort and it has helped to support us financially.

In SecondBite’s first year of operations in NSW, the priority was establishing a strong foundation for future growth.

The SecondBite van in Sydney collected over 100,000 kg of nutritious fresh food during the 2013 financial year. We formed relationships with some of Sydney’s larger and more established programs, including Exodus Foundation and Matthew Talbot Hostel. Focusing on organisations with the capacity to accept large scale deliveries creates significant operational efficiencies.

SecondBite collected a total of 84,702 kg through an interim subcontractor partnership with Foodbank SA and our community connect model.

The SecondBite community connect model saw six agencies collecting from 12 Coles stores in South Australia and contributing more than 40% of the total collected. Establishment of our full operation is planned for 2014, so in the interim a successful relationship was established with Foodbank SA to collect from a further 10 stores. This model saw a further 49,626 kg of food collected and redistributed thorough their network of 65 agencies.

Queensland Direct Delivery collected 254,166 kg of fresh food in the 2013 financial year.

This is a fantastic follow up to the successful start of the Queensland operation in January 2012. This allowed us to roll out our Direct Delivery model throughout the greater Brisbane region to 77 community food programs.

Our Community Connect program also continued to grow with new regions, including Cairns, Townsville, Rockhampton, Toowoomba, Sunshine Coast, Gold Coast and Ipswich. Community Connect collected and redistributed 243,271 kg of fresh food to 60 community food programs.

The total collections in WA for the 2013 financial year were 380,000 kg from all collection modes.

Under the Coles Community Food with SecondBite partnership, fresh food is being collected from 23 Coles stores in Perth metro via a subcontract agreement with Uniting Care West and Food Rescue WA.

Under SecondBite’s Community Connect model, food is also being collected from a further 35 Coles stores in metro Perth and from a further 22 stores in regional WA, giving a coverage of over 90% of all Coles stores in WA.
SOCIAL IMPACT

OUR NUTRITION PROGRAMS

To make a lasting difference, SecondBite strives to address the root causes of food insecurity. Our research and development team has created two nutrition programs – SecondBite’s Fresh NED™ and FoodMate™. After a rigorous pilot phase, we are excited to announce that these programs are effectively building community capacity in nutrition and food skills.

FOODMATE BY SECONDBITE

FoodMate is an eight-week program for people having difficulty accessing and preparing healthy food. FoodMate creates long-term food independence by mixing three vital ingredients:

1. Fresh food and cooking skills – weekly hampers of fresh rescued food.
2. Nutrition education – weekly activities and fact sheets (food storage, food budgeting, label reading, food safety, recipe modification, etc.).
3. Community connections – linking FoodMate participants in with local community food programs that enable active participation and ongoing skill development opportunities.

FoodMate has been piloted with eight host agencies in Victoria and Tasmania. Twenty-two community caseworkers were trained to deliver the program with a total of 40 vulnerable community members, 30 of whom have dependent children. The FoodMate evaluation framework was developed in consultation with Monash University, the University of Tasmania and Deakin University. Through the embedded implementation of this evaluation framework, young people experiencing homelessness have revealed that up to two years post program completion FoodMate effectively:

– Increased their consumption of fruits and vegetables.
– Reduced their reliance on emergency food relief.
– Developed long-term skills and knowledge related to food budgeting, shopping, food storage, cooking and eating.

By embedding the delivery of the nutrition program within existing case management services, whereby trained caseworkers provide ongoing support and reiteration of key program messages, FoodMate by SecondBite is enabling sustainable dietary behaviour change and progress towards achieving food independence among Australians experiencing or at risk of food insecurity.

SECONDBITE’S FRESH NED

SecondBite’s Fresh NED (Nutrition Education) is a nutrition training program for staff and volunteers working within Community Food Programs. Fresh NED was established by SecondBite in 2011, and the modules were developed in partnership with dietitians from the Community Nutrition Unit of Tasmania’s Population Health Unit. We surveyed 396 key stakeholders (Community Food Program staff, experts in the field, community dietitians and public health nutritionists throughout Australia), and, in response, developed the following four hands-on training modules:

1. Food security – understanding the causes and consequences of food insecurity and long-term solutions.
2. Healthy eating – becoming familiar with the Australian Guide to Healthy Eating and sharing practical tips to create a healthy and socially inclusive Community Food Program.
3. Food safety – refreshing food safety knowledge of high risk foods, emergency food relief legislation and sharing practical tips for safe food handling practices.
4. Evaluation – sharing data collection tools to support funding applications, record vital information and evaluate community food programs.

The pilot phase of Fresh NED has involved eight Fresh NED workshops, 31 community food programs (from Tasmania and Victoria), train-the-trainer pilot, with six Fresh NED facilitators and a total of 61 participants (staff and volunteers working within community food programs). Evaluation of this pilot has revealed that Fresh NED participants believe the program is a valuable community engagement tool, which effectively:

– Builds capacity in nutrition and food skills.
– Improves food safety practices.
– Increases capacity to identify and ultimately make steps to address the causes of food insecurity among individuals who frequent their community food program.
It has been an amazing year with you guys; you will never know just how much you have enabled us to do that we would never ever have been able to do. Thank you so very, very much.

Without the SecondBite program we would have to find a provider (donated or for purchase) of a quantity of 50% extra fruit and vegetables that we wouldn’t be eligible to receive from other secured sources. The SecondBite program has become a vital support that the centre relies heavily upon to help supply our clients with essential healthy food.

Many of our clients are unable to afford fresh fruit and vegetables, as their budgets don’t allow for it. This doesn't only affect the individual client, but their children. This has a ripple effect on their learning and ultimate educational experience. Being supported by SecondBite means we are able to offer a level of support to clients, enabling healthy eating and wellbeing.

We are thrilled with SecondBite and what benefits they have given to our agency. We have never been able to offer fresh fruit and vegetables in our food parcels, and our clients have responded positively to the fresh produce. We have been able to substitute fresh goods instead of canned fruit and vegetables and saved so much money in the process.

We don’t get any reoccurring funding, so this program assists to keep us running. A comment from one consumer was, 'they never see fruit and vegies unless they come to the community kitchen'.

SecondBite has allowed us to reach out to more clients. Our clients are overjoyed that we are being supported by SecondBite.

As well as the extra fresh fruit and vegies we are able to use in preparing our community lunches, we are able to give more of the same to our clients to take home and help them enjoy a more balanced diet. Without the SecondBite program we would have to spend a considerable amount of extra money on fruit and veg and stretch our resources to the limit.

We have noticed a huge change in the way our customers treat food and the way they eat by being able to provide more fresh food and healthier food. Without SecondBite we could only provide dry goods and a small amount of fresh food. We can’t imagine not having them around now. They have been a blessing to our food program and we appreciate all the work they are doing for local communities around Australia.

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SecondBite Annual Report 2013
The profound impact of SecondBite on the environment is seen in the way we rescue food from going to landfill. We develop strong relationships with major supermarkets, farms, retailers and events to reduce food waste. By saving food, we save water, energy and CO₂ emissions.
Each 1 million kg of food SecondBite redistributes:
Saves more than 74 million litres of water, 
the equivalent of 39 Olympic-sized swimming pools.

Saved more than 6 million kilowatts of energy, 
the equivalent of your television being on for 1,245 years.

Saved more than 6 million kg of CO₂, 
the equivalent of 919 flights from Melbourne to Perth.
The Coles Community Food with SecondBite program has made a great difference to people in need, with the donation of millions of kilograms of fresh nutritious food to hundreds of community food programs. By 30 June 2013, 422 Coles stores were connected to the Coles Community Food with SecondBite program. In just the last year, to 30 June 2013, SecondBite has facilitated collections from Coles of 2.7 million kg of fresh nutritious food, equivalent to 5.4 million meals. By diverting food going to landfill, these donations have saved 234 million litres of embedded water, 19 million kilowatts of energy and prevented over 19 million kg of CO\textsubscript{2} emissions from entering the atmosphere.

The program delivers fresh food to community food programs in two ways. In the first method, SecondBite and our affiliated agencies collect donations and deliver them to our local partner community food programs. The second is through SecondBite’s Community Connect\textsuperscript{TM}, where SecondBite professionals facilitate direct collections from Coles by the community food program. These donations are then used either as raw ingredients in the production of healthy fresh meals or distributed to recipients directly in food parcels.

We would like to thank and acknowledge our major collection partners, Uniting Care WA Food Rescue, Foodbank NT, Foodbank SA, A Gesture, AGB and Eastern Food Alliance, for their tireless contribution and collaborative efforts.

In addition to Coles Supermarkets, Coles Produce Distribution Centres, regional offices and Coles expos have also donated surplus food. Coles Pending Assets have kindly been donating pre-loved electric pallet jacks, racking and other equipment to the program. Coles IT, in partnership with Accenture-Avanade, has assisted with the creation of the collection App and reporting systems. CITY Facilities Management, which do all of Coles maintenance and installation of HVAC and refrigeration, in partnership with several of their suppliers, kindly installed large cool/freezer rooms in the A Gesture SecondBite warehouse in South Australia, donated brand new equipment for the Launceston cool room, regularly service our largest Victorian cool and freezer rooms and are facilitating the refrigeration facilities needed for the upcoming Sydney warehouse.

Coles Community Food with SecondBite aims to support the many agencies we work with to enable Australians facing food insecurity to access fresh, nutritious food. This program is making a real difference to the health and wellbeing of the most vulnerable members of our community.

Over 1.2 million kg of fresh food was rescued – nearly six times the volume of the last financial year! Food rescued through the Community Connect model has increased as a percentage of the total food rescued by SecondBite from 20% to 30% on last year’s total.

By rescuing 1.26 million kg of food through this model, we have saved 93 million litres of embedded water, 7.5 million kilowatts of energy and prevented 7.5 million kg of CO\textsubscript{2} emissions from entering the atmosphere.

Thanks to SecondBite, its affiliated agencies and our team members, we successfully redirected 2.7 million kg of fresh food and bakery items and helped provide an extra 5.4 million meals to those in our community having a tough time. We were delighted to have 120 additional stores join the Coles Community Food with SecondBite program in the past year and make a difference to even more people in need, bringing the total stores involved to over 420 supermarkets and six distribution centres. It’s been a great team effort and we’re proud of what’s been achieved together; it motivates us to want to do more.

Ian McLeod, Managing Director, Coles
SecondBite’s Research and Development team, under the guidance of our Food Security Advisory Committee, contributes knowledge towards a food secure Australia – a place where everyone has a seat at the table.

**Research & Development**

**Fresh Approach 2**

SecondBite’s latest research report was released in October 2012: A Fresh Approach, Report 2 – The Environmental Impact of Fresh Rescued Food. The report is the second in a SecondBite series and was undertaken in partnership with the University of Melbourne.

The report reviews the environmental impact of food waste in landfill and the positive outcomes that SecondBite has achieved in rescuing and redistributing surplus fresh food.

Launched by Ryan Smith, Victorian Minister for the Environment and Youth Affairs, the report detailed that the one million kilograms of fresh food rescued in 2011 by SecondBite had the following environmental impact:

- Over 6 million kilojoules of energy saved.
- Over 74 million litres of water saved.
- Over 6 million kilograms of greenhouse gases (CO₂ equivalents) saved.

$5.2bn

of food is wasted annually

95%

nutritious* food

1m kg

rescued by SecondBite

75%

fresh fruit and vegetables

Consistently, SecondBite’s annual survey of community food programs reveals that the most significant impact SecondBite has made on services is the increased availability of fresh, healthy food. Staff, volunteers and people accessing services love the varied and seasonal rescued produce and highlight the positive community impact of food that would have otherwise gone to waste.

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* Food is considered ‘nutritious’ if it fits within the five core food groups of our Australian Guide to Healthy Eating.
By providing food free of charge to community food programs, SecondBite has an enormous economic impact. These funds are diverted into other essential programs for people in need, such as accommodation and shelter, medical and social programs. We create value for our stakeholders, wisely using the funds that are invested into the organisation.
2009
Cost savings from food redistributed to our community food programs: $2.1 million.

2013
Cost savings from food redistributed to our community food programs: $11.7 million.

Dollar investment
For every $1 invested in SecondBite’s food distribution activities, $2.75 of social, economic and environmental value was created for stakeholders.

Social Return on Investment
The SROI ratio increased from 1.65:1 in 2010 to 2.75:1.1 in 2012, more than a 65% increase in the value created through the organisation for every dollar invested.
SecondBite relies on the support of the community to fund our work. Only through donations from individuals, companies and trusts and foundations is SecondBite able to provide Australians in need with access to quality fresh food.

In the past year, SecondBite has developed a number of valuable corporate partnerships to support our work. ISPT is our national supporter and will support the work of SecondBite for the next three years with funding of $100,000 per annum. As a result of this partnership, SecondBite will be able to provide 750,000 healthy, nutritious meals to Australians doing it tough.

ISPT is one of Australia’s largest unlisted property fund managers, with over $9.2 billion of funds under management through investments in office, retail, industrial and residential properties. More than 50% of Australian workers have their retirement savings invested in property through ISPT.

This wonderful partnership will continue the generous support that ISPT has given to SecondBite over the past five years. As well as this financial contribution, ISPT employees also volunteer at our market collections at the South Melbourne market once a month, rescuing surplus fresh food from stall holders that would otherwise go to waste.

SecondBite aligns with ISPT’s sustainability and socially responsible investing ethos. The redistribution of high-quality surplus food to community food programs to support needy people has the significant added benefit of reducing the amount of fresh nutritious food going to landfill, resulting in waste reduction and reduced emission of CO2.

SecondBite is also delighted to have been selected as a charity partner by the Telco Together Foundation. The Foundation works with organisations from the telecommunications industry to support disadvantaged communities.

Over the next three years, the Telco Together Foundation will provide funding to support the work of SecondBite. Additionally, we will work together to develop skilled volunteering opportunities for people working in the telecommunications industry.

Over the next three years, SecondBite is also being supported by PPB Advisory, with donations of $30,000 per annum. Employees from PPB Advisory will also be volunteering at our warehouses, assisting with the sorting and the collation of surplus fresh food, which is then redistributed to our recipient agencies.

If SecondBite had so much money and resources that we didn’t need to ask for volunteers to assist us, would we choose not to have them?

The answer, absolutely not! The true value of volunteers is not in the monetary savings, but in their boundless enthusiasm, passion and goodwill. There are the generous volunteer drivers who provide their own vehicle to deliver food to local community food programs, there are the energetic market volunteers who collect and sort food on the weekends, and let’s not forget the tireless volunteers who sort and clean in our warehouses.

SecondBite is incredibly lucky to have volunteers assisting across all our Australian sites, helping to constantly remind us why we are working hard to provide nutritious fresh produce and reduce waste.

The value of a SecondBite volunteer is priceless. Thank you.
“Volunteering for a company that its main purpose is reducing waste, providing good quality products, helping the environment and at last bringing a beautiful smile to people in need is valuable for me.”

Sara – SecondBite volunteer (supports the Melbourne office three days a week).
SecondBite releases the first ever Evaluative Social Return On Investment study into fresh food rescue.

In 2013, Social Ventures Australia Consulting (SVA) was engaged to analyse, measure and value the impact of SecondBite’s national food distribution activities. The methodology selected to complete this task was Social Return on Investment (SROI).

SROI is an internationally recognised methodology used to understand, measure and value the impact of a program or organisation. It is a form of cost-benefit analysis that examines the social, economic and environmental outcomes created and the costs of creating them.

The analysis is an evaluative SROI analysis that looks at the investment made and the stakeholder outcomes experienced as a result of SecondBite’s food distribution activities during the 2012 calendar year. It builds on the completion of a SROI analysis previously conducted by SVA for SecondBite’s food distribution activities during the 2010 financial year.

Conclusions

– During the 2012 calendar year, 2.5 million kg of fresh food received by food agencies through SecondBite was used to support community food programs. These programs supported people who are homeless, in a crisis situation or in general need of support.

– Since the 2010 financial year, SecondBite has significantly increased the value created for stakeholders. The SROI ratio increased from a revised 2010 SROI ratio of 1.65:1 to a 2012 SROI ratio of 2.75:1.1. This is more than a 65% increase in the value created through the organisation for every dollar invested.

– An investment of $3.7 million in the 2012 calendar year created $10.2 million of social, economic and environmental value for stakeholders. This results in an SROI ratio of 2.75:1. That is, for every $1 invested in SecondBite’s food distribution activities, $2.75 of value was created for stakeholders.

– The consistent supply of food supported food agencies to address the needs of their clients more effectively, enabling them to deliver new food programs, expand existing programs or reallocate funding to support other activities. This in turn provided clients with increased access to food and the opportunity to live healthier lives.

The report is available on our website.

Note: SROI ratios should not be compared between organisations without having a clear understanding of each organisation’s mission, strategy, program or stakeholder logic, geographic location and stage of development. A judgement about whether a return is good or bad can only be made when using comparable data.
IAN CARSON

People
SecondBite is nothing without our people. Across our operations, thousands of people now bring their skills, energy and creativity to the daily activity of SecondBite. It’s our volunteers, who collect huge volumes of fresh food, our drivers, who stand in the rain at the Prahran market, our state managers, juggling operations with limited funds, our ambassadors, going above and beyond the call of duty, our research staff, compiling evidence of how we change lives, our Board, who give their energy and time, our youth group and their supporters, intent on changing the world, and, most importantly, our food donors – farmers, wholesalers, markets, supermarkets, caterers and events. What an extraordinary group of people. Thank you.

Our new CEO, Elaine Montegriffo, has already achieved a great deal since joining SecondBite in August 2012. She has led a strategic review of SecondBite’s priorities to set the course for future growth and built crucial organisational capacity and processes to manage our national expansion. With SecondBite continuing to grow dramatically, the role of the CEO becomes ever more demanding. The SecondBite team, led by Elaine; together you are changing Australia for the better.

Shared Value in Australia
When SecondBite tentatively started operations in 2005, many people found it difficult to understand the concept of rescuing food and it was obviously not a high priority for business leaders or corporate Australia. Today, more and more companies are focused on the social outcomes of their actions. Michael Porter’s model of ‘Shared Value’ involves social outcomes that can occur within the existing activities of an organisation. Our work with Coles and other food suppliers is one of the best examples of shared value in the world. As most consumers are choosy about what they buy, perfectly good nutritious food in the past has predominantly found its way to landfill. In collecting this food, SecondBite saves disposal costs and feeds people in need.

Among the positive social outcomes are:
- better staff engagement for the donor;
- lower CO2 emissions;
- food waste reduced;
- water savings;
- nutrition being dramatically improved;
- better engagement/socialisation of those who are disadvantaged.

Our partnership with the Victoria Racing Club (VRC) is a great example of collaboration and working to a common goal. We were delighted to be appointed as charity partner for the Melbourne Cup Carnival Pin & Win. This is an incredible opportunity to raise funds and awareness of our work. Thank you to all at the VRC, and we look forward to continuing this partnership in the future.

People say to me, ‘You must be proud of what SecondBite has achieved.’ I am very proud of SecondBite, at the same time, I focus on what more we can do. Presently, we are handling approximately 1% of the food that is wasted each year in Australia. With your extraordinary energy, commitment, support and advocacy, we can dramatically improve outcomes for those in need. Clearly, we have much to do.

Ian Carson Chairman

ELAINE MONTEGRIFFO

SecondBite continues to grow. This year, we have increased the amount of fresh food redistributed by 310%, to a massive 3.9 million kg. In Queensland alone, where we have been operational for just nine months, we doubled our target and redistributed 500,000 kg of fresh food to 137 agencies.

The number of community agencies we supply has increased by 223%, to 1,080, doubling the number of people in need able to access fresh, nutritious food.

This growth has been enabled by the development of new delivery models, including bulk drop offs that deliver fresh produce to rural and regional Victoria. We have developed new partnerships, including one with VACCHO to better cater for the specific needs of some of Australia’s most vulnerable Indigenous communities.

Our growth has also been underpinned by the development of robust national systems and processes to provide the organisational architecture needed to support future growth.

Our Impact
This growth has opened up significant opportunities for SecondBite. A key focus for the management team this year has been a review of SecondBite’s strategic priorities to determine what we will do, and equally what we will not do, in order to maximise our impact on the issues we exist to address – reducing unnecessary fresh food waste and ensuring that people in need across Australia have access to the nutritious food needed for their health and well being. These two issues determine what we do and how we do it.

But why does SecondBite continue to grow? Quite simply, because the need grows. The community agencies we supply continue to report increasing demand, in particular for fresh fruit, vegetables and meat. SecondBite’s long term goal is to reduce this demand. We know that current levels of food waste, one third of all food produced, are unsustainable, and if we treat food as the incredibly valuable commodity it is, we can build a more sustainable food supply and ensure that more Australians enjoy a healthy nutritious diet.

I look forward to the day I can report that our activities have reduced because we are wasting less food and, most importantly, because more Australians have sufficient healthy food to nourish themselves and their families.

We rely on your continued generous support to help us realise this goal.

With sincere thanks

Elaine Montegriffo Chief Executive Officer
Over the 2012/2013 financial year, SecondBite has experienced another year of tremendous growth. Through our national food rescue and redistribution programs, 3.9 million kg of surplus fresh food was delivered to 1,080 community organisations across Australia. This is more than double the amount of food that was rescued and redistributed in the previous financial year. At the same time, our total expenses have risen by only just over 30% from $2.4 million to $3.2 million.

Our growth has been generated through the expansion of our various collection models. Our existing warehouses have been complemented by the opening of our Launceston facility in Tasmania, as well as new distribution hubs in Kilisby, Werribee and Sunshine in Victoria. In the next financial year, further facilities will be opened in Sydney, Brisbane and Adelaide.

Collections from the warehouse and hubs are supported by our fleet of 18 vehicles. With the generosity of a number of donors and supporters, SecondBite has added a further five vehicles to our fleet in the past year. SecondBite’s Community Connect model continues to complement the operation of our warehouse and hubs. Community Connect now connects 205 agencies and 264 donors, double the number from the last financial year. Over 1.2 million kg of fresh food was rescued – nearly six times the volume of the previous year.

These results have only been achieved with the generous and ongoing support of the community. SecondBite relies on donations from individuals, companies, trusts and foundation and community groups to fund our work.

In 2012/2013, our general fundraising activities raised over $2.3 million, more than doubling the amount in the previous financial year. Our designated income, to fund specific parts of our work or equipment, also grew to over $1 million for the first time. This is a 13% increase on the 2011/2012 financial year.

Overall our income has grown by over 64% on the previous year and reached over $3.6 million for the first time. At the same time, our expenses have increased by over 30%, rising to over $3.2 million. The redistributed food increased by 278%, from 1.4 million kg in the previous year, to 3.9 million kg.

The largest area of expenses continues to be our staffing, which has grown to over 50 full-time, part-time and casual employees. This growth has been required to fund our national expansion and meet the needs of 1,080 community organisations that now receive regular deliveries of quality fresh produce from SecondBite. SecondBite’s staff can only achieve these results with the wonderful support of the 620 volunteers who redistribute surplus fresh food in their own vehicles, support the operation of our warehouses and hubs, and assist in our offices with many administrative and operational tasks.

SecondBite’s annual report for 2012/2013 showed a net surplus of $388,151, compared to a deficit of $245,621 in the previous year. The income for the year was $3,604,520, with a significant increase in general donations and designated funding income. The expenses for the year were $3,216,369, with the largest area of expense being staffing, which has grown to over 50 full-time, part-time and casual employees.

In 2012/2013, our income grew by over 64%, reaching $3.6 million. This was due to the increased demand for our services and the expansion of our operations. Our expenses also grew by over 30%, rising to $3.2 million. Despite this, we were able to achieve a net surplus of $388,151, compared to a deficit of $245,621 in the previous year.

Our financial results show that SecondBite is successfully fulfilling its mission to rescue and redistribute surplus fresh food to those in need. With the help of our donors, volunteers and partners, we are able to continue to grow and expand our services to reach even more community organisations across Australia.
Katy led SecondBite as CEO from 2006 to 2012 and was Chair of the Australian Institute of Company Directors. She is a graduate of Stanford University’s Business School and has extensive experience in corporate marketing and previously owned her own marketing and sales in industrial, agricultural, mining and manufacturing markets. Roles over that time covered Australia and New Zealand, as well as global and regional leadership, with his current appointment being Managing Director – Commercial Operations. After his retirement from Shell in 2001, Bob was the Principal of PRO NEC Vic Pty Ltd until 2006. Currently, he is Deputy Chairman and Non-Executive Director of NAB Health Limited. Bob has been a Rotarian for over 39 years and is a Director of CARE Australia. Director of the Victorian East Timor Committee, Deputy Chairman and Non-Executive Director of the Victorian Emergency Services (Australia). John serves as President on the Board of the Victorian Emergency Services and State Superannuation Fund (ESSSuper), the National Science & Technology Centre (Questacon), where he is Deputy Chairman, and of Scotch College, where he has been a Director for 15 years, and is a Trustee of the HV McKay Charitable Trust. He has been a Director of SecondBite since the founding of the organisation.

IAN M. CARSON
Co-founder Chairman
Ian is a founding Partner and Chairman of AC&M and has been instrumental in turning around organisations in crisis and helping clients to protect their financial positions and reputations. Ian was a Board member of the Preston and Northcote Community Hospital 1990–1999 and the PPB Advisory team leader supporting the successful 2000 settlement by Diego for Thalidomide victims. Ian gained a Bachelor of Economics at Monash University, a Postgraduate Diploma of Accounting at La Trobe University and completed the Owner President Manager course at Harvard Business School. He is a fellow of the Australian Institute of Company Director and Chairman of Partners, PPB Advisory. Ian is a member of the Social Ventures Australia Leadership Council (Melbourne) and member of the SecondBite Fundraising Committee and Trustee of the SecondBite Future Trust.

KATY BARFIELD
Director
Katy led SecondBite as CEO from 2006 to 2012, and together with founders Ian and Simone Carson, directed SecondBite through a period of intense growth and expansion on an unprecedented scale, from collecting around 600 kg of fresh produce in 2005 to redistributing over 2 million kg in 2012 to community food programs in Melbourne, Tasmania, Queensland and NSW. Katy practically worked for Children in Crisis, SCOPE, Cottsworld Cancer Concern, Trinity Hospice and Relief Society for Children Around the World. She also has extensive experience in corporate marketing and previously owned her own hospitality venue. Katy holds a Master of Arts and is a graduate of Stanford University’s Executive Program in Social Entrepreneurship. Katy is a member of the SecondBite Board, the Fundraising Committee, the Corporate Partnerships Committee and a Trustee of the SecondBite Future Trust.

SIMONE CARSON
Co-founder Director
Simone co-founded SecondBite with Ian Carson in 2005. A registered nurse with a keen focus on children's health, Simone worked in the Paediatric Intensive Care Unit at the Royal Children’s Hospital and coordinated research projects for the Infectious Diseases Department. She also gained a Certificate of Paediatric Intensive Care. Simone completed a Bachelor of Education at La Trobe University and also a Graduate Company Directors’ Course at the Australian Institute of Company Directors. She has a special interest in volunteers who are the golden thread enabling the significant growth and expansion of SecondBite's work in the community. Simone is a member of the SecondBite Food Security Advisory Committee, Volunteer Committee and a Trustee of the SecondBite Future Trust. She is a board member of the St Vincent’s Institute Foundation.

HOWARD CRITCHLEY
Director
Howard's executive career culminated in 10 years of CEO roles in TTR Logistics and then CEVA Logistics, the world's second largest integrated logistics company, commencing in Australia and progressing to responsibility for all of Asia Pacific. His responsibilities included turnover of $750 million and 10,000 plus staff. Howard managed four business units in Australia: Freight Management, Contract Logistics, Vehicle Logistics, and Materials Handling Logistics.

BOB GLINDERMANN
OAM Director
Bob Glindemann had over 41 years with Shell, with extensive experience in logistics, supply chain management and all aspects of marketing and sales in industrial, agricultural, mining and manufacturing markets. Roles over that time covered Australia and New Zealand, as well as global and regional leadership, with his current appointment being Managing Director – Commercial Operations. After his retirement from Shell in 2001, Bob was the Principal of PRO NEC Vic Pty Ltd until 2006. Currently, he is Deputy Chairman and Non-Executive Director of NAB Health Limited. Bob has been a Rotarian for over 39 years and is a Director of CARE Australia. Director of the Victorian East Timor Committee, Deputy Chairman and Non-Executive Director of the Victorian Emergency Services (Australia). John serves as President on the Board of the Victorian Emergency Services and State Superannuation Fund (ESSSuper), the National Science & Technology Centre (Questacon), where he is Deputy Chairman, and of Scotch College, where he has been a Director for 15 years, and is a Trustee of the HV McKay Charitable Trust. He has been a Director of SecondBite since the founding of the organisation.

ANDREW MONOTTI
Director
Andrew is currently Partner, King & Wood Mallesons and Adjunct Senior Associate, Fault of Law, Monash University. Andrew specialises in competition law (including third party access), utility regulation, joint ventures, contracts and intellectual property. In competition law he concentrates on transactions, Australian Competition and Consumer (ACCC) approvals of mergers and acquisitions, and advice and compliance programs, including national competition policy reforms. He has been involved in significant Australian and international and global mergers and acquisitions and competition law issues across various essential industries. Andrew also specialises in franchising and other forms of distribution and dealer arrangements. Andrew has co-authored competition law at Monash University for a number of years.

ALISTER PATERSON
Director
Currently, Alister is Chief of Staff to the Mayor of the City of Greater Geelong. Alister is a Director of Simpson Paterson, providing strategic corporate advice in specialist areas, including government affairs and reputation risk. Alister is a former State Member of Parliament, a member of the Liberal Coalition Government between 1992 and 2002. Alister was a journalist and broadcaster with the Seven and Ten Networks and SBS. Prior to establishing Simpson Paterson, he served four years as Chief of Staff to Melbourne’s Lord Mayor.

ELANA RUBIN
Director
Elana is a Director of Mirvac Group Ltd, NAB Wealth/MLC, PPB Advisory and the federal government’s Infrastrucutre Australia Council and Climate Change Authority. She is also on the Advisory Board of Quantas Properties and Evans & Partners. Elana is involved in the not for profit sector through her role on the Board of SecondBite. Elana recently retired as the Chair of AustralianSuper, one of Australia’s largest superannuation funds, then over $63 billion in assets and over 2.1 million members, and as a Director of TAL, the specialist life insurance company. Previous directorships include Chair of the Victorian WorkCover Authority, Director of the Victorian Rail Accident Commission, Chair of the Victorian Rail Track Corporation (VicRail) and Director of Industry Super Property Trust. Elana is a Fellow of the Australian Institute of Company Directors, the Australian Institute of Management and the Financial Services Institute of Australasia. She is also a member of Chief Executive Women.
SecondBite’s commitment and endeavours are to ensure that quality surplus fresh food does not go to waste, but instead to individuals and families who really need it. Please help SecondBite redistribute enough fresh food to our recipient agencies and community food programs to enable them to provide 5 million nutritious meals for their clients in 2014. How you can help? you can help SecondBite and families who really need it. Please help SecondBite

& SUPPORTERS
