Thank you for volunteering!

As you probably know, COVID-19 is affecting every part of society, including our food relief network. That's why Foodbank and food waste app, Y Waste, have partnered up to give restaurants a way to donate takeaway meals (made from surplus stock) to people in their local community who really need it. You can find out more information about how this system works by visiting [our website](#).

In the cover email you will have received a target area from us. We need your help to identify and call up food businesses in the area to ask them to visit our website, or ideally, sign up to Y Waste during the call. Contained within this document are:

- Instructions on how to search for food outlets in your target area

- A conversation guide for your calls

- A brief feedback questionnaire so you can report back on how you've gone

Please keep notes of your calls so you can advise the Volunteer Coordinator of your results.

From all of us at Foodbank and Y Waste, thank you and good luck with your calls!

Guide to identifying businesses to call in your target area

Step One - Check Uber Eats

Because of COVID-19, a lot of food outlets are shut. So, to get an initial idea of businesses that are still open, check Uber Eats.
Type the name of your suburb into Uber Eats (https://www.ubereats.com/) and count how many businesses there are that meet these criteria:

- Non-franchised (ie not food chains like Subway)
- Are within 3km of your target address (use Google Maps to check this)

Write down all the businesses as well as exactly when you found them on Uber Eats.
You might like to do this several times on different days at different times of the day because many businesses are open for limited periods.
If there aren't many businesses, then move onto another suburb.

Step Two - Use Google Maps

Google Maps is helpful, but it isn't really set up for doing this particular job. There's no "Restaurants within 3km of location" command so instead, there is a bit of a work around:

- Type your given location into Google Maps and hit enter. A pin will appear on the map.
- Right click on the pin and select "Measure distance".
- Click on a location anywhere else on the map and a black line will appear that shows you how far away it is. You can drag this line around to measure a rough 3km radius. Unfortunately, there is no way of locking in this radius.
- If you need to get rid of the measuring tape for any reason you can click the 'x' in the "measure distance" box.
- Now you can type 'restaurants near <your location here>' into Google Maps and it should give you a list of locations and you'll be able to see if they fall within the radius. You can also type other words like 'café' and 'take away' instead e.g. 'cafe near <your location here>'

Step Three - Do a deep dive

If Steps 1 & 2 don't deliver many leads, then you can Google in another way.
Google Maps seems to search by suburb, so it won't show you every restaurant in a 3km radius. You may suspect that there are more near to your target address. In that case, change the search bar to say: 'Restaurants in <suburb>' and pick adjacent suburbs. This way you may find more restaurants within 3kms of the target address but not in the same suburb.
You will need to click on each restaurant and take down their details.

Phone call conversation guide

Familiarise yourself with it before you start calling and remember we are all experiencing tough times so be warm and compassionate to those you call.

Hello, my name is <FULL NAME> and I'm calling from Foodbank Australia. Are you still open for business?

<if not, terminate call; if yes follow up with:> I was hoping to speak to the owner or manager?

<if not in store:> Would you be able to provide me with a phone number of the owner or manager? Or a time they would be in store?

<when talking to manager/owner:> Hi there, my name is <FULL NAME> calling from Foodbank Australia, and the reason I'm calling is that, at Foodbank, we're helping get food to the people who need it most during COVID-19.

And right now we're seeing that takeaway has never meant so much. It means so much to businesses like yours. But it could also mean so much to people in the community who are facing hardship. That's because, with charities being disrupted (some are even closing completely) takeaway could be a way to distribute food relief right now.

Due to the tough prevention measures in place, holes are appearing in our food relief network. And this is just at a time when more people than ever need our help.

<respond and follow up with:> So, we're asking businesses like yours to help out by donating leftover meals for pick up at the end of the day.

It's a really easy process and doesn't cost you anything. Do you think you might be able to give us a hand?

<if hesitant follow up with:> Well it takes seconds to set up, and there's no ongoing commitments or set number of meals you need to provide.

You decide how many meals you can make available to people, or you can set and forget if that's what you'd prefer.

<engage and hopefully come to:> Amazing! We've partnered with an app called Y Waste to make this possible.

It lets you distribute surplus food at the end of the day by providing free takeaway meals to those in need.

If you've got two minutes, I can help set you up? Or would you like me to reach you some other way?

<if yes: go to [link to merchant form] and complete it>

<if busy:> No problem. Can I call you back at another time?

<if no respond with> Well, to find out more and register at another time you just need to go to foodbank.org.au/ywaste (that's y with the letter 'y')

<if they have questions you can't answer or want to speak to someone from Y Waste:> No problem. You are welcome to speak to Ian Price on 0417 727 526.

Feedback

Please keep notes of your calls so you can advise us of your progress. You can do this daily or when you believe you've done as much as you can in your target location.

So you're prepared, here are the questions we will ask:

- How many food outlets did you identify in the target location?

- How many of these outlets were you able to contact and are still open for business?

- Of these, how many were interested in Y Waste?

- How many were you able to sign up on the call?

- Were there any questions that you were unable to answer that we could add to a Frequently Asked Questions document?

- Are there any suggestions you can make to improve this process?

- How do you feel about your time volunteering for Y Waste?

- Anything you'd like to add?

Here is the link to an online questionnaire where you can report back on your progress

https://foodbankaustralia.au1.qualtrics.com/jfe/form/SV_0xIqTFg8mJKCVmt