



# OZHARVEST FOOD APP FAQ

- **What is the OzHarvest Food App?**

This is the latest OzHarvest innovation to reduce food waste and feed hungry people in Australia. The OzHarvest Food app uses digital technology to connect local businesses with surplus food, to nearby charities in need of food relief.

- **How does it work?**

The app is designed to connect local businesses and charity agencies with regular donations in an ongoing capacity. Once a food donor has registered it takes three simple steps:

1. The food donor uploads details of the surplus food
2. A local charity receives a message notifying them about the food
3. The charity collects the food.

- **Who can use it?**

Food businesses and registered charities. This is not available for individuals or households.

- **How much does it cost?**

The service is free for charities receiving the food, however there is a subscription fee for businesses to donate.

- **Where can I get it?**

Contact OzHarvest to register your interest at [foodapp@ozharvest.org](mailto:foodapp@ozharvest.org)

- **When can I get it?**

The app is currently being piloted with Woolworths and will be available for other food donors across the country in early 2019.

- **How does this work with OzHarvest existing food rescue in vans?**

The OzHarvest Food App aims to find food rescue solutions for communities where our yellow vans do not have operations or cannot reach.

- **How do I sign up?**

In the first instance go to the OzHarvest website:

- Charities should use the online application form:  
<https://www.ozharvest.org/what-we-do/agencyonline/>
- Food donors should register at:  
<https://www.ozharvest.org/give-a-little-love/donate-food/>



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- **How do I apply to receive food?**

If you are a registered charity agency in need of food relief, please complete the online booking form on the OzHarvest website <https://www.ozharvest.org/what-we-do/agencyonline/>

Registered charity agencies with a need for regular food relief should have adequate resources to be able to rescue food from a local food donor, including access to a vehicle, volunteers or staff and time.

## **How long does it take?**

There are a few things that will impact the set up time, but if a local food donor business is already registered and ready to donate food then it should take a few weeks. If there are no businesses registered to donate food in the area, the process will take longer.

- **Is this an Australian first?**

There are already some great innovations in the food donation market, but this is the first using OzHarvest's unique model of pairing local food donors with charities in need of food relief on a regular and long-term basis. The app is designed to help achieve OzHarvest's vision of a world with zero waste and free of hunger.

- **What platform can I use it on?**

The app is available on all iOS and Android compatible devices, and via a web portal.

- **Who do I call for support?**

Once the app is up and running any charity agencies requiring support should contact OzHarvest HQ. Food Donors who are already registered and using the app should contact their head office.

- **How will the pilot phase work?**

The OzHarvest Food App will be piloted exclusively with our national food rescue partner, Woolworths with 73 stores across the country. The app will be tested for 12 weeks from October 2018 by the stores making regular donations of quality surplus food.

Registered charity agencies with an identified need for regular food relief and the resources to rescue food locally, including vehicle, volunteers or staff and time will form part of the pilot program.

The app will connect food donors with regular food with 1-2 local charity agencies to collect food directly on a long-term basis.

Following the pilot, Woolworths plan to expand the app across an additional 300 stores that cannot be reached by OzHarvest vans.