

MEMBERSHIP FACTSHEET

Foodbank Queensland is the largest hunger relief charity in the state. We believe all Queenslanders deserve access to good quality food. However, every single day, Queenslanders are going hungry. That's why we are working to source millions of kilograms of food each year from farmers, retailers and manufacturers, and supply this food to more than 300 frontline Member Charities across Queensland to help people in need. Our Member Charities support Queenslanders in need through food relief hampers, low-cost grocery outlets, community meals, cooking programs, street feeds and more.

Foodbank Membership is a great way to support your food relief projects, offering your organisation a reliable, inexpensive source of food and groceries all year round.

What's in the Foodbank Pantry?

Thanks to generous donors we have a consistent weekly supply of fresh bread and milk and approximately 35% of our groceries are fresh fruit and vegetables. As well as rice, pasta, and tinned food we offer chilled and frozen dairy and protein-based goods alongside frozen pre-packed meals through a partnership with FareShare, Australia's largest charity kitchen. Products are offered at no or low cost.

Why do we need Membership to access food at Foodbank Queensland?

Our vision is a Queensland without hunger, achieved through our mission to deliver the most food to the most Queenslanders in need, in the most efficient and effective ways. We actively seek to work with organisations who share this mission and our values to reach those who need it most in our communities. The Membership process helps Foodbank Queensland ensure strong partnerships are formed.

How do we apply and join Foodbank Queensland?

To become a registered Member Charity, please complete an expressions of interest form via our website. You will find this under "Who We Help – Charities". You will then be guided through an online application process.

What do applicants need?

During the application process, we learn about your organisation's food relief program and your food product requirements. We need to establish how you will safely transport, store and distribute product from Foodbank Queensland.

Along with information about who you are, what you do and your food relief program, you will be asked to provide:

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- Your Australian Business Number (ABN) to confirm registration with the Australian Charities and Not-for Profit Commission (ACNC).
 - If you are not registered with the ACNC, two letters of support will be required from organisations connected with your food relief program. Examples include - an organization who provided you with funding, referred clients to you or from a local Councilor.
 - A copy of your Public & Product Liability Insurance Certificate with minimum cover of \$10,000,000. This insurance covers collection from our distribution centre and product handling through your organisation.
 - A copy of your Commercial Kitchen/Food license where applicable. Some product is only available to members with a commercial kitchen license.
 - Payment of a small one-off lifetime Membership Fee (\$55 FY21/22) to cover our administration costs.

On average, it will take up to 2-3 weeks to process your application.

How do Member Charities access food?

There are two options depending on your proximity to our Food Distribution Centre:

Onsite collection:

We are located at **179 Beverley Street, Morningside** and our doors are open to Member Charities with trucks from 6am-2pm and Member Charities with all other vehicles from 8am-2pm Monday to Friday. Members can collect food once per day.

To collect food from our Food Distribution Centre you will need:

- **Your own transport** – car, Ute, trailer, minibus, truck etc.
- **Member Representatives** - volunteers or staff to collect food on your behalf with a **limit of 2 people per visit**. You can nominate up to five Member Reps with each permitted to bring one additional person to help.
- **Crates or boxes** to help store products in transit.
- **Hard sided eskies** and ice blocks for chilled and frozen products.
- **Hi-Viz vest, closed in shoes**, clipboard, pen and mobile phone for QR Code scanning.

Pre-packed Order Collection:

For eligible Regional Member Charities, we can offer an order packing service. Products can be pre-ordered, packed and collected from our food distribution centre by your own transport OR couriered to your depot. If couriered, Member Charities are required to make the transport arrangements and cover all delivery costs incurred. Please contact Member Services to discuss eligibility.

Is there a limit to how much food we can access?

Our approach is to provide equitable access for all Member Charities to all our products. For this reason, we often apply a *maximum* limit on products each day. These limits fluctuate daily and there is no *minimum* limit to the products you can have.

Are the products free?

Where Foodbank Queensland has incurred a cost to purchase product, transport or store it, we will apply a small handling fee to recover those costs.

How long will Membership last?

Membership is lifetime and subject only to satisfactory demonstration of compliance with all our policies and procedures.

Membership is aligned with your Public & Product Liability Insurance policy. If your insurance expires, your ***Foodbank Queensland Membership expires***. We are unable to give you access to product without valid insurance. Membership can easily be renewed by providing an up-to-date Insurance Certificate annually.

Enquiries

For all enquiries, please call our Member Services Team on 07 3395 8422 extension 4 or email Members@foodbankqld.org.au and we will be happy to help.