

Foodbank Queensland Membership



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Foodbank Queensland is the largest hunger relief charity in the state. We believe every Queenslanders deserves access to good quality food all year round. 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 350 frontline Member organisations across Queensland to help people in need. Our Members support Queenslanders in need through food relief hampers, low-cost grocery outlets, community meals, cooking programs, street feeds and more. Foodbank Queensland receives 50% of its funding through handling fees, 35% from fundraising and philanthropy and 15% from government funding and grants.

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 over 40% of our groceries are fresh fruit and vegetables. We offer pantry staples including rice, pasta, and tinned food, as well as chilled and frozen dairy, protein-based products and frozen pre-packed meals, through our partnership with FareShare. We also offer non-food products, such as hygiene items.

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

There are no minimum limits on accessing products. Some of our high value products do have maximum limits attached to assist with equitable distribution of products.



Are the products free?

Where Foodbank Queensland has incurred a cost to purchase product, transport or store it, we will apply a handling fee to recover those costs. Donated products are offered at low or no cost. Fresh fruit, vegetables, fresh milk, chicken and bread are always free of charge. Payment for items can be made online via credit or debit card or

How do we apply and join Foodbank Queensland?

To become a registered Foodbank Member, please complete an online application form via our website. You will find this under "Who We Help – Charities". Once you have submitted your application form, our Member Engagement team will be in contact to guide you through the application process. On average, it will take up to four weeks to process your application.

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.



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:

- 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 organisation who provided you with funding, referred clients to you or from a local Councillor.
- A copy of your Public & Product Liability Insurance Certificate with a minimum cover of either \$10million or \$20million, depending on your organisation's size. This insurance covers collection from our Food Distribution Centre and product handling through your organisation.
- Payment of a one-off lifetime Membership Fee (\$55) to cover our administration costs.
- Photos of your food storage area and front of business premises.

How do Members Access Food?

Foodbank Members can access product by placing online orders via our Web Shop. Orders are picked and packed by our team of volunteers and ready for Members to collect from one of three Food Distribution Centres. Large truck Members collect from the Food Distribution Centre – Lytton, located at 470 Lytton Rd, Morningside. Smaller truck, van, car and/or trailer Members collect from the Food Distribution Centre – Beverley, located at 179 Beverley St, Morningside. Our North Queensland Members collect from the Food Distribution Centre – Townsville, located at 4/26 Lorna Court, Mount St. John.

The Member Engagement team will notify the Member which location the collection will take place, and will provide training and orientation to the appropriate Food Distribution Centre during the onboarding process.

Foodbank also has a marketplace where Members can access fresh produce when they come into our Distribution Centre, these items do not need to be pre-ordered.

On-Site Collection

Our doors are open to Members from 7am to 1pm, Monday to Friday. The Foodbank Queensland Distribution Centres are busy warehouse environments and any Member representatives will need to complete a short online safety induction before coming to the premises. Prior to arrival, Members will need to arrange a time slot collection day and time. This helps us accommodate enough space for all of our Members. During the onboarding process, the Member Engagement team will provide you with the appropriate timeslotting request form.

Food Distribution Centre – Lytton Collection:

Members collecting from this location will be asked to submit a timeslotting request form commencing from 7am with the last available collection between 12 – 1pm. Members are not permitted to access the Lytton Road location outside of the allocated timeslots.

Food Distribution Centre – Beverley Collection:

Members collecting from this location will be asked to submit a timeslotting request form, choosing between 7 – 8:30am or 8:30 – 10am. Beverley Street Members who prefer not to book a timeslot can access this location between 10am – 1pm (last entry at 12:30pm).

Food Distribution Centre – Townsville:

Members collecting from this location can arrange suitable days and times by emailing townsville@foodbankqld.org.au.

To collect food from any of our Food Distribution Centres, 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.
- Crates or boxes to help store products in transit.
- Hard sided portable coolers and ice blocks for chilled and frozen products.
- Hi-Vis vest, closed-in shoes, clipboard and pen.

Regional and Remote Members

For our regional members products are ordered using our online webshop and collected from our Food Distribution Centre, by your own transport OR couriered to your depot. If couriered, Members are required to make the transport arrangements. Please contact Member Engagement to discuss options.



Enquiries

For all enquiries, please email members@foodbankqld.org.au or call our Member Engagement team on 07 3395 8422 and we will be happy to help.