

Foodbank Queensland Charity Membership



Foodbank Queensland Membership

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 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 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 Queensland Pantry?

Thanks to generous donors, we have a consistent weekly supply of fresh bread and milk and approximately 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. 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 alongside organisations that share our mission and values, reaching those who need the most support in our communities. The Membership process helps Foodbank Queensland ensure strong partnerships are formed.

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 small handling fee to recover those costs. Fresh fruit, vegetables, milk and bread are free of charge. Payment for items can be made via credit or debit card or through an account payment arrangement.

How do we apply and join Foodbank Queensland?

To become a registered Member Charity, 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 Services team will be in contact to guide you through the application process. On average, it will take up to 1-3 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 minimum cover of \$20,000,000. This insurance covers collection from our Food 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 one-off lifetime Membership Fee (\$55) to cover our administration costs.
- Photos of your food storage area and front of business premises.

How do Member Charities 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.

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.

Please note that Foodbank Queensland does not offer delivery, at this stage. There are two options, depending on your proximity to our Food Distribution Centre.

On-Site Collection:

We are located at 179 Beverley Street, Morningside and our doors are open to Member Charities from 7:30am to 1:30pm, Monday to Friday. Foodbank Queensland is a busy warehouse environment and any Member Charity representatives will need to complete a short online induction before coming on premises.

Prior to arrival, please arrange a time slot for pickup, this helps us accommodate space for you. To be added to the weekly time slotting request mail out list, please email orders@foodbankqld.org.au. Time slot booking requests are sent out weekly and are booked a week in advance.

Members time slots are available between 7:30–9:00am and 9:00–10:30am. After 10:30am there will be NO time slotting and Members will be granted entry based on carpark availability. If you do not wish to book a time slot you are able to access Foodbank anytime between 10:30am –1:30pm, last admission is at 1:00pm.

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.
- 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 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, Member Charities are required to make the transport arrangements and cover all delivery costs incurred. Please contact Member Services to discuss options.

Enquiries

For all enquiries, please email members@foodbankqld.org.au or call our Member Services team on 07 3395 8422 (ext. 4) and we will be happy to help.