



## 2022 marks 20 years of Food Relief NQ fighting hunger in the North Queensland community and we need your help!

With the ongoing impact of the COVID-19 pandemic, raising interest rates and changes to available support packages, food insecurity is higher than ever. That's where we come in!

Food Relief NQ are a local Townsville not-for-profit organisation which redistributes over 100,000kg of food items per year to welfare organisations and community groups within our local Townsville and North Queensland community, by receiving donations of non-perishable food items, or purchasing staple pantry food items from a variety of sources, which are then packed by volunteers into Food Hampers. These are then purchased at a highly reduced cost and re-distributed into our community by more than 70 organisations.

### We rely on the generosity of locals to keep us fighting hunger.

The purpose of Food Relief's Donation Drive is to gain support through regular monthly donations to continue donations throughout the year to allow us to continue our vital work.

### With zero government funding, Food Relief NQ relies solely on donations from the community.

Food Relief NQ is unique in that our region has virtually no food manufacturing or processing facilities and so we rely heavily on the financial support of members of the community and corporate supporters who can assist in meeting demands.

### 100% of funds donated go directly to providing food to our community.

If you would like to join our fundraising efforts, you have several options below for donation amounts to suit your business, or feel free to choose your own contribution amount. See how your donation makes a difference:

#### DONATE \$50.00

Allows us to source the equivalent of over 100 meals

#### DONATE \$100.00


Feeds 2 vulnerable North Queensland families for a month

#### DONATE \$500.00

Provides over 1000 meals to vulnerable families

We appreciate you considering this request and we are open to any questions you may have about Food Relief NQ or the donation process.

## CONTACT US

 07 4774 7620

 [info@foodreliefnq.org.au](mailto:info@foodreliefnq.org.au)  
[www.foodreliefnq.org.au](http://www.foodreliefnq.org.au)

 Physical: 41 Toll Street, Mount Saint John Q 4818  
Postal: 80 Webb Drive, Mount Saint John Q 4818

DONATE HERE





To set up a Direct Debit, please complete the below form and return to [info@foodreliefnq.org.au](mailto:info@foodreliefnq.org.au) for processing on behalf of Food Relief NQ.

## Direct Debit Request

I/We request you **Food Relief NQ (User ID 251970)** to arrange for funds to be debited from my/our nominated account at the financial institution shown below according to the Schedule specified below.

Name	<input type="text"/>
Address	<input type="text"/> <input type="text"/> <input type="text"/>
	Postcode
Name and Branch of Financial Institution	<input type="text"/> <input type="text"/>
BSB No.	<input type="text"/>
Account Number	<input type="text"/>
Commencing on	<input type="text"/>

Please debit \$\_\_\_\_\_ from the above account each month


The direct debit on your account will be drawn on the 15<sup>th</sup> of every month or next working day until you advise to Stop.

Signature(s)	<input type="text"/> <input type="text"/>
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*If debiting from a joint bank account, both signatures are required*

Date	<input type="text"/>
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#### Our commitment to you

This document outlines our service commitment to you, in respect of the Direct Debit Request (DDR) arrangements made between **Food Relief NQ** and (**User ID 251970**) and you. It sets out your rights, our commitment to you and your responsibilities to us together with where you should go for assistance.

#### Initial terms of the arrangement

In terms of the Direct Debit Request arrangements made between us and signed by you, we undertake to periodically debit your nominated account for the agreed amount for [state the reason for the drawing e.g. life insurance premium, health club fee, school fees].

#### Drawing arrangements

- The first drawing under this Direct Debit arrangement will occur on **15th July 2019**.
- If any drawing falls due on a non-business day, it will be debited to your account on the **next business day following the scheduled drawing date**.
- We will give you at least 14 days' notice **in writing** when changes to the initial terms of the arrangement are made. This notice will state any other changes to the initial terms.
- If you wish to discuss any changes to the initial terms, please contact the Food Relief NQ Administrator **Jay Webb on (07) 4774 7880 during business hours**.

#### Your rights

##### Changes to the arrangement

If you want to make changes to the drawing arrangements, contact the administrator **Jay Webb on (07) 4774 7880** during business hours. These changes may include:

- Deferring the drawing; or
- Suspending the DDR; or
- Altering the schedule; or
- Stopping an individual debit; or
- Cancelling the DDR completely

#### Enquiries

Direct all enquiries to us, rather than to your financial institution, and these should be made at least 10 days prior to the next scheduled drawing date. All communication addressed to us should include your customer reference number and account number. All personal customer information held by us will be kept confidential except that information provided to our financial institution to initiate the drawing to your nominated account.

#### Disputes

- If you believe that a drawing has been initiated incorrectly, we encourage you to take the matter up directly with us by contacting the administrator Jay Webb on (07) 4774 7880 during business hours.
- If you do not receive a satisfactory response from us to your dispute, contact your financial institution who will respond to you with an answer to your claim:
  - Within 7 business days (for claims lodged within 12 months of the disputed drawing); or
  - Within 30 business days (for claims lodged more than 12 months after the disputed drawing)
- You will receive a refund of the drawing amount if we cannot substantiate the reason for the drawing.

Note: *Your financial institution will ask you to contact us to resolve your disputed drawing prior to involving them.*

#### Your commitment to us

It is your responsibility to ensure that:

- Your nominated account can accept direct debits. Your financial institution can confirm this; and
- On the drawing date there is sufficient cleared funds in the nominated account; and
- That you advise us if the nominated account is transferred or closed.

If your drawing is returned or dishonoured by your financial institution, any transaction fees incurred shall be added to your account for payment. You shall be contacted by phone by the administrator to make arrangements for payment.

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