

## Open Road FAQs

### What are our COVID-Safe processes for Open Road?

Under Work Health and Safety laws, Open Food Network has a duty to eliminate or, if not possible, minimise the risk of exposure to COVID-19 in our workplace. We are not able to completely eliminate the risk of our employees being exposed to COVID-19 while carrying out their work, however, we do all that is reasonably practicable to minimise this risk.

Vaccination is considered a very important way to minimise this risk, however we also need to ensure we continue all relevant safety measures to minimise COVID-19 risks. This includes our COVID-safe procedures outlined below.

At this stage, it is unlikely that a requirement for employees to be vaccinated will be a reasonably practicable way to mitigate risks in our workplace. If there are any changes to State or Federal Government regulations that require vaccinations to be mandated in freight and delivery services, Open Food Network will update our policies accordingly to ensure we are complying with all health regulations.

We have implemented the following processes to mitigate the risks of COVID-19 in our Open Road services:

- Drivers check in using QR codes where possible and all drop-off and pick-up locations are recorded in the logistics application we use.
- Drivers use hand sanitiser between every delivery stop and clean their van regularly. Drivers will also wear a mask and follow physical distancing guidelines as long as Government regulations require.
- Additional safety measures can be implemented as requested by partner organisations or customers to further reduce transmission risk during delivery and pick up. These include contactless delivery options such as drivers remaining in the vehicle during pick-up/drop-off or drivers collecting/delivering in an area that is free of other workers.
- Drivers will report to the Open Road Operations team as soon as they have any COVID-19 related symptoms. They will get tested immediately and will not return to work until they receive a negative test result. Our Operations team will organise replacement drivers as soon as possible. Please note, this may result in a delay of your pick-up/delivery and the OFN team will contact you on that day to advise on your revised ETA.
- If a hub/depot location becomes a COVID-19 exposure site, we request that they notify us immediately. We regularly check updates to exposure sites on the Victorian Government website and, as mentioned above, have a detailed list of driver locations daily.

- We ask our customers to notify us as soon as possible if they are in isolation or quarantine due to COVID-19. We are still able to deliver goods if this can be done through a completely contactless delivery process.

Please reach out to our team via [email](#) if you have any questions regarding our COVID-Safe procedures. We will continue to be flexible and adaptable to this ever-changing situation and update our users accordingly.

## **Do I need to be selling through the Open Food Network Platform to use Open Road?**

Open Road services are available to non-platform users in the regions we are operational as well as OFN Platform users.

## **How do I get a quote?**

To get a quote you can contact us at [openroad@openfoodnetwork.org.au](mailto:openroad@openfoodnetwork.org.au) and one of our friendly team members will get back to you as soon as possible during business hours between Monday - Friday.

## **Can Open Road deliver for me?**

To find out whether Open Road service can deliver for you, fill in a request form at this [link](#) and someone will be in touch with you as soon as possible during business hours between Monday - Friday.

## **How do I find the nearest depot?**

When you fill in the Open Road service request form, one of our team members will get back to you about whether Open Road can deliver for you and to arrange the details of your delivery.

We will help link you with your nearest depot to make this service more efficient.

Open Road is a new service with depots established in the following areas:

- Gippsland Zone: Meeniyah, Warragul, Rosedale and Wattlebank



- Hume Zone: Euroa, Wangaratta, Milawa and Beechworth
- Metropolitan Melbourne: Alphington

We are progressively establishing new depots to extend our areas of service in these regions and in Central and South West Victoria where we expect to be operational by September 2021.

If there is a depot near you, we will ask you to drop your goods there. If there is not a depot near you, you are on a route where there is demand and you are requesting a regular service, we may pick up your delivery goods directly from your address (while we work to establish nearby depots).

If there is not a depot near you (or you are unsure) we encourage you to get in touch with us directly via [email](#). We will be planning our new service based on demand identified in Expression of Interest forms and service requests.

### **How much does it cost?**

To use the service just fill out the form at this [link](#). The price set per delivery is \$15, which includes moving three boxes. An extra \$2.50 will be charged per additional box, for delivery from one of our depots to the end customer within our specified Hume or Gippsland Zones. There is an additional \$7 for last mile delivery in Melbourne or Peninsula.

Delivery fees and charges include GST, where applicable, and you will be notified of any applicable fees or charges before or at the time of sale.

### **What can I send?**

Your farm produce and/or food products can be sent via Open Road in standard box sizes that are easy for our drivers to carry. Please ensure boxes are no heavier than 20kg. We love boxes that come with lids, because they're easily stackable in our vans. We also like them to come with a sturdy base, especially if they weigh more than 15kg.

Boxes that weigh between 15-20kg must be labelled 'HEAVY' so our drivers can take care while lifting them.



We can also help you get your consumables and supplies delivered to your farm or business (such as jars, boxes, small boxed equipment).

### **Can I change an order after placing it?**

To change or cancel your order please contact us via [email](#) as soon as possible. Please note, if your order is cancelled in less than 24 hours, a cancellation fee of the value of 50% of your total order will be incurred.

Changes to your delivery destination after boxes have been picked up may not be possible.

### **Collection & Delivery**

Priority is given to bookings made in advance. Orders must be placed at least 24 hours in advance for next day delivery. We highly recommend getting your orders in by midday for next day delivery (Monday-Friday).

If you urgently require same day delivery or we receive your delivery request at short notice (i.e. less than 24 hours) we will assess if we can fulfil your request and let you know.

Upon booking your delivery, an estimated time of arrival to your end destination will be communicated with you. And if there are any changes to delivery schedules you will be contacted with an update.

Specific arrangements can be made with you if you require same day delivery or if you'd like to arrange recurring weekly deliveries.

### **Where does Open Road deliver to?**

At this time, we only deliver our products within specified Hume or Gippsland Zones. An additional \$7 for last mile delivery in Melbourne or Peninsula.

We are progressively expanding our area of service and encourage you to fill in an Expression of Interest form to help us prioritise areas of service expansion.



## **What if part of my order is missing or something goes wrong with my order?**

If something goes wrong, please contact us straight away and we will sort it out! You can contact us on [email](#) or through our [website](#).