



FAQs FOR CUSTOMERS

Ordering online is easy! But if you have any questions or concerns not listed below, please get in touch - our team will have you sorted quicker than you can say, "Wollongong Online Farmers' Market."

ABOUT

What is the Wollongong Online Farmers' Market?

Wollongong Online Farmers' Market (WOFM) is an online marketplace which allows you to:

- Reduce your climate impact,
- Make healthier food choices,
- Support local producers.

Each week, our marketplace is stocked by over 20 producers, ready for you to get shopping and support a food system that benefits our community, our producers and our environment.

Where does the produce come from?

WOFM only stocks foods that are grown or produced in a socially and environmentally responsible manner, within the boundaries of the Illawarra Region and adjoining LGAs, including Campbelltown, Shoalhaven, Sutherland, Wingecarribee and Wollondilly.

Why should I support the WOFM over other online marketplaces?

In contrast to other online marketplaces that stock organic produce, our mission is to improve access to local and sustainable food for our customers while providing a convenient distribution channel for local producers. As a result, we will have a more localised food system, shorter supply chains, lower CO2 emissions, and a greater proportion of revenue will remain in our local economy.

Is WOFM run sustainably?

WOFM is a not-for-profit initiative run by Healthy Cities Illawarra and Food Fairness Illawarra to boost access to local and sustainably produced food. Both organisations are run on the principles of social and environmental justice, meaning our operations are sustainable in more than one sense of the word.

Do you use plastic packaging?

While we we strive to be 100% plastic-free, some products, like meat and dairy, are packaged in plastic for health and safety reasons.

I would like to volunteer at the WOFM. How do I go about applying?

If you would like to volunteer with us, please head to the [Volunteer page](#) over at the Healthy Cities Illawarra website and fill out an expression of interest form.

ORDERS

How do I order?

All orders are to be made via the [Open Food Network](#), a not-for-profit platform specifically designed for producers to sell their products online at a price that works for them.

How do I use the Open Food Network (OFN)?

[Click here](#) to access the WOFM landing page, then begin your weekly shop. Once you have completed your shopping you have two options;

Option 1: Guest log in

Enter your details to complete your order.

Note: your personal details and order will not be remembered next time you visit the OFN.

Option 2: Create an account with the OFN

Enter your personal details. After registering, you will be sent an email asking you to confirm your email address. Once your email address is confirmed, you're ready to place your order.

What are the benefits of creating an OFN account?

Your transaction and order history are saved and you will be able to view your previous purchases. For example, creating an OFN account can be useful in situations where you really liked a jar of jam, but can't remember the exact brand or flavour to order again.

My verification email has not been received?

Due to overzealous email filters (designed to ward off spam) sometimes customers won't receive their confirmation email from us (or it will be directed to their junk folder). If this occurs, please add the [Open Food Network](#) to your 'safe' list in your email account settings.

Is delivery an option?

At this stage we do not deliver.

Why are some products not available all year round?

If a product is not ready to harvest, we are not able to supply it. The items we offer are grown or produced locally and generally picked or made the day before your order is packed. In addition to reducing your carbon footprint, buying local food will save labor costs for transportation and storage, as well as support our local economy.

Furthermore, due to the recent extreme weather, some producers have experienced damage to their crops, resulting in limited variety and stock levels.

Can I edit my order?

You cannot edit your order directly on the Open Food Network. If you're within the ordering period (Wednesday to Monday) just shoot us an [email](#) and we will manually edit your order for you.

Can I cancel my order?

Yes, you can cancel your order if it is within the ordering period (Wednesday to Monday). Drop us an [email](#) and we will manually cancel your order for you.

What is the order deadline?

Place your order by 11pm on Mondays. This is to ensure that producers have ample time to harvest and collate their orders ready for Thursday collection. Orders will reopen on Wednesday 12 noon for pick-up on the following Thursday.

It says 'Orders are closed'. What does that mean?

As our producers are busy preparing orders and updating their stock, our shop will be closed between Monday 11pm and Wednesday 12 noon.

How far in advance can I order?

You can order one week in advance; the ordering period opens Wednesday 12 noon and closes Monday 11pm, for collection on Thursday (after the Monday when orders close).

What happens if I miss the cut off?

Please wait until the next order cycle opens on Wednesday 12 noon. To ensure you don't miss out on future orders, opt into our mailing list for weekly reminders and/or set-up a subscription for your regular items.

Do I receive a receipt for my order?

Yes, you will receive a receipt via email upon payment.

Is there a minimum order?

No, there is no minimum order. You can order as much or as little as you'd like!

Can I create a regular order so I don't have to do it every week?

Yes, you can create a subscription which is a recurring or standing order. See above 'what are subscriptions' for more information.

What should I do if there is a problem with any of the produce?

If anything is missing from your order, or you are not happy with the quality of your products, please don't hesitate to drop us an [email](#). We will investigate and refund accordingly.

How do I pay?

WOFM accepts payment via debit or credit card through Stripe. You will be prompted to provide your payment information when completing your first order. If you opt for the "save payment information" this card will then be used to pay for all orders that you place both now and in the future.

COLLECTION

Where do I collect my order?

Your order is to be collected our hub:

[Healthy Cities Illawarra 6-10 Princes Highway, Fairy Meadow](#)

There is free, untimed street parking in front, as well as off Chapman Street next to the Metro petrol station. Look out for the Wollongong Online Farmers Market flags.

When do I collect my order?

Each Thursday between 3:30pm - 6:30pm.

What happens if I forget to collect my order?

You can collect your order on Friday, between 9am to 4pm.

Please note: we have limited refrigeration capacity, hence the quality of your produce may not be assured if you collect your order after the designated collection hours. Healthy Cities Illawarra is closed Saturday and Sundays. You will not be eligible for a full or partial refund on goods which are affected by late collection.

How is my produce stored before I arrive to collect it?

All food is stored safely and appropriately so you don't have to worry about squashed bread or warm milk when you arrive to collect your produce. Items that require cold storage are kept chilled at our hub until collection.

Can I pay on arrival?

Unfortunately we are unable to collect cash payments on arrival. All payments must be made at check out using a debit or credit card.

Can I bring any packaging back to be reused?

Yes! Most of our producers would appreciate their glass packaging being returned to be recycled! We kindly ask that glass jars be cleaned. If any labels have been removed, please specify which producer your packaging needs to be returned to upon your next collection.

Why do I have to bring my own bags to collect my produce?

We encourage people to bring their own bags, boxes or esky to collect their produce, to reduce any unnecessary packaging, including recyclable packaging - it's just like taking your own bags to a physical farmers market!

JOIN OUR COMMUNITY

[Subscribe](#) to our mailing list and follow us on [Facebook](#) and [Instagram](#) to stay up to date with the Wollongong Online Farmers Market.

CONTACT

If you ever need to get in touch, please email us at wofm@healthycities.org.au, we will get back to you ASAP.



Wollongong Online Farmers Market is a non-profit initiative by Healthy Cities Illawarra and Food Fairness Illawarra to support a food system that benefits our community, our producers and our environment.