

Elders Rural Services, Toowoomba brand new Branch by RKL Building sets New Standard for Agricultural Retail Excellence

Strategic partnership with Storeplan delivers enhanced safety, efficiency, and customer experience in new Elders facility.

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Elders Rural Services has successfully completed a comprehensive relocation of its Toowoomba branch, working in partnership with storage solutions specialist Storeplan to create a modern, efficient facility that sets a new benchmark for agricultural retail operations.

The project represents the latest milestone in a partnership spanning nearly three decades, demonstrating Elders' ongoing commitment to providing exceptional service to the agricultural community while ensuring the highest standards of workplace safety and operational efficiency.

Modernising Agricultural Retail

The Toowoomba branch build relocation involved a complete design of storage systems, warehouse layout, and retail spaces to optimise workflow and enhance the customer experience. Key improvements include:

- **Extensive Warehouse Storage:** Installation of 99 **Selective Pallet Racking** frames creating multiple storage runs with capacities up to 3000kg per beam level, dramatically increasing storage efficiency and organisation.
- **Specialised Safety Compliance:** Implementation of storage bays for dangerous goods (DG) with secure mesh caging and swing gate systems meeting strict AgSafe standards for chemical and hazardous material storage.
- **Weather-Protected Storage:** Addition of **Galvanised Outdoor Pallet Racking** providing 'built to last' outdoor storage.
- **Enhanced Safety Infrastructure:** Installation of comprehensive **Safety Systems** - Handrail Systems with Pedestrian Access Gates throughout the facility, including specialised access for safety equipment.

- **Modernised Retail Display:** Implementation of professional black **Gondola Shelving Systems** fully customised with pegboards creating organised, accessible product displays that enhance the customer shopping experience.
- **Complete Integration:** All systems designed for seamless workflow from receiving through to customer collection, reducing handling time and improving operational efficiency.

Partnership Excellence

"This project showcases the power of our long-standing partnership with Storeplan," said Laura Waddington, Elders Corporate Property Operations Lead. "Their comprehensive approach – from initial design through to installation and ongoing compliance support – allows us to focus on what we do best: serving our agricultural communities."

The transformation was completed with minimal disruption to branch operations, thanks to Storeplan's expertise in managing complex retail and property upgrades. The company's ability to operate efficiently in both urban and regional areas proved crucial to the project's success.

Setting Industry Standards

The new Toowoomba branch reflects broader trends in **agricultural retail**, where businesses are investing in modern infrastructure to meet evolving customer expectations and regulatory requirements. Features such as specialised storage for agricultural chemicals, improved product accessibility, and enhanced workplace safety measures position the branch as a model for rural retail excellence.

"We're seeing increasing demand for storage solutions that address the unique challenges of agricultural retail," said Luke Hillenberg, Storeplan. "This project demonstrates how thoughtful design and strategic partnership can deliver outcomes that benefit everyone – the business, its staff, and the customers they serve."

About the Partnership

Elders and Storeplan have maintained a strategic partnership since the mid-1990s, with collaboration intensifying significantly over the past decade. This relationship has enabled Elders to:

- Maintain consistent compliance across all depot locations
- Access specialised agricultural storage solutions
- Streamline supply chain management through single-supplier relationships

- Benefit from ongoing support and annual compliance reporting

Community Impact

The enhanced Toowoomba facility strengthens Elders' ability to serve the agricultural community across the Darling Downs region. Improved efficiency and expanded capacity enable better stock management and faster service delivery, directly benefiting local farmers and rural businesses.

The branch serves as a vital link in the agricultural supply chain, providing everything from livestock feed and veterinary supplies to farming equipment and rural merchandise. The modernised facility ensures this critical service continues to meet the highest standards of reliability and professionalism.

Looking Forward

The successful completion of the new Elders Toowoomba branch reinforces both organisations' commitment to continuous improvement and innovation in agricultural retail. Plans are already underway for similar upgrades at additional Elders locations, leveraging the proven partnership model to deliver consistent results across the network.

About Elders Rural Services Australia Limited

As rural Australia's most trusted agribusiness, Elders has played a key role in rural Australia for more than 180 years. Our expansive network across Australia offers links to markets, tailored advice and specialist knowledge across a range of products and services, including farm supplies, agronomy, livestock, wool, grain, finance, insurance, and real estate.

About Storeplan

Storeplan is a leading provider of Storage Solutions of racking, shelving, mezzanine, safety solutions across Australia, with particular expertise in agricultural and rural retail environments. The company offers comprehensive services from design and compliance consulting through to supply, installation, and ongoing support.

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